



your voice everywhere

## A Full-Featured Hosted Contact Center Solution

Innovating since 1999

### Summary of Features



- ✓ Inbound
- ✓ Outbound
- ✓ Reporting/BI Analytics
- ✓ API Integration
- ✓ TCPA/Compliance/Security

#### Inbound

- Full Featured IVR
- Enhanced ACD
- Agent Extensions/ Agent Voicemail Box
- Call Waiting
- Blended Agents

#### Outbound

- Manual/Preview/ Predictive
- Message Blast
- Skills Based Routing
- Web Callback
- Blended Agents

TCN's proprietary efficiency system will **streamline** your business.

### Don't Take Our Word For It



"Motivated to switch to a solution with automated payment capabilities, TCN's installation process couldn't have been easier. The entire process was completed within one hour."

- Debbie Nobbe | ClaimAid Self Pay Solutions

"It has enhanced the level of service we can offer our customers through its call recording and time reporting capabilities." - Jim Kerlin | Beyond Vision



## Efficiency: Born In The Cloud



### Cost Savings + Agent Staffing

TCN's blended, inbound, and outbound solution enables faster answering machine detection and agent connections. This allows you receive and place more effective calls in a shorter period of time.

You can expand your efficiency and profitability by implementing TCN's cloud-based call center software.

- Better consumer experience
- Higher productivity
- More productive conversations
- Less agent training costs
- Happier agents



\*See Efficiency Sheet

### Compliance Matters



Your team can successfully achieve its goals while adhering to industry rules and regulations. TCN's compliance tools are built in to help prevent inefficiencies around TCPA and CFPB.

- Manually Approved Calling
- Cell Phone Scrub
- Call Recording
- State Specific Custom Calling Rules
- IP Address Lock-Down

\*See Compliance Sheet

### 5-Year Cost Analysis



70% of call center execs report that they're making plans to switch to the cloud in 2015. Here's a breakdown on five of the most important deciding factors when you're faced with the choice to go hosted or premised:

1. Startup Costs
2. Upgrades and Future-Proofing
3. Increased ROI
4. Advanced Analytics and Real-time Monitoring
5. Scalability & Flexibility



\*See 5-Year Cost Sheet