

tCONTACT

MODULAR CUSTOMER SERVICE ENHANCEMENTS FOR YOUR ACD



IMPROVES CUSTOMER SERVICE

INTEGRATED AND OPEN

ENHANCES EFFICIENCY & EFFECTIVENESS

WORLD-CLASS CONTACT CENTER FEATURES

tContact is TFB's modular suite of productivity and feature enhancements for your ACD. tContact extends your existing ACD investment by adding leading-edge customer service capabilities, like speech-enabled auto attendant, cradle-to-grave reporting, real-time monitoring, email queuing, and many other features. tContact scales to the sky, and offers both CTI and IVR features, all on the same platform.

MORE EFFICIENT AND EFFECTIVE

tContact lets you decide how to treat your customers, automating the routine transactions, and routing to the right agent for the not-so-routine. Automating tedious interactions frees up your agents for more important tasks, improving efficiency and customer satisfaction. Routing callers intelligently and offering options in queue improves effectiveness.

INTEGRATED AND OPEN

Implementation is straightforward, and takes days not weeks, even with included training. Customization and IVR options are available to match your special requirements, but tContact modules are design to be flexible right out of the box. In fact TFB can already integrate to Avaya, Shoretel, NEC, Cisco, Mitel, and Nortel ACD platforms.



WHY TFB?

- ❖ **Smart Architecture** – Open API, blended communications, standards based
- ❖ **Fast Implementation** – Implementation in days, not weeks or more
- ❖ **Ongoing Product Development** – TFB adds features and capability constantly based on user feedback and changes in technology

REQUIREMENTS

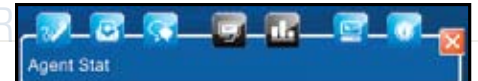
- ❖ TFB CTI Server™ and TFB Media Server
- ❖ Supported ACD and CTI Link

TOOLS FOR AGENTS AND CALLERS ALIKE

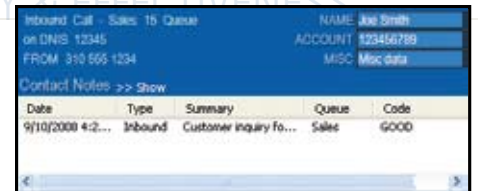
Your callers want personalized service and options – intelligent Routing, speech enabled auto attendant, and automated callback – let your callers make decisions about where they want to go. For supervisors simple GUI tools let them configure call flow options in a snap, and sophisticated monitoring and reporting help them measure success.



Agents and supervisors get real-time statistics on contact center activity



tContact Agent Desktop: Agent notes, screen pop, and application control from a single compact interface



Agent notes, call history, and screen pop open when needed, and minimize until the next call

ABOUT TFB

EXPERTISE

Since 1989, TFB has developed telephony enhancements for medium to large organizations. Our CTI and IVR software runs call centers for Computer Associates, Japan Airlines, the U.S. Dept. of Veteran's Affairs, and hundreds more.

ARCHITECTURE

TFB protects your technology investment by design. Our modular solutions grow as you grow, supporting open standards for integration, and offering truly open data and an open API. Our solutions integrate to the telephony platform you own now, and the technology you buy down the road.

BETTER ROI

It's not just features, but quick implementation, responsive support, and low cost of ownership that make TFB solutions stand out. TFB can extend your existing telephony platform into a customer service engine that helps you stay ahead of the competition.

tCONTACT FEATURE MODULES

- ❖ **ACD Reports** – Cradle-to-grave reporting for the contact center
- ❖ **Contact Director** – Real-time monitoring for the contact center
- ❖ **Callback** – ASAP, Scheduled, Web
- ❖ **Screen Pop** – call information Integrated with your CRM package
- ❖ **Automated Attendant** (voice-enabled optional)
- ❖ **Automated Outbound Campaigns**
- ❖ **Enhanced Call Routing** – Integrated touchtone surveys anywhere in your call flow
- ❖ **Call Surveys** – Integrated touchtone surveys anywhere in your call flow
- ❖ **Agent eMail** – Integrated inbound email handling to the contact center
- ❖ **Agent Chat** – Integrated handling of chat requests for your contact center agents
- ❖ **NXT ACD** – Next-generation multimedia ACD (Q2 '09)
- ❖ **Speech-Enabled** – Optionally add voice recognition or text-to-speech to your solution

SMART ARCHITECTURE

- ❖ **True Blending** – Inbound/Outbound calls, web chat, email handling
- ❖ **Open Data** – You get full access to reporting data, no black boxes!
- ❖ **Open API** – TFB offers API options so your staff can write call flow, desktop integrations, and collect real-time ACD and IVR data.
- ❖ **Custom Options** – TFB professional services can customize integration and features to meet your specifications.

