



representing a multimedia contact center solution

*Designed to meet the challenges of a dynamic business environment*



## Price Point Target: Small and Mid-sized business.

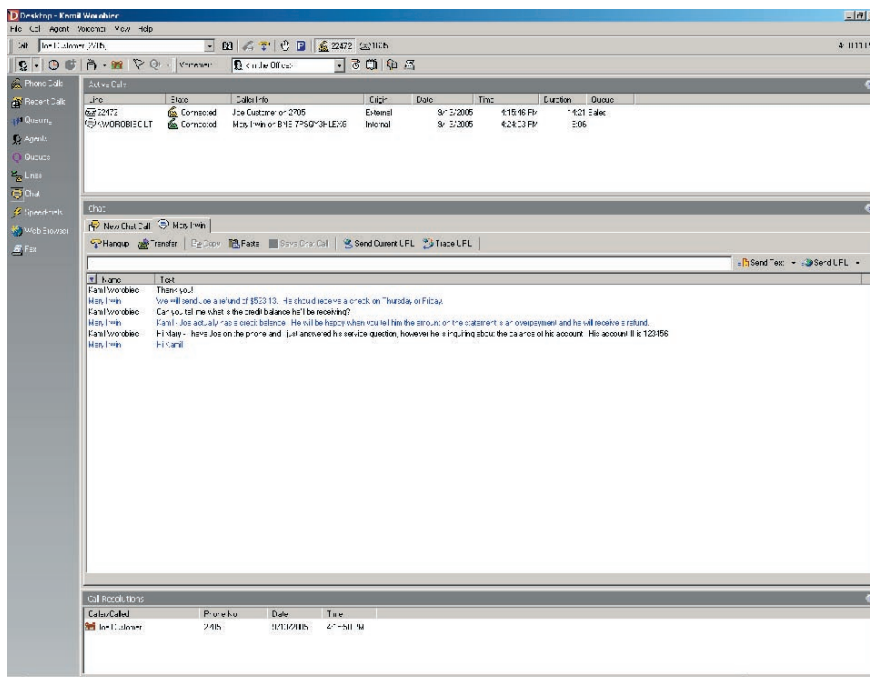
Q-Master represents a fully enabled Contact Center Solution, working on all NEAX platforms (IPK, IPS, IPX, and SV7000). Q-Master is built with the foundations required to operate a world class contact center environment where your business will:

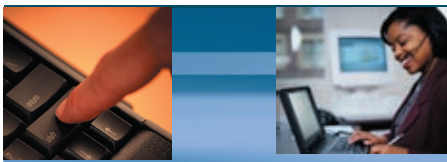
- Improve response and customer service levels
- Lower abandonment
- Gain better information management
- Improve staff productivity and lower operating costs
- Increase revenues
- Provide effective handling of your most important customers
- Decrease employee turnover within the call center

Q-Master provides a real-time, intelligent call routing environment that dynamically reacts to caller demands. Whether your customer initiates contact by telephone, email, FAX or via web chat, Q-Master consolidates these requests to agents, ensuring that all customer interactions are handled in a timely, cost effective manner.

Designed to meet the challenges of a dynamic business environment, Q-Master incorporates the latest technological advances into its flexible design. Q-Master is split into components, allowing you to select the method you need today to best meet your operational and fiscal requirements. Modules offering additional functionality can be added as they are needed.

Q-Web Chat gives your customers and potential customers the ability to request text chat sessions with your agents by simply clicking on an icon within your website





## Q-Master Modules

**Q-Control** -- manages incoming communications and maximizes your contact center's performance.

**Q-Desktop** -- offers managers a real time view of the activity in their contact center.

**Q-Announce** -- informs callers with intelligent on-hold announcements and up-to-date reports relative to his or her queue position.

**Q-Callback** - empowers callers by letting them request a callback, rather than endure the frustration of lengthy wait times.

**Q-Web Callback** – provides a convenient way for visitors to request a telephone call from one of your agents from your website.

**Q-Email** – routes emails with the same priorities as voice calls - delivering them to the most appropriate agent every time.

**Q-Web Chat** - offers visitors real-time online interaction with your contact center, allowing existing and potential customers to request text chat sessions with your agents.

• Custom Self-Service Applications	Q-IVR	
• Database / Custom Screen Pops	Integration SDK	
• PC Attendant Console	Q-Console	
• Full Featured Voice Mail System	Q-VoiceMail	
• Blended (Power, Preview)	Q-Outdial	
Multi-Media	Q-Web Chat	Multi-Media
	Q-Fax	
	Q-Email	
	Q-Web Callback	
	Q-Callback	
• Auto-Attendant • Delay / Progress Messages • Caller Query	Q-Announce	
• Real-Time Statistics • Built-in Screen Pops • Multi-Media Display	Q-Desktop	
• Routing Engine • GUI Administrator • Full Reporting Package	Q-Control	

**Q-Fax** - presents a tightly integrated fax management tool in conjunction with Q-Control and Q-Desktop.

**Q-Outdial** - optimizes agent productivity during periods of low inbound activity, giving your contact center the ability to quickly and easily create outbound campaigns.

**Q-VoiceMail** - a complete call handling solution designed to maximize the way you engage with your customers.

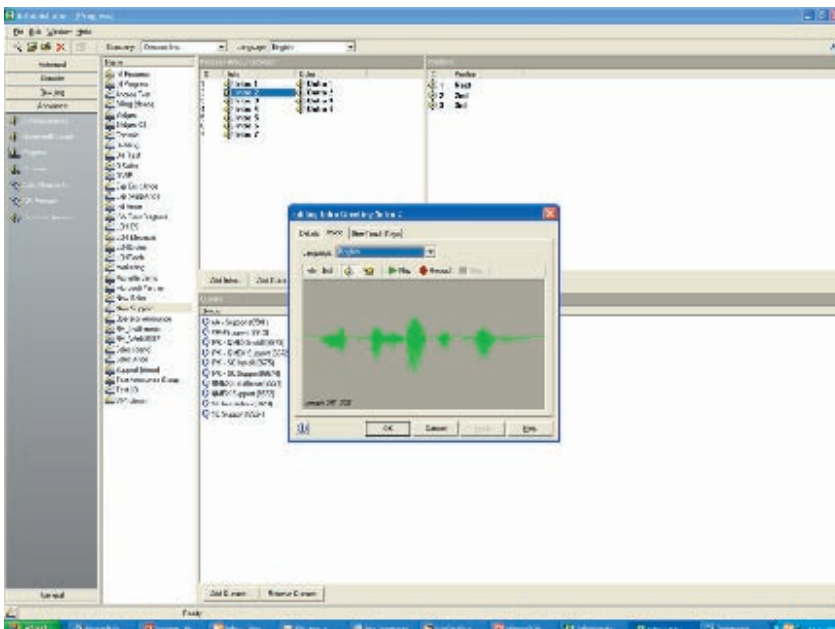
### Q-Console

By giving your operator more information about the caller, you offer them the power and confidence to provide your customers and business partners with the service they deserve.

**Q-Integration** -- proposes several options for integrating your contact center with your CRM package, internal customer database, workforce management and quality monitoring applications.

**Q-IVR** – applies automated responses to common caller inquiries, using interactive voice response technology.

Q-Announce has an extremely easy and flexible GUI interface to create and edit greetings and delay announcements.



## Minimum Server Configuration

### Server Hardware

- Xeon 3.0GHz 800MHz FSB or better
- Integrated 2 x 10/100/1000 BASE-T Ethernet
- 1024 MB DDR 333 (2x512MB) ECC SDRAM memory or better
- 2x 32bit PCI Slots or more
- 2x USB 2.0 or more

### Server Software

- Windows 2003 Server

### Dialogic Hardware

- Dialogic D/41JCT-LS (PCI) 4 port card

- Dialogic D/120JCT-LSU (PCI) 12 port card

### IPK Requirements

Everything needed is supplied within the Q-Master system.

### IPS Requirements

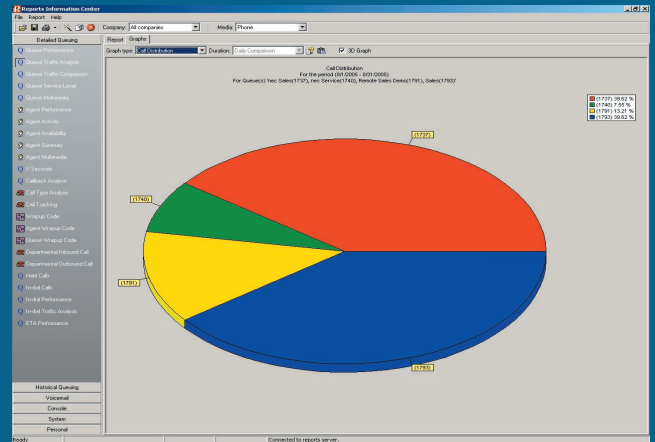
An M606 card is required, as well as the OAI feature (enabled in the switch).

### IPX Requirements

The OAI feature is enabled in the switch.

### SV7K Requirements

The OAI feature is enabled in the switch.



Our comprehensive reporting lets you measure results, monitor performance and make better business decisions.

### BASE SYSTEMS

System	Model (US Market)	CPU Type	Generic Software	OAI Type	IP Type	Monitored Points NEC / Q-Master	BHCA
NEAX 2000	IPS	PN-CP24	IPS Software	Integrated	Integrated	768 / 1200	2400
NEAX 2400	IMX	CPRP-A or CPRAC-A or CPRAQ-A	7300/R12 or greater	PA-CP53 (External)	PA-CC98	8192 / 1200	2400
NEAX 2400	IMX	CPRAS-A or CPRRK-A	7400/R9 or greater	Integrated	Integrated	8192 / 1200	16000
NEAX 2400	IPX	CPRBF-A	8400/R9 or greater	Integrated	Integrated	8192 / 1200	16000
NEAX 2400	IPX	CPRRI-A	8400/R12 or greater	Integrated	Integrated	8192 / 1200	16000

### RETROFITTED MODELS

System	Model	Retrofitted To	CPU Type	Generic Software	OAI Type	IP Type	Monitored Points NEC / Q-Master	BHCA
NEAX 2000	ICS M120	IPS	PN-CP26-A	IPS Software	Integrated	Integrated	768 / 1200	2400
NEAX 2000	IVS	IPS	PN-CP24-A	IPS Software	Integrated	Integrated	768 / 1200	2400
NEAX 2400	IMX	IPX	CPRRI-A	8400/R12 or greater	Integrated	Integrated	8192 / 1200	2400
NEAX 2400	IMX	IPX	CPRBF-A	8400/R9 or greater	Integrated	Integrated	8192 / 1200	3500