



# Echopass Telecenter for salesforce.com Service & Support

- Boost productivity of Customer support & help desk teams
- Manage case interaction
- Close customer service cases faster
- Route and manage online communication more effectively
- Monitor all the activities of your customer support and help desk teams

## Automate contact interactions to reduce the costs of customer service & help desk

Echopass Telecenter for salesforce.com provides affordable, enterprise-strength automation of contact interaction management by seamlessly integrating the multi-channel contact center capabilities of Echopass and the CRM features of salesforce.com. Pre-integrated workflows and on-screen features streamline not only how your teams generate and qualify leads, close business, and service customers but how they manage contacts via the phone, email, and web. With complete, real-time visibility into all your customer support & help desk business processes—including critical outbound and inbound activities—you can better manage customer issues that affect revenue. And, because Echopass offers this solution as a hosted monthly subscription service, your company can profit from this enterprise-class solution for a fraction of the time and cost of a premise-based system.

### Pre-integrated, affordable, scalable

Echopass Telecenter for salesforce.com is a pre-integrated, on demand solution offered on a “per user, per month” basis. Pre-integration eliminates the time and expense associated with in-house integration projects. Hosting of the solution by Echopass takes the complexity out of application deployment. All you need is a PC, a browser, and a network, which means minimal upfront costs, no ongoing maintenance costs, and exceptionally fast deployments. And, because this is a monthly subscription service, it’s easy to add services and scale capacity on-demand.

# Telecenter boosts the productivity of customer service & help desk teams

Echopass Telecenter for salesforce.com automates inbound and outbound contact interaction management with unique features specifically designed to boost the productivity of customer service and help desk teams.

## Routing contacts

Echopass queues and routes all inbound and outbound interactions, including phone calls, voice messages, callbacks, emails, faxes, and web chat sessions. A number of other platform capabilities can be incorporated into your contact management strategies including advanced skills and conditional-based routing, network load balancing, application of business rules, pre-defined service level objectives, and pre-determined disaster recovery scenarios.

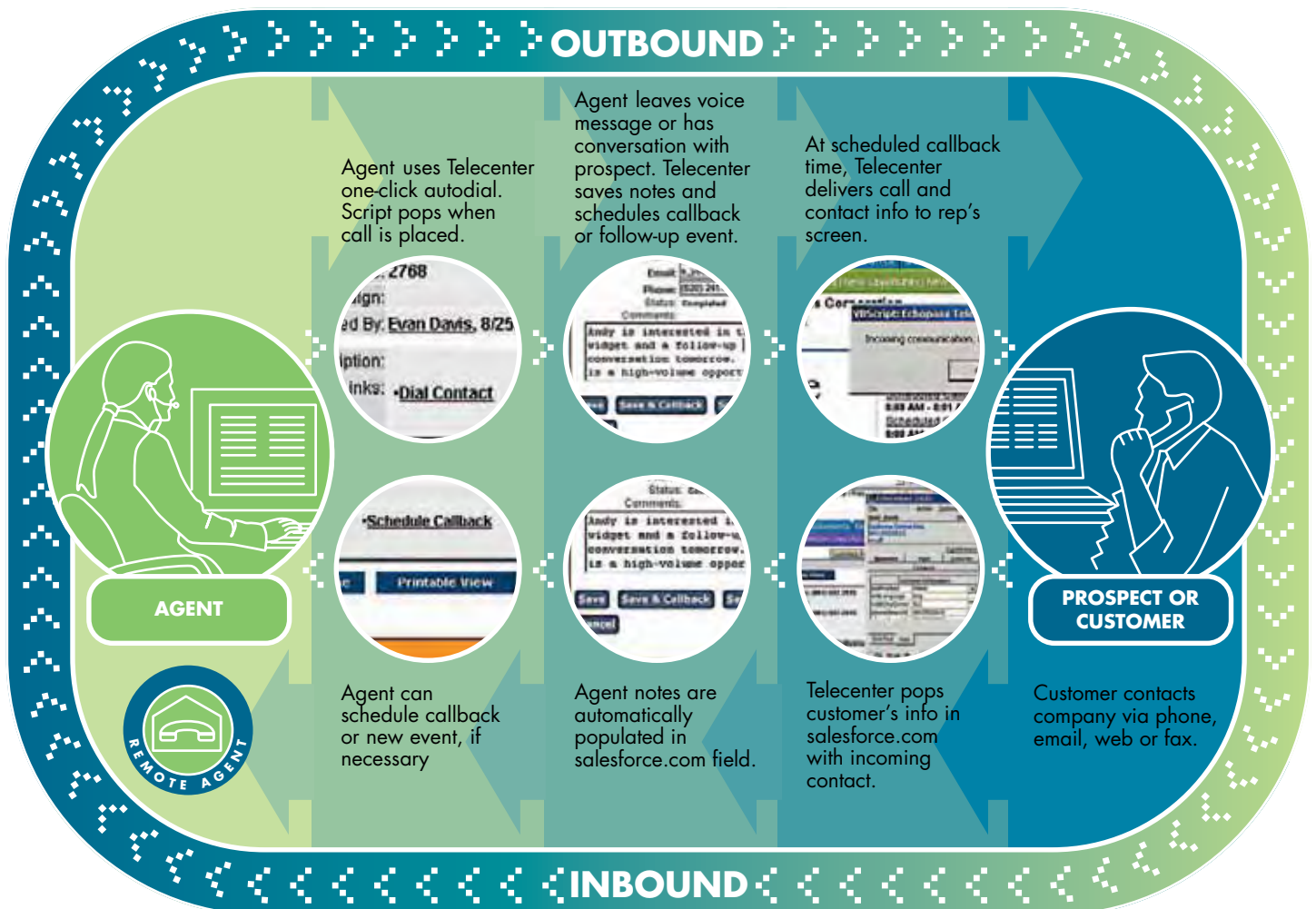
## One-click autodialing

One-click autodialing from a link on the salesforce.com contact information screen makes placing outbound calls a breeze. The Telecenter application dials the contact phone number and launches a pop-up window to collect call notes. After the call, the representative can take one of four steps: save the data, save the data and schedule a callback, save the data and create a new task, or cancel the operation.

## Scheduled callbacks

The callback scheduling feature is available as a web integration link added to the salesforce.com contact information screen under any salesforce.com tab. This link launches a pop-up window, which allows the user to place a callback request into the Echopass callback queue. At the specified date and time, the callback is automatically delivered to the user with the associated salesforce.com record.

**End-to-end automation streamlines 360° customer interaction management.**



### Integrated Interactive Voice Response (IVR) Routing

The IVR routing feature of Telecenter allows inbound calls to be routed based on prospect or customer data stored in salesforce.com. Calls can be routed based on many variables, including matching skills of an agent or agent group, value of the customer to your business, age or urgency of an outstanding service case, etc.

### Synchronized screen delivery

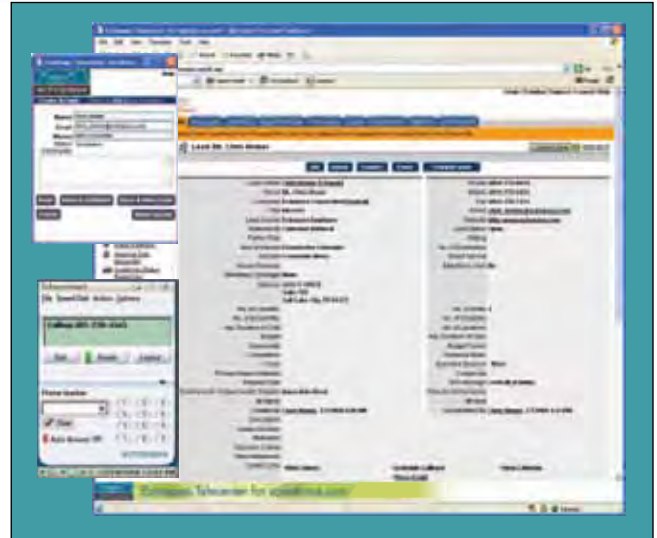
Telecenter can search any salesforce.com tab (Contacts, Leads, Opportunities, Cases) and pop the matching record simultaneously with the delivery of any inbound contact, including voice, email, web chat, fax, voicemail, or callback.

### Pop-up scripts

Pop-up scripts can be tied to specific marketing campaigns and product areas in salesforce.com and presented to the representative. Scripts can include conditional branching that provides different scripts for different customer responses and situations. Scripts are personalized with information stored in salesforce.com records. Data fields that are updated or notes that are collected during the call are automatically updated in the salesforce.com record.

### Email and web chat integration \*

Advanced routing capabilities and screen synchronization are also available for inbound email and web communications. Representatives can respond to inbound email using standard responses from the user-side knowledgebase, and they can customize responses with the email sender's information. During web chat sessions, representatives can push pages to customers and hold multiple chat sessions simultaneously. Both email and web chat sessions can be escalated, transferred back to queue, or transferred to another representative. Telecenter automatically saves email and chat interactions in the salesforce.com customer record. By seamlessly incorporating online contact information, as well as telephone-based transactions, you are able to see a complete view of prospect or customer interactions.



**Telecenter embeds  
telephony functionality  
into salesforce.com.**

### Remote agent support

Telecenter provides for complete support of remote agents and virtual contact centers. All Telecenter features and management capabilities are available, regardless of size or location of your work force.

### Real-time monitoring and historical reporting

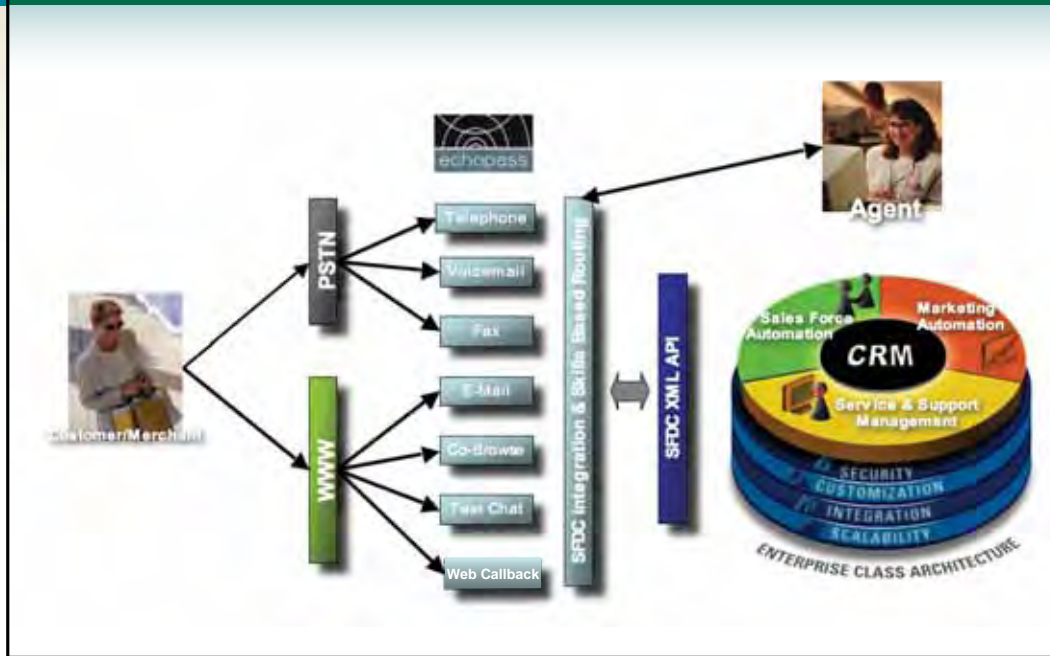
Robust real-time monitoring and historical reporting gives management visibility into all outbound and inbound contact interaction activities network wide. Management views are easily customized to reflect each company's unique environment. Report filters and rollups let management look at data from any number of perspectives, including individual activity, team activity, activity by media type, and activity by product, client, or campaign. The information gathered by the Telecenter application can be posted to a secure web site for access from any location via a web browser.

### Simplified administration

Because the integration and much of the configuration of the Echopass Telecenter for salesforce.com is out of the box, setting up the Telecenter application requires neither programming nor professional services. Telecenter includes a self-administration tool with the same look and feel as the salesforce.com screens.

\*As an optional capability, your Echopass Telecenter subscription can include Echopass eServices, a comprehensive online contact management suite for email response and web interactions.

## Intergrated Telecenter Service and Support Solution



### About Echopass

Echopass Corporation provides advanced IP-based call and contact center solutions as a service for mid-to-large enterprises and government agencies through its unique EchoSystem™ service integration platform. Only Echopass delivers the promise of on-demand, always on, guaranteed, and end-to-end solutions that are both affordable and fully integrated with client's existing customer contact applications and voice or data technologies. Echopass managed solutions are quick to deploy, easy to use, flexible, and require no capital investment or ongoing maintenance. Privately-held Echopass, backed by venture capital firms Canaan Partners and New Enterprise Associates, is a recipient of the Red Herring Top 100 Companies award. The company is headquartered in Pleasanton CA. For additional information, please visit [www.echopass.com](http://www.echopass.com) or call 1-888-622-5345.



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