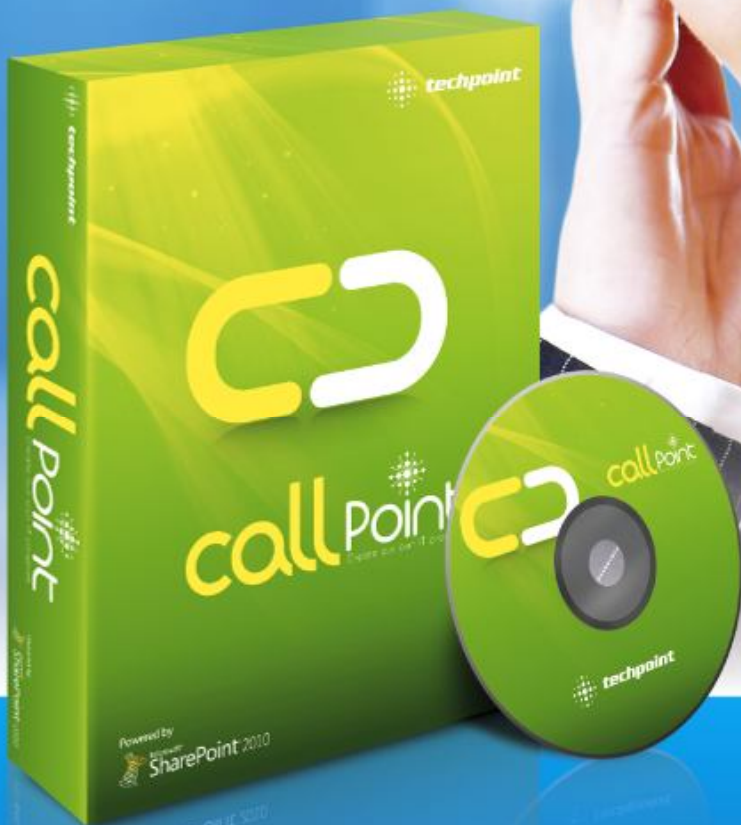




call Point

Create our own IT program





Overview

Today's consumers demand quick and flexible access that is difficult for call center software to deliver. Our contact center applications serve today's consumers with capabilities beyond those of traditional call center software. CallPoint transforms call centers into innovative contact centers by extracting and uniting key functionality from our unified contact center software and workforce optimization platforms to help you achieve targeted business results. Providing fast, easy-to-use solutions that drastically cut down agent training & talk times.

CallPoint benefits

- No More Being Put on Hold
- No More Missed Orders
- Consistent Order Taking
- Consistent Customer Service

CALLPOINT USER INTERFACE

- Use CallPoint to take orders in your call center.
- Use CallPoint to record all complaint per customer or per type complaint in your call center.

FUTURE ORDERS

- System allows users to place an order for a future time and date.

SAVED ORDERS

- Better customer experience by allowing users to view their previous or saved orders.

CAMPAIGN/UP-SELL TOOLS

- Increase your customer's guest check by automatically suggesting up-sells for additional products or special campaign.

STORE LOCATOR

- Maps customers to the correct store for delivery and carry-out orders.

REAL-TIME REPORTS

- Provides up to date store information & complete access to the most accurate date- all of the time.

System Requirements

1. SERVER

- Processor : Four cores (eight cores or more is preferred); 3.10GHz or higher
- RAM : 4 GB
- Hard Disk : 100 GB or more of available space
- OS : Windows Server 2008 Standard Edition

2. CLIENT

- Processor : Dual cores or higher; 2.2 GHz or higher
- RAM : 2 GB
- Hard Disk : 80 GB or more of available space
- OS : Windows XP or Windows 7

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