

3CLogic



**CONTACT CENTERS
MADE SIMPLE**

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Logical solution for contact centers

- Complete turnkey solution
- Fast installation
- Single window interface
- User-friendly management and reporting

"3CLogic is the best phone system we have used to date. The system can be customized and incorporated into almost any business model. Their customer support is fantastic."

Jason Marra, President of First Family Insurance

Instant

OnDemand

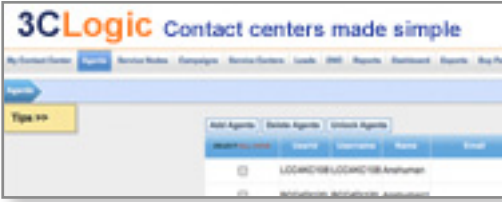
Anywhere

Applications

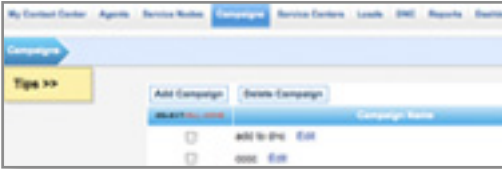
- Market Research
- Circulations
- Insurance Settlements
- Collections
- Mortgage
- Telemarketing
- Help Desk
- Customer Support
- Business Continuity
- Home Agents
- Outsourcing and Multi-sourcing
- Campaigns - Political, Fund Raising, Recruiting



Turn on your contact center



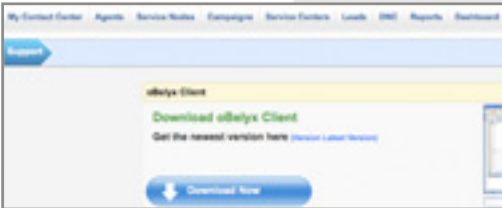
Step 1
Add Agents



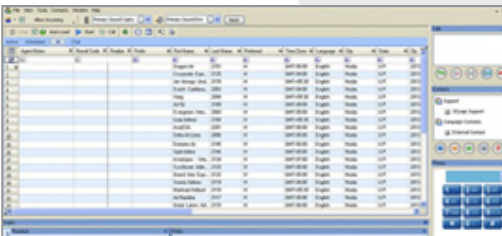
Step 2
Define Campaigns or Skills Groups



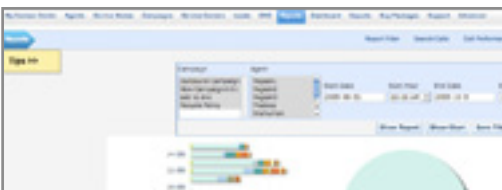
Step 3
Upload Leads Interface with CRM



Step 4
Download Client



Step 5
Agents Start Dialing or Receiving Calls



Step 6
Management & Reporting

YOUR CONTACT CENTER IS READY

Measure, Monitor and grow your business

Dashboard: State-of-the art dashboard gives real time insight into the call center operations just like a car dashboard. Entire call center operations can be analyzed here at the call center/campaign/Agent level to do the resource reallocation for maximum productivity.

Reports: With just few clicks, Historical reports are available that can be customized across campaigns/agents individually and comparatively. All reports are available in data form for further analyses as well as in pictorial format to be used at management meetings. Each report can be exported in different formats as and when required.

Dashboard gives 24 hour overview of current state of call center.

Agent Presence Chart



Clickable Charts comparing call distribution across agents in a project

“We are able to create and launch virtual call centers with volunteers working from anywhere in the country.”

Phil Smith, President and CEO of CAPTEL

Features:

- Web 2.0 based inbound and outbound contact center
- Remote agent support
- Granular agent performance reports
- Work force scheduling and management
- Real time database synchronization
- Fast data import and export capabilities
- Web based analytics
- Human/answering machine/ fax detection
- Multi channel communications – voice, sms, instant messaging and email

Benefits

- Compatibility with any network and systems
- Cost effectiveness
- Plug-n-Play usability
- Flexible access to any network
- Unified/ Integrated contact center suite
- Higher productivity
- Workforce effectiveness and satisfaction
- Integrity and accuracy of data
- High Availability
- Scalability

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