

Superior Customer Service

There are many call center solutions on the market today, but only one is designed exclusively for the iSeries/i5 – iNspire Call Center Suite™. The iNspire Call Center Suite leverages the power, flexibility and reliability of the iSeries/i5 to deliver a cost effective call center solution that is entirely managed and controlled from the iSeries/i5.



The iNspire™ Call Center Suite empowers your organization with the following capabilities:

- Identifies callers based on customer data such as CallerID, ANI, DNIS or information the caller has provided to the system.
- Enables caller self-service through iNspire's interactive voice response capabilities.
- Intelligently routes callers to live agents, based on agent skills and agent availability.
- Delivers customer data via screen pops to agent workstations.
- Enhances productivity with agent and management graphical interfaces.
- Improves outbound calling efficiency for agents with powerful directed dialer.
- Provides detailed metrics, enabling analysis and tracking of center performance.

The iNspire Call Center Suite can deliver dramatic improvements to your call center operations and your customers' satisfaction. With iNspire, customer service is enhanced because callers provide data to the system only once and receive personalized service from a knowledgeable staff member. Call center operations benefit because agents are better utilized and are prepared with customer data prior to answering a call.

Rapid and cost effective deployment

The variety of call center solutions available today often require significant services investment, not only for project management and deployment, but most notably for iSeries/i5 "integration." The iNspire Call Center Suite is designed with two primary characteristics that make it the perfect selection for iSeries/i5 environments:

- First, iNspire is designed exclusively as an iSeries/i5-centric solution. All control elements of iNspire are native to the iSeries/i5, making our solution truly **INTEGRATED!**
- Second, iNspire provides a comprehensive collection of call control APIs that allow your staff to dictate every action from call flow to call delivery and screen pop. You maintain complete **CONTROL** of the iNspire environment, with no reliance on a 3rd party service organization.

With the iNspire Call Center Suite, your team controls the design, development and deployment of call center operations with native iSeries/i5 programming techniques. Simply put, our iSeries/i5-centric design allows developers to create call center and voice applications using native iSeries/i5 languages, effectively allowing your staff to work in their "comfort zone" with a dramatically reduced learning curve. While iNspire has been designed to provide you with complete control of the system, take comfort knowing that the iMessaging technical services team is ready to assist, as needed. We offer services in the following areas:

Project management • Installation and deployment

Call flow and scripting • Voice recording • Application design and programming



Enhanced Hardware and Software

Design Services

iMessaging's programming staff provides everything from training and systems design to complete deployment services for your call center and automated self-service requirements. With extensive experience in iSeries/i5 and telephony application design, our team is ready to help you get up and running quickly and efficiently.

Corporate Background

iMessaging Systems strives to be the leading provider of automated customer service solutions to the IBM iSeries/i5 market. Quality, support, value and the effective use of leading technology are the cornerstones of our approach. iMessaging provides a complete range of services, including installation, training and aftermarket support to ensure trouble-free operations.

Delivered as an integrated software and hardware suite, iNspire features:

- Customized screen pops deliver the data your agents need to personalize and service every caller.
- iSeries/i5-based ACD Queue manages callers and call routing.
- Flexible call routing options and screen pop options by agent selection or automatically, based on agent skill and status.
- In-Queue status messages deliver important information regarding position in the queue and wait time.
- Music-on-Hold and custom promotional messages help make wait time pleasant and productive.
- A powerful directed dialer to automate agent dialing.
- Integrated iVoice IVR featuring:
 - Inbound and outbound (automated dialing) IVR Support
 - IVR reporting and monitoring
 - Automatic Speech Recognition (optional)
 - Text-to-Speech (optional)
- Placeholder gives your callers the ability to leave a voicemail and exit the iAgent queue while maintaining their position. Once the call reaches the first position, an agent screen pop ensures every call is returned reliably.
- Campaign management defines agent skills to ensure every call is prioritized and serviced by an agent with the appropriate skill set.
- AgentAlert for visible and audible alerts when system delivers screen pops.
- Comprehensive iSeries/i5-based reports and system monitoring.
- Wallboard support to display real-time center data.



Customer and Agent Satisfaction

iNspiring increases in customer satisfaction and loyalty with

- **Faster response times** – agents service calls more efficiently.
- **Personalization** – iNspire provides agents with a customized screen pop including pertinent customer data.
- **Happier customers** – they don't have to provide information twice.

iNspiring increases in agent satisfaction with:

- **Increased productivity** – iNspire delivers only calls the agent is trained to service.
- **Increased knowledge** – iNspire delivers customer data with each call.
- **Improved job satisfaction** – agents deal with happier customers and feel empowered.

iNspiring investment protection in:

- **Your telephone system** – iNspire works with your existing system.
- **Your iSeries/i5** – iNspire operates within your current environment.
- **Your staff** – iNspire services have been designed to allow your agents to adapt without the need to learn complex new systems, software or hardware.



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