



Business Productivity



Contact Center

Call Recording



Innovative Solutions
For Every Day Business Challenges

TOSHIBA



CONTACT CENTER SOLUTIONS:

- Automatic Call Distribution (ACD)
- Interactive Voice Response (IVR)
- Reporting & Monitoring
- Desktop Call Control/ Screen Pops
- Web Chat & E-mail ACD

BUSINESS PRODUCTIVITY SOLUTIONS:

- Desktop Call Control/ Screen Pops
- Intelligent Call Routing
- Interactive Voice Response
- Reporting & Monitoring

RECORDING SOLUTIONS:

- Call Logging
- Selective Recording
- Remote Monitoring

IN TOUCH

OAISYS is a suite of software communication applications designed to provide Business Productivity, Contact Center, and Recording solutions for the Toshiba Strata® CTX business telephone system. OAISYS is integrated at a core level and OAISYS technology powers Strata CTX ACD. This superior integration provides advanced communication features that are not available with generic, plug and play products. The modular design of OAISYS allows you to choose which applications fit your communication needs today and allows the system to change as your company does. OAISYS and Toshiba provide a comprehensive and proven solution that improves business communication.

Communicate, Interact & Succeed

COMMUNICATION CHALLENGES MEET BUSINESS REALITIES

One issue facing all companies is balancing good customer service with bottom line results. Effective training and investment in technology are important when thinking about communications but tight budgets and complexity in technology don't always make your goals easy or even feasible. OAISYS solves communication challenges by improving customer service and empowering employees with tools for effective communication while addressing business realities such as lowering communication costs and making employees more productive.



BOTTOM LINE RESULTS – BUSINESS PRODUCTIVITY SOLUTIONS

Effective communication doesn't have to be expensive. With OAISYS business productivity solutions, you can decrease costs associated with communication by improving the productivity of your employees and streamlining the resources needed to provide the level of customer service you demand.

Streamline Communication Resources

Intelligent Call Routing & Interactive Voice Response

By automating routine elements of communication, OAISYS can save companies money by reducing the number of calls that need to be answered by an employee as well as cut down on hold times which reduces long distance costs. OAISYS automates communication by intelligently routing calls to a destination based on caller information and by integrating with a company's customer database to provide account information and other generic information through interactive voice response applications.

Improve Customer Service

Screen Pops, Reporting & Monitoring

OAISYS helps companies improve customer service by providing the tools needed to streamline communication and make it more efficient. OAISYS screen pops many leading CRM applications so caller information is available on their screen as the call arrives. OAISYS also provides real-time monitoring and reporting capabilities so companies can see objective call and employee activity in order to make informed communication decisions.

OAISYS improves communications, allowing your employees to handle more calls, reduce communication errors, decrease costs, and provide the level of service you demand.

PROACTIVE COMMUNICATION – CONTACT CENTER SOLUTIONS

Contact centers are all about efficiency. You want your callers to be connected with the person or information they need in the shortest amount of time and in the most inexpensive way possible.

Make Customer Service a Priority

ACD

Give your customers the choice of working with a preferred agent or the option to receive an automated callback if wait times become long. Prioritize Callers, Agents, and ACD Groups to make your contact center the model of efficiency and customer service.

Give Callers What They Want, Automatically

Intelligent Call Routing & Interactive

Voice Response

With OAISYS, your callers can get the information or destination they need without talking to a live agent. OAISYS can give callers the option to get information automatically such as order status and account balance, without interacting with an agent, resulting in fewer calls, shorter hold times, and decreased long distance costs.

Improve Agent Productivity

Desktop Call Control & Screen Pops

Give your agents the ability to combine the capabilities of their telephone and computer into one powerful communication tool. OAISYS

provides your agents computer with the ability to control their telephone with productivity enhancing tools such as speed-dial, quick-launch, station status keys, call history, text messaging, and a personal power dialer. Agents manage calls more efficiently and become more productive, allowing them to handle more calls.

Know How Your Contact Center is Performing

Historical Reporting & Monitoring

Running an effective contact center is impossible without the means to measure and view performance. OAISYS provides supervisors with sophisticated reporting, real time monitoring, and forecasting capabilities that provide an objective view on call traffic, hold times, and agent performance.

Communicate With Your Customers on Their Terms

Web Chat & E-mail ACD

Making a call isn't always convenient. With OAISYS, your customers can contact you through your web site and e-mail and have a way to efficiently manage those communication forms the same way you manage your telephone calls, and, with the same agents who answer the phones.

With OAISYS, your prospects, customers, and suppliers get in touch with the information they need in a timely manner from informed and empowered employees.



PROTECTING YOUR BUSINESS – RECORDING SOLUTIONS

Call recordings can help improve the quality of your business operations including training, quality control, customer service, and dispute resolution. OAISYS provides the means to record, organize, playback, and archive calls in a simple and efficient way.

Capture the Real World

Digital Call Logging

Recorded calls provide an excellent tool for training new employees, objectively evaluating job performance, and provide a means of quality control when misunderstandings or disputes arise. Calls are easily organized, sorted, and archived so they are readily available when needed. Properly trained employees lower the risk of providing inaccurate information and usually have lower turnover rates and have higher job satisfaction.

Stay Informed

Remote Monitoring

Authorized users can easily monitor telephone calls in real time from any location with network connectivity. With OAISYS, being out of the office does not mean being out of touch with you company.

With OAISYS, your company will be in a better position to retain its most valuable customers, reduce liability, and increase customer satisfaction—all of which benefits the most important factor, your company's bottom line.

EVERYBODY WINS

With OAISYS and Toshiba driving your communications, your customers get connected with the information they need – either automatically or from informed and empowered employees. OAISYS allows your company to raise the customer service bar improving customer interactions, maintaining high call volumes, and retaining a motivated and productive workforce while generating a strong, measurable return-on-investment (ROI).





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ABOUT COMPUTER TELEPHONY SOLUTIONS, INC.:

Computer Telephony Solutions provides advanced telecommunication solutions that allow businesses to communicate smarter, faster and more efficiently. Our powerful OAISYS system integrates telecommunication and computer systems to increase productivity, reduce call-handling errors, improve customer service, and increase revenue potential. Our Company works with a nationwide network of professional communications experts and partners to install and support OAISYS systems.

ABOUT TOSHIBA TELECOMMUNICATION SYSTEMS DIVISION:

Toshiba Telecommunication Systems Division brings to the U.S. market a complete line of business communication solutions developed to address the needs of today's small to medium-sized enterprise. Toshiba's Strata CTX family of digital business telephone systems and Strategy voice processing systems are regarded by customers and telecom dealers for their high quality and upgradability. Toshiba is committed to delivering solutions that empower its customers to effectively communicate with their customers, vendors, and each other.

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