SolusOne
B to B VoIP Solutions
www.solusone.com

VoIP Call Center / CRM Software
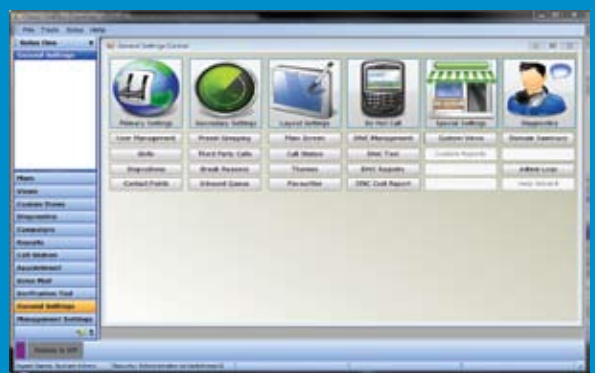
- **Help Desk**
- **Sales Desk**
- **Ticket System**
- **Tech Support**

Agent Call Station Screen

Supervisor Campaign Screen

Administrator General Settings Screen

Key Features

Predictive Dialer

Comprehensive CRM

Call Recording

Dynamic Scripting

Real Time Reporting

Call Back Scheduling

Customized Work Sheets

Call Transferring

Coaching & Monitoring Modes

Remote Agent Accessible (home agents)

ACD, Automatic Call Distribution

Voice Broadcasting & Automated Polling

Inbound Client Profiles, Notes and Call History

Real Time Appointment Setting Module

Key Advantages

Affordable, Low Setup Cost

Multi-lingual

Set-up time (5 - 20 minutes)

Minimal Training Time

Customized Solution (less than 14 days)

Foreign Software Connections

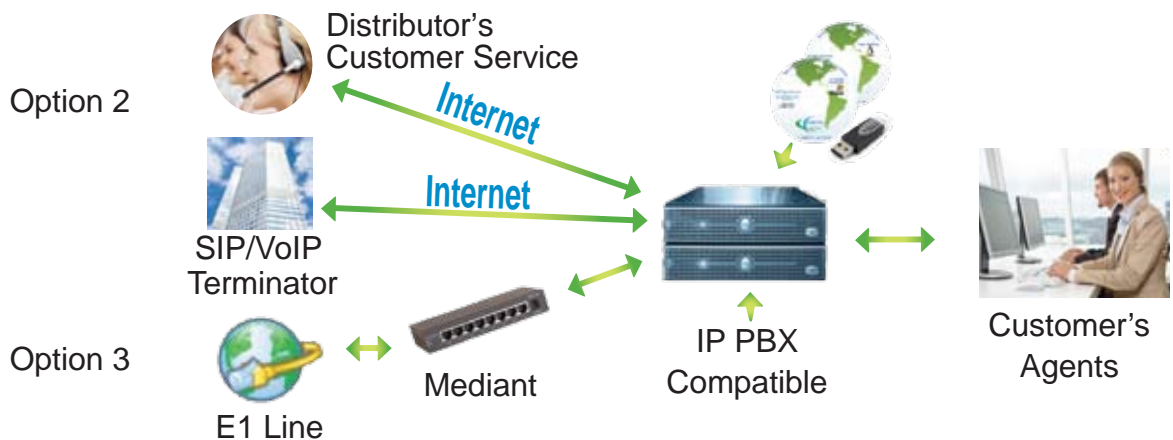Hosted & Non Hosted Solution Available

Contact Sales: at +639177171806

V1.0-E

SolusOne
B t o B   V o I P   S o l u t i o n s
www.solusone.com

Distributor Options

Customer Requirements

Pentium IV Computer per Agent → **Plantronic Softphone Headset** → **High Speed Internet** → **Customer's Agents**

Hosted Solution

Option 1

Customer Service

SIP / VoIP Terminator ↔ **Internet** ↔ Distributor's Data Center and Customer Support ↔ **Internet** ↔ Customer's Agents

On-Site Solution

Option 2

Distributor's Customer Service

Internet

SIP/VoIP Terminator

Internet

IP PBX Compatible

Customer's Agents

Option 3

E1 Line ↔ Mediant

Our On-Site Pricing

- Licence price based on market price
- Distributor / Reseller may rent system out monthly
- Or Sell as a 1 Time Solution
- Annual Customer Service Fee (10% to 20%)
- Servers & G729 codecs sold at cost

Our Hosted Pricing

- Distributors charge a monthly fee per agent to the customers for a seat licence and VoIP termination
- Solus One charges a set-up fee and royalty charge to the distributor

Solus One Provides:

- Software
- Security Key
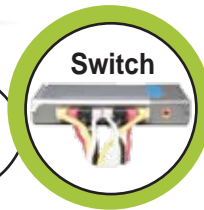- Training
- Expert Customer Support

Solus Mobile

Option 1: *8 Phones + 8 Computers*

Switch

Option 2: *Computer + 8 Phones*

Inbound Features

- Automated Call Distribution with Skill Based Routing
- Queue Based Routing
  - To Agents
  - To Other Queues
  - Call Back
  - Priority Based; after Hang Up
- Campaign, Queue and Agent Level Voice Mail
- Customer History; tri-dispositions technology
- Security ID Based IVR (Interactive Voice Response)
- Caller Identification with Pop up and Advanced HTML Scripting
- Ticket and Help Desk Functionality
- Real Time & Historical Reporting

Advanced Features:
- Unified Communication
- Remote Agents
- CTI (Computer Telephony Integration); IP PBX Asterisk compatible or API software.
- Phone Based Routing without Internet required; Disposition code 1-9

Outbound Features

- Predictive Dialling, Multi-speed Settings
- Auto Dialling
- Answering Machine Detection
- Call Back Scheduling
- Voice Messaging; Answering Machine Drops
- Message Library; For Voice Mail message creation, Unique per Agent
- Advanced Scripting and Rebuttal Lists
- Ability to Blend with Voice Broadcasting technology and Inbound Features

Help Desk / Tech. Support Features

- Advanced Scripting for multiple product lines
- Full Inbound Functionality
- Record Verbal Contracts and Agreements

Ticket System

- Allows quick submissions of Tickets to other Departments
- Automatic routing of Tickets to the specific people
- Customizable alert system highlighting high priority Tickets.
- Tri-Disposition Technology allowing you to have 3 different Standard Dispositions per Ticket.

  Reporting on Call, volume, type, duration, resolutions and customizable for additional measures.

Sales Desk Features

- Calendar or Grid View for Sales Desk to review leads.
- Color Code System to identify types of leads.
- Ability to "Lock In" Appointment Call Back Times; with notification system
- Maintain detailed notes and use Tri-Disposition system for tracking
- Unified Communications for Call Forwarding
- IP PBX Compatible

Generate Performance Reports on:
- Type of Agent Leads (Cold, Warm, Hot)
- Talk Time vs. Call Back Time vs. Idle Time
- Number of Calls including number of Cold Calls
- Work Effort & Performance

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Solus One

B t o B V o I P S o l u t i o n s

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Mandaluyong City, 1550 Philippines

Industry	Software, VoIP, CRM
Primary Product / Service	VoIP Call Center Solution
Description	Hosted Call Center Solution software package accessed over the internet Non-Hosted (On-Site) Call Center Solution Mobile Solution
Target End-User Market	Small Medium Sized Businesses Inbound or Outbound Call / Customer Service Centers Call Center Size Range: 1 - 80 seats; typical client size 5 - 20 seats Price Sensitive Clients
Required Equipment (End-users)	High Speed Internet; PentiumIII or IV computer and Head Set.
Marketplace Goal	Seeking Master Distributors & Value Added Resellers (VAR) High quality strategic partner with strong local roots
Potential Partners	IP PBX Companies VoIP Companies ISP (Internet Service Providers) / Long Distance Suppliers Call Center System Distributors (predictive dialer resellers) Software Companies (Seeking to integrate / connect VoIP)
Partnership Advantages	Access to high margin product / service Incredible pricing with flexibility to compete Label the Solus One system with your name brand Sell New R&D features in the VoIP market

Survey Software Products

Robo Surveys.ca   **Political** Surveys.ca

Automated Polling System

- Ideal for political polling and market research
- Multi-level polling software generates an outbound call and requests a response from the listener
- Results are then emailed to the client
- Reduces labour costs of live polling; ideal for surveys of 3 questions or less

Voice Broadcast System

- Automated system sends out a pre-recorded message to a list of telephone numbers
- Ideal for politicians, public & event announcements and new product launches
- Low cost marketing medium

Automated Telephone Surveys (*HR or Customer Service*)

- Up to 20 question automated telephone survey
- System can work either:
    - Outbound, where the system calls clients for touch tone responses
    - Inbound, where the clients call in and answer the responses using a touch tone phone

* For further information please contact Marl Gonzales at the information below

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