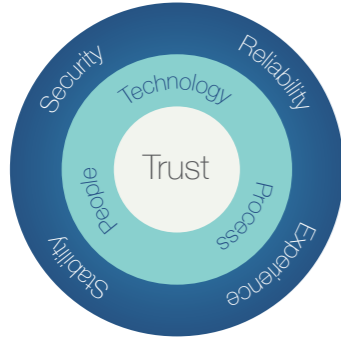


# Pioneers Contact Center Service (CCaS)



# CCaS

Companies demand four primary elements of trust in a cloud solution. Security, reliability, experience, and stability. Interactive Intelligence CCaS gives contact centers and business users secure and reliable service with the experience and stability to back it up – for a cloud solution you can depend on. All the time.



## Reliability

We offer guaranteed service levels with %99 application uptime.

- Eighth-generation technology proven by thousands of global customer deployments.
- Geo-redundancy across global data centers.
- Proactive monitoring and support from a 7 /24.
- CCaS offers contact centers the level of uptime they expect to keep business moving.

## Flexibility

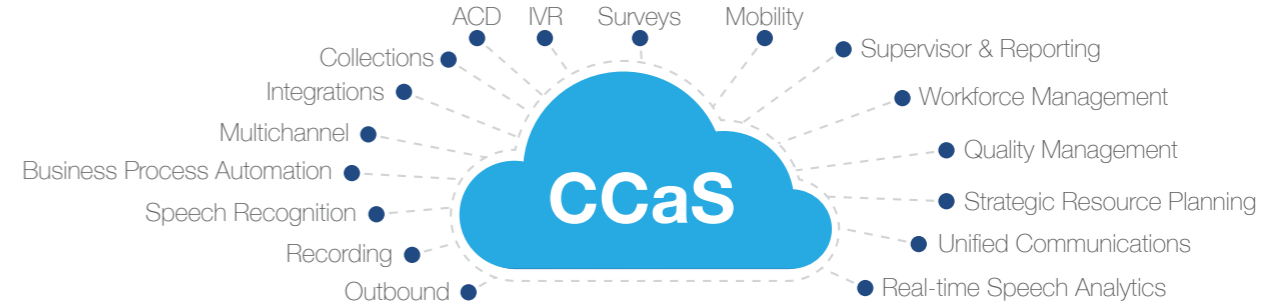
CCaS customers have the option to keep all voice traffic and sensitive customer data within the customer's network.

## Security

CCaS is the solution of choice for large, missioncritical operations that demand ultimate security. Customers are isolated from one another via virtualization and segmented infrastructure within a larger cloud network. Connections are secured through use of a dedicated firewall context and dedicated VLAN. Transmission of recordings is further protected using -256bit AES encryption.

# Breadth of functionality

CCaS offers a higher return on investment by providing the broadest functionality developed and delivered by a single provider. Our tightly integrated suite of applications enables contact centers to gain access quickly, easily, and cost effectively.

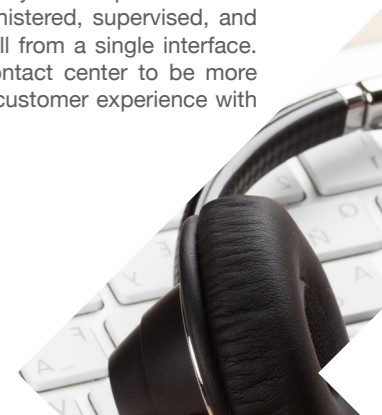


## Integration

Many of our customers are highly invested in applications from Salesforce.com, Oracle, Microsoft and IBM. That's why we focus on developing, enhancing, and maintaining a deep level of packaged integrations with CRM and UC applications – and a host of other front and back of ce applications (CRM, ERP, PBX, database, IP gateways).

## Empowerment

Our applications have been deliberately developed to work together. This allows CCaS to be administered, supervised, and used by agents and business users – all from a single interface. Elegant simpli cation empowers the contact center to be more agile and have greater control over the customer experience with minimal IT involvement.



## Maximum flexibility

Interactive Intelligence CCaS meets specific business requirements.

## Choice

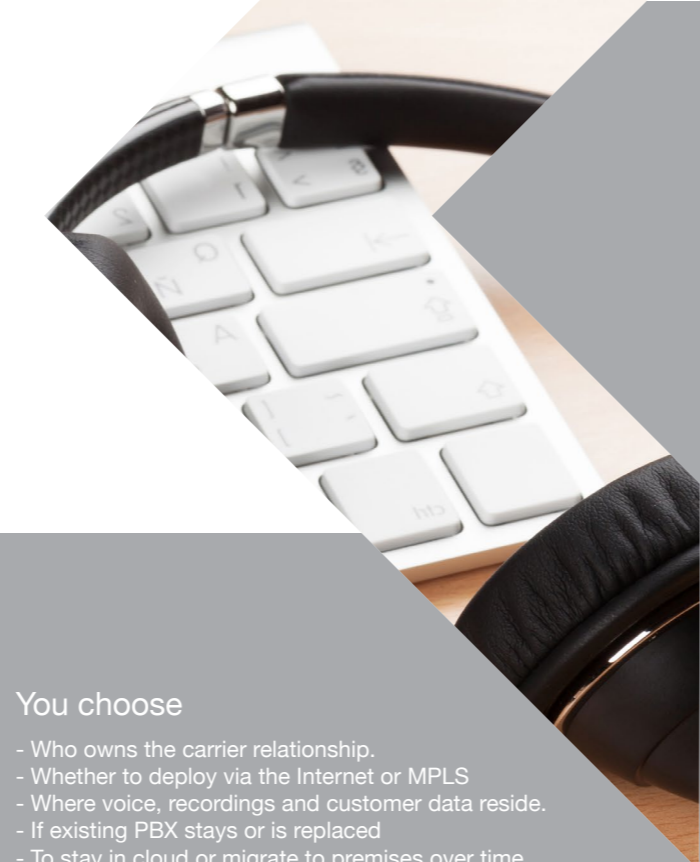
Every company and deployment is different. CCaS gives customers a distinct level of deployment flexibility. Over the Internet or via MPLS, we can identify where sensitive customer data resides and plan when updates and new functionality are implemented.

## Scalability

CCaS supports thousands of users in high volume environments. It can also power smaller centers with lower volume. Start at any level, and scale high or low to sustain seasonal peaks and valleys and bolster corporate growth. You only pay for what you use.

## Customization

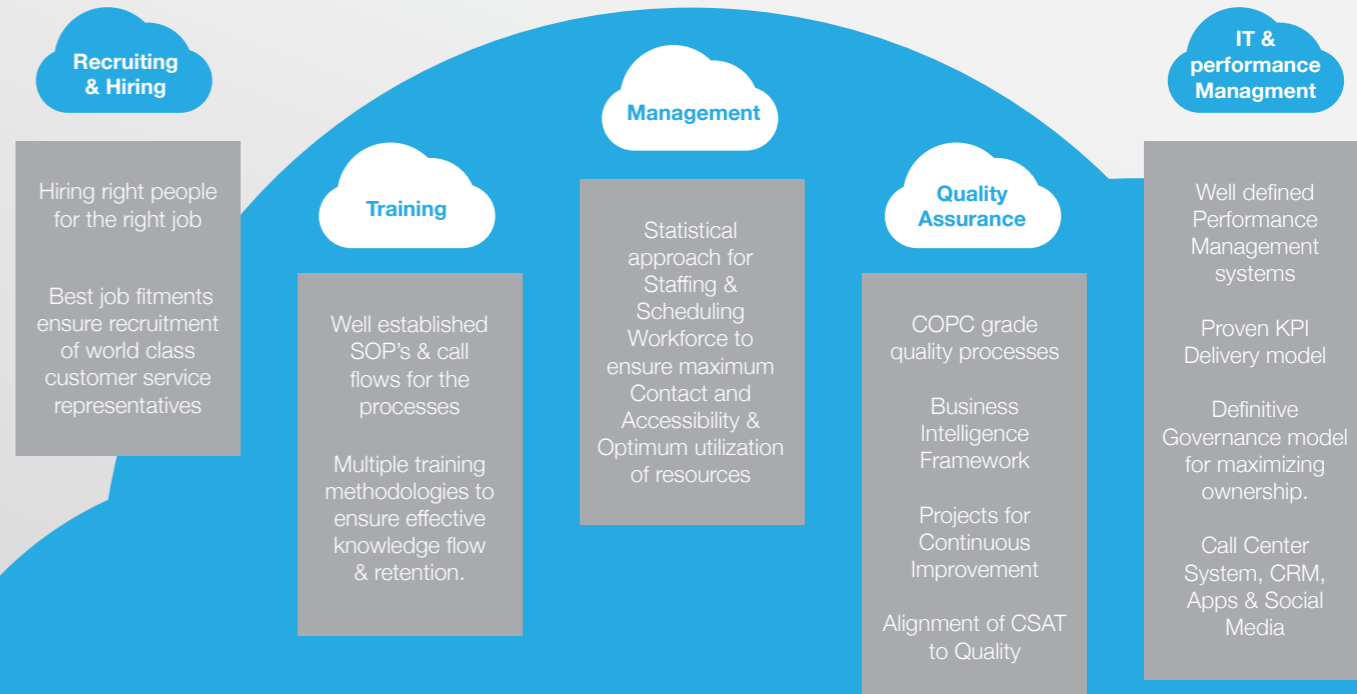
Get peak customization and integration in the cloud through comprehensive APIs and an experienced services team. Combined with tiered pricing and terms, you have a solution tailored to your specific business needs.



## You choose

- Who owns the carrier relationship.
- Whether to deploy via the Internet or MPLS
- Where voice, recordings and customer data reside.
- If existing PBX stays or is replaced
- To stay in cloud or migrate to premises over time.
- When to deploy updates and new functionality.

# Pioneer scope of work toward the project



# CCaS Packages

## Basic

A state-of-the-art call center solution for all operation scales by providing IVR Tree, extensions, call queuing and Standard Reporting.

- Private Branch eXchange(PBX)
- Automatic Call Distributor (ACD)
- Calls Recording
- Customer Feedback
- Interactive Voice Response (IVR)
- Dashboard Management

## Plans

Quarterly, Annual, Biannual

## Professional

Advanced Contact Center features for operating multi-channel customer interactions (CSAT Survey, Customized Reports, E-mail, Fax, Web-Chat, Auto-Dialer and Call-Back Channels)

- Private Branch eXchange(PBX)
- Automatic Call Distributor (ACD)
- Calls Recording
- Customer Feedback
- Interactive Voice Response (IVR)
- Multi-Channel
- Auto Dialer
- Workforce Management
- Quality Manager
- Dashboard Management
- Integration capabilities

## Plans

Quarterly, Annual, Biannual

# CCaS Add-ons

Extend your subscription plan with the following add-ons

## Managed Power

Qualified caliber (Customer Service, L1 Technical Support, Telemarketing, Telesales) Male or Female

## Operation Supervisor

manage the team performance, maintain the KPIs and adhere to service level agreement and quality standards.

## Quality Supervisor

To monitor and evaluate calls as per quality assurance international standards along with scoring sheets and quality accuracy errors.

## SIP

To add more DID or DOD channels extra to the original subscription to send/receive a number of concurrent calls.

## IVR Tree

A technology that allows a computer to interact with humans through voice and DTMF tones input via a keypad.

## Video Calls Channel

To make outbound and inbound video calls.

# About Pioneers-Outsourcing

A one-stop shop for Contact Center services provided by Pioneers Outsourcing, which includes the contact center system and professional services such as Quality Assurance, Workforce Management, Scheduling and Multi-skill agents. In addition to integration capabilities with your internal systems like CRMs. Whatever your requirements, we are ready to help. Our engineers and operations experts work to design a solution that meets your unique business requirements. You never have to worry about upgrades and maintenance with your contact center solution, our team will take care of that for you while you focus on your core business.

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