



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