

D A T A S H E E T



“ The TFB Small Business Suite lets you offer better, more professional service – increasing customer satisfaction, saving toll charges, and improving staff efficiency....”

For NEAX 2000 ACD users, TFB offers bundled call center applications at an affordable small-business price. With TFB Small Business Suite, smaller companies can achieve many of the same service improvements, and cost reduction benefits of big call centers, and do it with a technology that offers options as they grow ...

Benefits

For many NEAX 2000 ACD users, the cost of adding more sophisticated Computer-Telephony Integration (CTI) features can be prohibitive. But customer-centric businesses, regardless of size, share the need to provide an excellent customer contact experience. Callers expect options – touch tone menus to get the information they need quickly, automated callback, and information about how long it will take to get to an agent. The *TFB Small Business Suite* lets you offer better, more professional service – increasing customer satisfaction, saving toll charges, and improving staff efficiency. A graphical user interface lets your staff easily define their own touch tone menus and call flow.

While other small-scale solutions have severe limitations on growth and maximum capacity, TFB gives you options to grow and add features as your business grows.

What's Included

The *TFB Small Business Suite* is available in affordable 8 and 12 port bundles, including software and server hardware. The system speaks ETA or position in queue to your callers then offers them the option of an automatic callback if they'd rather not wait on hold. The automated attendant lets your callers use touch tone menus to direct themselves to the right extension, queue, announcement, or pilot before they speak to an agent. Your supervisors use the GUI interface to easily create and edit touch tone menus. The announcement engine supports thousands of unique voice recordings that can be played to callers based on pilot, and rerecorded by your staff as they see fit.

FEATURES

- **ETA / Queue Position Announcements**
Speaks to callers their position in queue and estimated time to an agent
- **ASAP Callback**
Lets callers waiting in queue opt to hang up (saving you toll charges) and then automatically calls them back with an agent when one is available.
- **Enhanced Automated Attendant**
Lets your staff create and deploy touch tone menus that callers can use to select pre-recorded messages, transfer themselves to the right extension or queue. Password permissions give specific staff access to their portion of the menu tree.

FEATURES (cont'd)

- Enhanced Announcements
Lets your staff record and play informational messages to callers.
- Prompt Recording Utility
Lets your staff record and deploy spoken prompts for use with Auto Attendant Menus or callback announcements. Allows prompts to be recorded from any phone on the switch.
- CTI Server Log Reports
Tracks activity such as callbacks, and auto attendant interaction.

Platform

- CTI Server with 8 or 12 IVR Ports
(Handles 8 or 12 callers simultaneously)
An Intel Based server running Windows 2000 or 2003

What About Scalability and Growth?

Additional applications are licensed either by port or seat, and all applications scale to as many IVR ports as your ACD allows.

Want to add features? No Problem. TFB CTI software features share the same server*. You can run screen pop services, custom IVR, Enhanced Routing, Callback, Auto Attendant, and more on the same server. Additional features can share existing ports provided your traffic does not exceed port capacity.

Want to add ports? No problem. The software can be re-licensed and upgraded for any allowable port count. The primary server can take up to 16 ports, and additional servers can be added with up to 48 ports each up to as many ports as your ACD can handle.

Upgrading your ACD from NEAX 2000 to NEAX 2400? No Problem. The software can be licensed and upgraded remotely to work with the 2400.

Ask your NEC dealer about TFB, or contact us directly to find out how to reenergize your customers' contact experience with the *TFB Small Business Suite*. Reach us by email at sales@tfbc.com. Call toll free 877-612-4TFB, or see us on the web at www.tfbc.com.

*-To ensure proper performance, multimedia applications run on the **TFB Media Server**

About Purchase

TFB sells through authorized dealers across North America. Applications run on TFB's CTI Server™ and Media Server platforms. Ask your dealer about TFB or call us toll free at 1-877-612-4832 for a dealer near you. TFB can put you in touch with one of hundreds of satisfied customers who have already experienced smooth installation and rapid ROI from TFB products.

About TFB

TFB offers packaged and custom solutions for NEC, Nortel, Mitel, and Avaya ACDs, providing software enhancements and features that are scaleable and open. Applications include agent tools and automated call handling for contact centers of any size, as well as targeted solutions for healthcare, hospitality, government, education, and nearly every industry. For more information, go to www.tfbc.com.

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