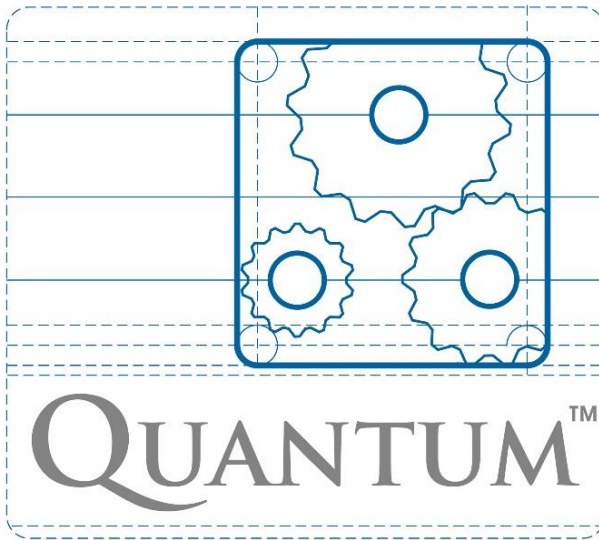
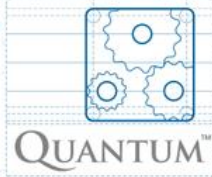
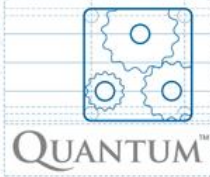


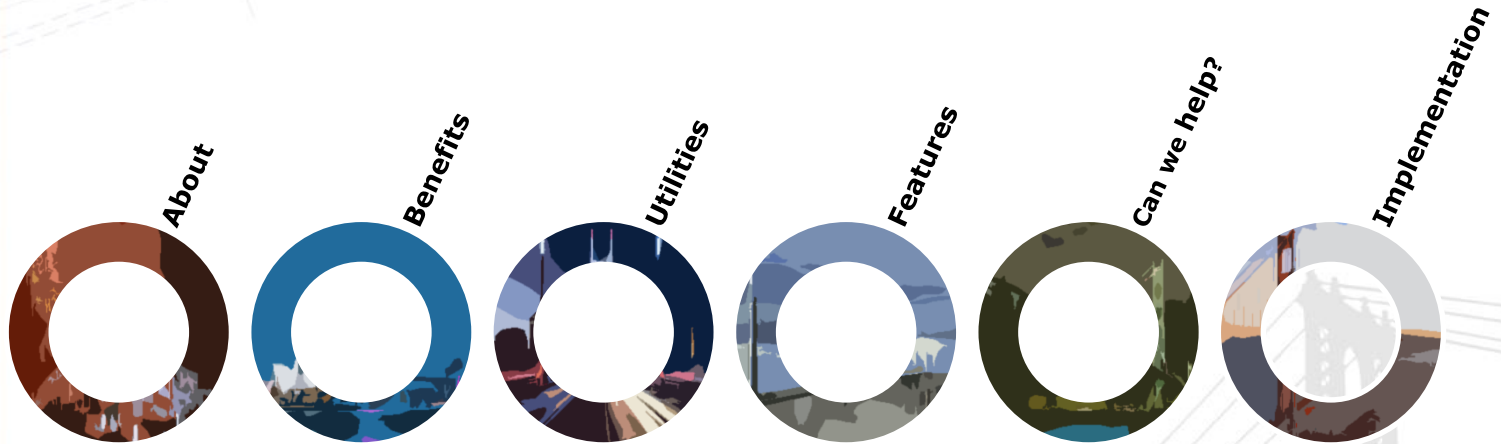
Therefore Quantum™

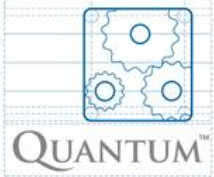


THE Call Centre Management tool



Setting the Therefore Quantum™ Agenda





About Therefore Quantum™

Providing a framework for delivery

If you can't measure, you can't manage

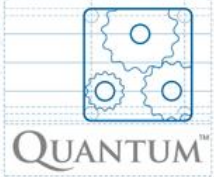
Accountability

It's a team effort

Performance management / Continuous improvement

Providing "on the same page" clarity

Paper and spreadsheet based solutions aren't solutions



Therefore Quantum™ Benefits

The leading Call Centre Management tool

Rapid deployment

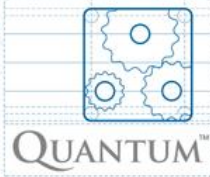
Anywhere ... anytime

Management, measurement and reporting

Teams and cross functional delivery

Accountability, early warning and remediation

Staying in the loop



Therefore Quantum™ Utilities

Task / Query

- Comments
- Notes
- Reminders
- Reassignment
- Reclassification
- Attachments
- Rich text editor
- Sub activities
- Ad-hoc communication
- Context sensitive help
- Change log
- Task flagging
- Progress status updates
- Duplicate checker

Reporting

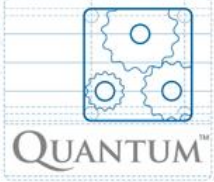
- Dashboard
- Reporting
- External data cube feed

User

- User self-service
- Management visibility
- Contact list

Search

- Smart search
- Quick search



Therefore Quantum™ Features

Workflow engine

User interface

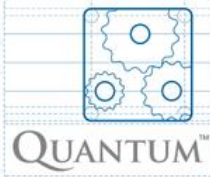
Communication cycle

White labelled

Secure

Integration

Cross browser compatibility



Can Therefore Quantum™ help?

High volumes of Customer initiated tasks and queries.

Want to become Customer-centric, improve service / satisfaction levels, and retention rates.

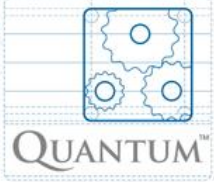
Concerned about the high cost of Customer ownership.

Want to maximise their return on investment for call centre spend.

Want to improve the ease of management of their Customer facing call centres.

Want to implement continuous improvement / need access to service failure statistic.

Want to improve cross functional cooperation / delivery.



Implementing Therefore Quantum™

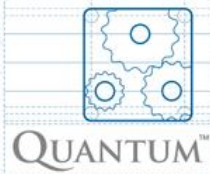
Business Analysis

Configuration

Setup

Training

Change management



Therefore Quantum™



THE Call Centre Management tool

Building bridges / Supercharging delivery

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