

# The smart business tool for managing all your customer contact points

# Agent 99



## It's about getting smart with customer contact

Agent 99 is a hosted, on-demand, VoIP contact solution from NEC that empowers your people to deliver service excellence, through any channel of customer contact – phone, web enquiries, web chat or email. With the smarts of Agent 99, anyone in your business can be transformed into an Agent – all they need is Internet access and a phone line. Your agents will be up and running in next to no time – taking orders, providing after sales support, responding to marketing campaigns, and most of all, managing all of your customer relationships.

### Agent 99 is a simple business decision

#### Affordable

- Short term 'pay for use' pricing
- No investment in infrastructure

#### Quick

- Fast deployment
- Responsive to peaking demand

#### Easy

- Easy to use web interface
- One clear view for all contacts

- **Zero footprint = zero capital expenditure.** With no specialised hardware or software to purchase, start-up costs are kept to a minimum. Agent 99 helps you to control your costs with an affordable 'pay per use' pricing structure that lets you forecast and meet your operating budgets.
- **Flexibility to grow and contract.** Agent 99 gives you the power to manage the size of your contact centre at any given time. Simply activate more agents during times of high demand, and when you no longer need the extra agents, you stop paying for them - no long contracts or locked in fees.
- **The power to choose – the ability to respond.** Your customers can choose how they want to make contact with you; phone, web, email; giving you the ability to service all your customer contacts at the same time and at the same level of customer service.
- **Smart customer data – at everyone's fingertips.** Agent 99 provides an inbuilt customer management application, which allows you to develop a closer relationship with your customers by informing you of their preferences and previous contact they have had with your business.
- **Reliable, robust and secure.** A carrier-grade hosting facility, Agent 99 is supported by SLAs to optimise your communications system with 24x7x365 management and monitoring.
- **Intelligent design.** Agent 99 was developed by the creative talent behind Apple Macintosh® UI, providing organisations with a reliable, easy to use and scalable contact centre solution.

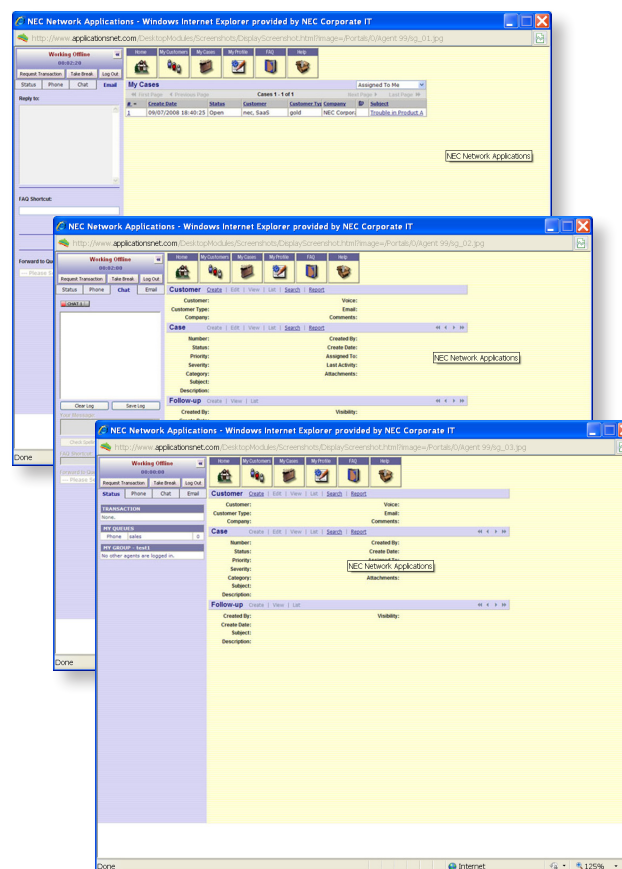
## You asked for a solution with more flexibility

Agent 99 gives you maximum flexibility and control over your customer service functions. As a hosted solution, all of the smarts and functionality of Agent 99 are housed by NEC in a centralised system that feels like it is your own.

As Agent 99 is on demand and is highly scalable - it can be up and running in as little as three days, supporting from as few as two of your customer service agents. Agent 99 is also self provisioning, meaning you can configure everything yourself including queues, agents, IVR, call recording, and CRM functions.

As long as your agents have an Internet connection and phone, they can be servicing your customers from anywhere in Australia.

For more information on Applications Net visit us at [www.applicationsnet.com](http://www.applicationsnet.com)



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