

cloudQ is a powerful inbound contact center solution designed to meet the needs of small to mid-sized businesses. cloudQ is easy to set up, easy to manage, and is loaded with advanced features.

cloudQ can be ordered and added to our hosted voice service as an option. It is the perfect solution for a business in need of call center functionality without requiring the purchase of a separate platform.

SIMPLE, EASY TO USE

- ✓ Intuitive, easy to use interface for Agents and Supervisors
- ✓ Spend more time focusing on the customer and less time managing the system
- ✓ Agents are immediately productive with minimal training

ADVANCED FEATURES

- ✓ Full call control
- ✓ Call recording
- ✓ Queue voicemail
- ✓ Peer-to-peer agent status
- ✓ Advanced reporting
- ✓ Real-time monitoring

CLOUD DELIVERY

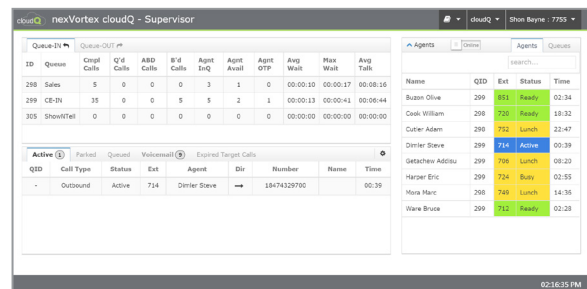
- ✓ Web-based, fully hosted solution with no equipment to maintain
- ✓ Always up to date
- ✓ Zero plugins with no on-going maintenance or upgrade fees

FEATURES:

- ✓ Skills Based Routing
- ✓ Real-Time Monitoring
- ✓ Comprehensive Reporting
- ✓ Call Recording
- ✓ Remote Agents
- ✓ Scalable and Flexible
- ✓ Simple, Easy to Use
- ✓ Supervisory Monitoring and Coaching

COMPREHENSIVE REPORTING

- ✓ Dynamic graphic and numeric reports with real-time queue and agent data
- ✓ Report Builder with customized historical reports detailing all aspects of the center
- ✓ Reports can arrive via electronic mail on a schedule you choose



| ID | Queue | Call Calls | Q14 Calls | ABD Calls | #14 Calls | Agent InQ | Agent Avail | Agent OTP | Avg Wait | Max Wait | Avg Talk |
|-----|---------|------------|-----------|-----------|-----------|-----------|-------------|-----------|----------|----------|----------|
| 299 | Sales | 5 | 0 | 0 | 0 | 3 | 1 | 0 | 00:00:10 | 00:00:17 | 00:08:16 |
| 299 | CE-IN | 35 | 0 | 0 | 5 | 5 | 2 | 1 | 00:00:13 | 00:00:41 | 00:06:44 |
| 305 | ShowTel | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 |

| Name | QID | Ext | Status | Time |
|-----------------|-----|-----|--------|-------|
| Buzon Olive | 299 | 851 | Ready | 02:34 |
| Cook William | 298 | 720 | Ready | 18:32 |
| Cutter Adam | 298 | 731 | Lunch | 22:47 |
| Dierker Steve | 299 | 714 | Active | 00:39 |
| Getachew Adcisu | 299 | 708 | Lunch | 09:20 |
| Harper Eric | 299 | 724 | Busy | 02:55 |
| Mara Marc | 298 | 740 | Lunch | 14:36 |
| Ware Bruce | 299 | 712 | Ready | 02:28 |

SCALABLE AND FLEXIBLE

- ✓ Complete flexibility and control
- ✓ Agents can be locally assigned a phone extension, or remotely grab an open desk's extension
- ✓ Scalable – great for seasonal business

