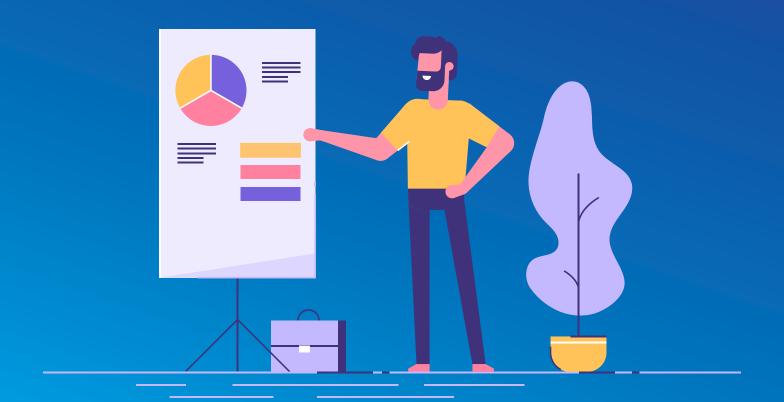
BICOM SYSTEMS ADVANCED SIMPLICITY



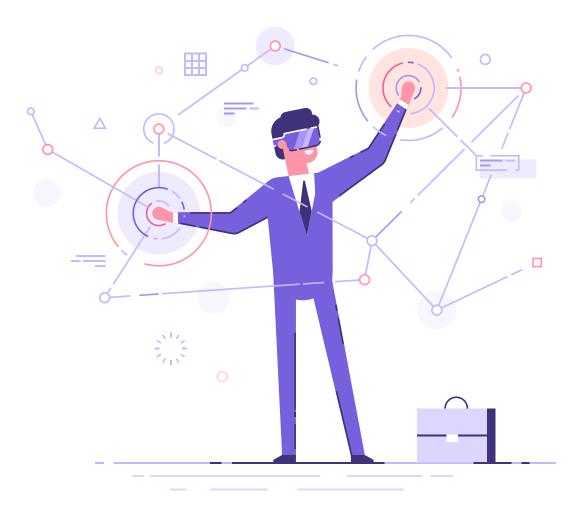
OVERVIEW

- The Coolest DIRECTORY INQUIRY SERVICE in Ireland
- 40,000 Calls per Day
- 9 million Calls per Year
- HIGH PRESSURE ENVIRONMENT
- RENEWAL of their TRADITIONAL PHONE SYSTEM



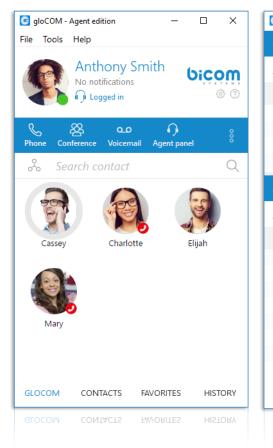
CHALLENGE

- 1. Improve EFFICIENCY
- 2. Improve RELIABILITY
- 3. Improve ERGONOMICS
- 4. To LIBERATE



SOLUTION

- PBXware CALL CENTER Editon
- OPEN STANDARDS Hardware Redundant Server
- Inbuilt Statistics
- CRM Lookup
- gloCOM Call Center Agent



🗲 Agent panel					?	×
Queues: 6					Ĵ	(()
Search						Q
QUEUE	CALLS (0)	BUSY (3)	IDLE (5)	PAUSED (0)	MWT (0)	
Account	0	1	2	0	0	
Billing	0	0	0	0	0	_
Develop	0	0	0	0	0	
Marketi	0	2	3	0	0	
Agents: 8						\bigcirc
Search						Q
NAME		AGENT ID		AGENT TYPE		
Barry Nielson		1008		Agent		
Caleb Brown		1006		Agent		- 1
 Cassey Smith 		1004		Callback		
🔵 Charlotte Hugh		1005		Callback		_
🔵 Elijah Green		1001		Callback		_
Mark Owens		1007		Agent		
🄇 Mary Jones		1002		Callback		
					Close	
					Close	

RESULTS

- SYSTEM NOT CRASHED
- 35% Gain in Productivity
- Huge Reduction in Costs
- Agents have much happier WORK PLACE
- Supervisors CONTROL the System and Agents
- LIBERATION from Traditional Vendors

