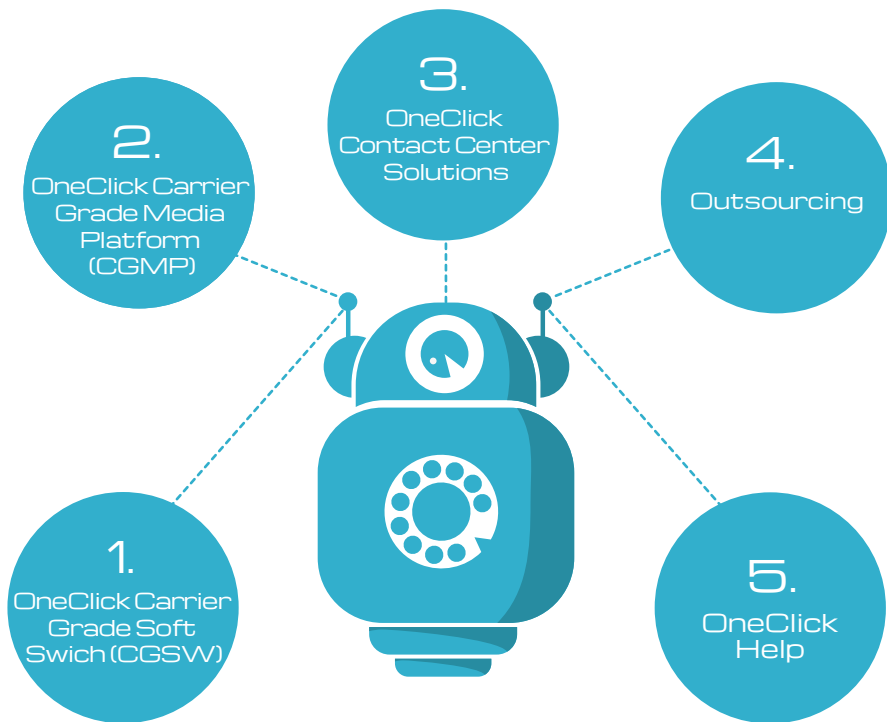




Contact Center Solutions



1.

OneClick Carrier Grade Soft Switch (CGSW)

This is an ideal solution for internal communication and not just for middle size companies, but for the large telecommunication operators and providers of telecommunication services as well. Integrated and proven in practice, open source components make our solution very competitive with its price. Optional billing system enables a variety of services such as service to residents, transit termination, calling cards service mission covering and many others.

Features and benefits:

- Scalable
- Single point of management
- Geographic redundancy
- Integrated security solution
- High performance
- Open for integration
- Lower initial Costs



- Increased financial benefits
- Affordability
- Free upgrades
- Reduced primary investment in server hardware
- Time savings
- Maintenance
- Wide range of business models



OneClick Carrier Grade Media Platform (CGMP)

In addition to CGSW platform, or independent of it, OneClick Media platform is an open platform with a large capacity that can create simple or very complex applications. This platform supports communication channels such as voice, video, fax, sms, chat and e-mail. It is the easiest way to integrate other popular channels such as Facebook, Skype and others. You can also create any type of IVR or IVVR services, integrate tools for working with databases such as ODBC, mysql and mssql connectors or use visual tools for creating applications. The platform can develop its components for digital signal processing or whole new applications. Just like with OneClick CGSW platform, it is possible to scale the OneClick CGMP platform to its own needs.



Features and benefits:

- Support for H.264
- Real-time any-to-any video transcoding
- Integrated application components: playback, recording, monitoring, math calculations, database tools
- Integrated support for queues and agents
- Integrated support for voicemail
- Integrated support for conferencing
- Decoding DTMF tones
- Bridging multiple media streams into a conference
- Playing announcements
- Processing VoiceXML scripts
- Speech recognition
- Text to speech
- Recording audio



OneClick Contact Center Solutions

OneClick Contact Center Solution is a safe and flexible software for VoIP and media managing that provides quality work in the field of telemarketing, customer service, market research, data collection and others. A central component of managing and dialing (as well as other components including scripting, call recording, IVR, and others) can be placed on-site or can be delivered as services over the web.

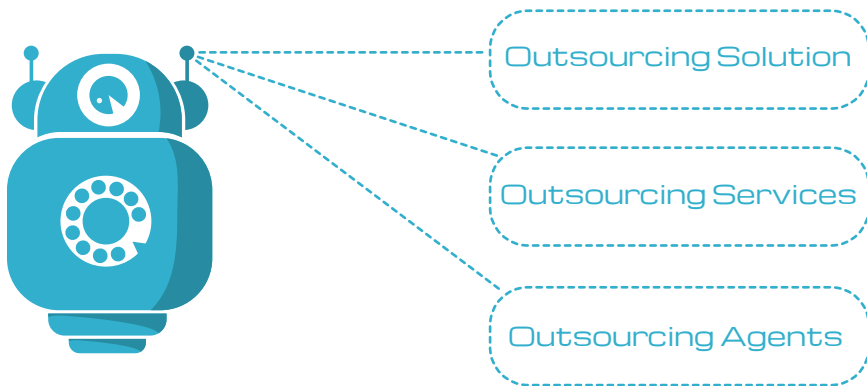
Features and benefits:

- Open architecture for integration
- Support for incoming and outgoing campaigns
- High performance predictive dialer
- Campaign manager
- IVR and media services
- Integrated tool for reporting and open XML standard for integration with other tools
- Integrated agent scripting



4. Outsourcing

For clients who don't want to invest much in developing their own solutions, software or hiring agents, but they are still in need of services or wish to provide contact center services, we can offer a several types of outsourcing:



High flexibility of individual components and the whole system as well allows combination of all forms of outsourcing according to the client's needs at very reasonable prices.

5. OneClick Help

It is a solution that offers real-time or offline technical support to the back-end users. Over all ways of communication ([chat](#), [audio](#), [video...](#)), with just one click, users are able to access the personalized help service directly over web browser. Application allows changing the way of communication at any time.

Types of communication:



Standard two-way communication



Multiple simultaneous communication



Conference call

Real Time Support:



Chat



Audio



Video

Offline Support:



E-mail



Voice mail



Video mail

5. OneClick Help

At any time, the agent has the ability to upload a file, or any other content, or open pages in the user's browser and thus guides the user through the process of solving problems.

The system is adaptable to social networks, Android and other mobile platforms.

System performance:

Our solutions are characterized by extremely high performance, efficiency and ease of use and competitive pricing.

- > High bandwidth
- > Load – Balancing
- > High availability
- > Manageability
- > Speed
- > Scalability of the system
- > Redundancy
- > SSL data transfer, security



A great experience in working with various clients help us to develop solutions that suit your specific needs.