

### Abstract

This 3-page paper presents the features and benefits of hosted solutions.

### Additional Reading Material

- Circumference Insights—Just The Facts: Hybrid Call Centers Explained
- Circumference White Paper—Solving the Contact Center puzzle: Embracing the Hybrid Services Model
- *Circumference Call Center Solution* brochure
- *Circumference Workforce Management Solution* brochure

### **Go hosted for feature-rich functionality that's affordable, rapidly deployable and—best of all—highly customizable to your needs**

Web-based solutions are making great strides in call centers. Today's robust Internet enables any call center to gain specialized functionality easily, quickly, and affordably.

#### **For new business entrants**

New business entrants benefit from purely hosted services in terms of lower financial and logistical barriers to hurdle, not to mention on-demand deployment. Leveraging the Internet, web-based call center applications deliver rich features without the need to purchase expensive premise-based equipment that must be maintained.

#### **For established businesses**

In contrast, for organizations with legacy call center infrastructure, the move to purely hosted services is not so straightforward. In these environments, hybrid services are a sound approach to complement existing infrastructure, thereby protecting investment in legacy while matching hosted call center services to modern-day business objectives.

**Benefits of going hosted**

If you're in the market for a better way to manage the technology your organization relies on, Circumference's rapidly deployable, hosted call center and workforce management solutions are the trusted solutions. With hosted technology, employees working within a call center operation simply need a phone and a web-based browser to gain secure access to state-of-the-art call center technology.

<b>Features</b>	<b>Benefits</b>
On-demand technology	<ul style="list-style-type: none"> <li>• Decrease capital costs as expensive hardware and software are no longer required</li> <li>• Decrease maintenance and technical support costs</li> <li>• Deliver the features needed to provide world class services without the costs and complications</li> <li>• Improve competitiveness</li> <li>• Enjoy the flexibility to rapidly add more employees to address new business opportunities</li> </ul>
Web-based maintenance	<ul style="list-style-type: none"> <li>• Reduce effort as administrative data is entered into the Circumference Hosted Solutions<sup>1</sup> once – yet is accessible by all applications that make up each solution</li> <li>• Increase service quality and response</li> <li>• Reduce technology complexity</li> <li>• Increase management effectiveness</li> </ul>
Multi-site capabilities	<ul style="list-style-type: none"> <li>• Hire geographically decentralized staff</li> <li>• Grow geographically without huge upfront investments in infrastructure and complexity</li> <li>• Enable teleworking from home for improved employee morale</li> <li>• Streamline and automate management and data input to generate trusted reports that cross the entire contact center operation</li> </ul>
Sophisticated inbound and outbound call routing	<ul style="list-style-type: none"> <li>• Ideal for operations that must address diverse customer programs, industries, cultures and geographies</li> </ul>
Secure access	<ul style="list-style-type: none"> <li>• Secure and protect data</li> <li>• Own a disaster recovery plan (DRP) that is rapidly deployable</li> </ul>

<sup>1</sup> Circumference Hosted Call Center Solution and Circumference Hosted Workforce Management Solution

## Circumference Hosted Solutions

Circumference offers two flavors of Hosted Solutions: the *Circumference Call Center Solution* and the *Circumference Hosted Workforce Management Solution*. Each is composed of individual applications that—because they are web-based—can be easily “turned on” or “turned off.” With hosted you get exactly what you need—and only what you need.

### Hosted Call Center Solution applications:

- Personnel application
- Automatic Call Distribution (ACD) application
- Inbound Integrated Voice Response (IB IVR) application
- Service Assurance Monitoring (SAM) application
- Quality Monitoring (QM) / Call Recording application
- Automated Dialing Assistance application
- Reporting application

### Hosted Workforce Management Solution applications:

- Personnel application
- Recruitment application
- Training Tracking application
- Scheduling application
- Incentives application
- Project Management application
- Performance Management application

#### About Circumference Technology Services, Inc.

Circumference deploys customized products and services to address the special needs of small- and mid-size organizations that want to grow their bottom line—not their headcount. Circumference’s complementary products and professional services come together to deliver a one-stop solution for sales and marketing, IT, and customer service professionals looking to optimize value from a trusted, single-source partner. Working with you, we make it possible for your organization to leverage professional services and solutions that increase efficiencies and achieve business goals.

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