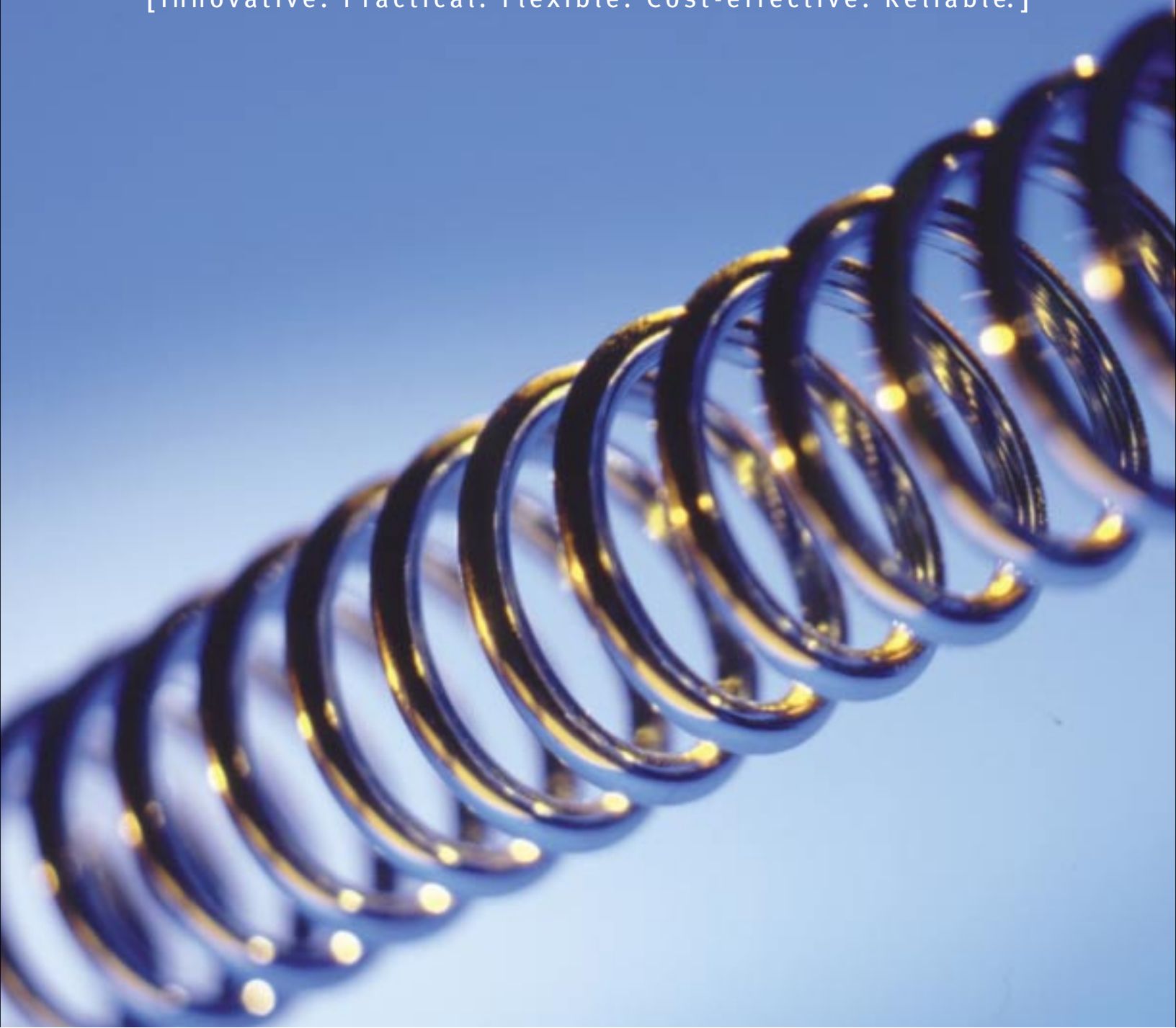




[Smarter, yet simpler.] [Simpler, yet smarter.]

CONCERTO EnsemblePro™
SOFTWARE™

[Innovative. Practical. Flexible. Cost-effective. Reliable.]



Now you can realize the unified contact center you've always imagined. Without huge complexity. Without cumbersome integrations. Without exorbitant expense. Without compromise. This is the power of EnsemblePro™ from Concerto Software™.

EnsemblePro is a complete contact center solution that has been designed and built from the ground up to deliver the advanced functionality required by today's multimedia contact centers. And at the same time, connect with and add value to what you've already

[The Perfect Combination for Today's Unified Contact Center]

invested in. For companies like yours, this is a major breakthrough. Because now you can reap the leading-edge benefits of a unified platform — while protecting and maximizing your current technology as never before. No other contact center solution is more flexible, more comprehensive, more cost-effective, more reliable.

[It's Time To Realize The Potential.]

Concerto Software is taking customer interaction management (CIM) to an unprecedented new level with EnsemblePro. And the timing couldn't be better.

As more and more companies make customer service a priority, the ability to offer your customers multiple channels of communication becomes increasingly important. The fact is, your contact center can profoundly impact your company's top and bottom lines.

With EnsemblePro, you'll have the flexibility you need to reap the rewards of a unified contact center platform — without having to start from scratch. It's designed to evolve with your changing business and customer needs. Simply use what you need now while preparing for the future.

Imagine. Meaningful, multichannel interactions. A value-added customer experience. A clear-cut competitive advantage. EnsemblePro brings it all together for you.



[Transforming your contact center — every step of the way.]

A new age of customer service is upon us. And Concerto Software™ has developed a revolutionary new solution to light the way.

EnsemblePro™ helps you respond to customer needs faster and more accurately. It also helps you protect and build upon your current technology investments and gives you the agility to react quickly and strategically to changes in the marketplace.

Ultimately, EnsemblePro provides you with a complete view of your contact center and your business, allowing you to optimize on the fly.

[Increase Revenues, Lower The Cost Of Ownership.]

EnsemblePro™ provides countless ways to generate increased revenues for your business. For example, EnsemblePro can provide your contact center agents with real-time information on customer history and preferences, increasing up-sell and cross-sell opportunities.

EnsemblePro provides the ability to:

- ▶ Recapture customers abandoned in queue
- ▶ Prioritize and route premium customers accordingly
- ▶ Initiate outbound voice and email campaigns for lead-generation
- ▶ Increase online browse-to-buy ratio by utilizing advanced Web tools

In addition, EnsemblePro is a unified solution, which means you can take advantage of all this functionality — without the high costs and intense labor typically associated with implementing and owning multiple point solutions.

[Take Customer Service To A Whole New Level.]

Superior customer service has become the formula for success in today's competitive landscape. EnsemblePro gives you the power to manage multiple customer interactions across a range of channels. Thanks to a number of rich APIs and an open architecture, you can also link EnsemblePro to CRM and other enterprise applications— rapidly and seamlessly. Access information on things like customers' open orders, buying patterns, lifetime value and more. Use what you know about them in real-time to deliver the most appropriate service and responses. Implement a single set of business rules once and apply them across channels to ensure that your customers are always handled consistently and prioritized properly. With these powerful capabilities, EnsemblePro gets your customers to the most appropriate agent on the first try, every time. The result: Less wait time, fewer frustrations, greater customer satisfaction and loyalty.

[Maximize Agent Productivity.]


EnsemblePro offers a number of capabilities that help you dramatically increase agent productivity and effectiveness — and, ultimately, improve customer satisfaction and enhance sales opportunities. The unified design of EnsemblePro allows your agents to handle all types of customer interactions. You have the flexibility to deploy any or all of your agent population as fully blended to suit your business needs, optimize your staffing levels and minimize idle time.

EnsemblePro also includes numerous applications that automate the work process for agents, including:

- ▶ Predictive dialing
- ▶ Email auto and assisted response
- ▶ Coordinated voice and data transfers
- ▶ Screen pop
- ▶ Back-end data access
- ▶ Dynamic provisioning

[Speed Implementation And Response Time.]

EnsemblePro reduces implementation time from several months to just a few weeks. The solution includes a powerful graphical scripting tool that provides point-and-click flow design capability for interactive voice response (IVR), as well as calls, emails, web chats, and workflows. This empowers your contact center managers to create complete interaction flows—within hours. It also helps them react to corporate initiatives and competitive forces by implementing new campaigns quickly and easily.



EnsemblePro™ delivers a wide range of powerful applications that are designed to empower agents, speed response time, and take your customer service to an impressive new level. From phone to fax to the Web, EnsemblePro equips you with the timely and innovative tools you need to manage customer interactions across all channels.

[One unified solution. A breadth of applications.]

[Automatic Call Distribution (ACD)]

Manages inbound contacts more effectively, by routing calls based on the dial number (DNIS), calling party (ANI), agent skills, customer profile, service levels or user-defined business rules. ACD also offers overflow routing, call re-routing based on queue statistics, abandoned call recuperation and multi-site routing.

[Automatic Outbound Distribution]

Delivers every critical function needed to make your outbound services highly successful, including:

- ▶ Multiple dialing options, including predictive, preview and power
- ▶ Positive voice, fax, modem, pager and answering machine detection
- ▶ Advanced pacing algorithm
- ▶ Flexible campaign and call list management
- ▶ Transfer speeds that enable compliance with government regulations

[Automatic Workflow Distribution]

Routes generic objects and tasks such as trouble tickets, order processing, documents and self-paced training to your agents. This application also streamlines processes for agents and extends the prioritization and business rules set in EnsemblePro™ to existing enterprise processes.

[Computer Telephony Integration (CTI)]

Protect and add value to your existing investment in an ACD/PBX or other technology with the CTI links available in EnsemblePro. Agents can be blended across the CTI link, enabling them to work across solutions in a unified fashion.

[Email Management]

Allows your agents to address customer email inquiries with a personalized response. The technology provides responses that can be sent directly to the customer via auto-response or delivered as suggested responses to agents for review prior to sending. Your agents can expedite the email creation process and proactively target customers by using additional features, including:

- ▶ Auto acknowledgement
- ▶ Greetings
- ▶ Signatures
- ▶ Email templates and attachment capabilities
- ▶ Distribution lists and email campaigns

To protect and enhance your current technology, EnsemblePro Email Management is designed to integrate seamlessly with your existing IMAP 4 post office and supports Microsoft Outlook.

[Fax Management]

Integrates fax management capabilities to facilitate the handling of faxes within your contact center.

[Multi Media Manager (M³)]

Provides point-and-click interactive voice response (IVR), call, email, chat and workflow design functionality, enabling your contact center managers to create complete interaction flows and customized business rules — within an hour. This application allows you to extend full self-service functionality to customers by utilizing:

- ▶ Pre-recorded messages
- ▶ Database look-ups
- ▶ Speak and spell functions through speech recognition and text-to-speech integration
- ▶ Boolean logic
- ▶ Real-time queue statistics
- ▶ Complete branch logic

[Voice Mail]

Allows your customers to leave a recorded message during long queue times and after hours. This application can also be used as personal mail for agents and supervisors.

[Voice over IP]

Offers you the flexibility to take advantage of VoIP in your contact center strategy. You can connect to remote agents or between multiple sites over IP. Put your technology in one place and your agents in another. Use VoIP in combination with traditional telephony or on its own. EnsemblePro enables you to benefit from new technologies at your own pace.

[Web Call Me]

Allows customers who utilize Web Chat to click a “call-me” button on the browser and engage in a voice conversation with your agent. The agent can have a voice interaction simultaneously and continue the chat and collaboration session with the customer.

[Web Chat]

Facilitates real-time interaction between your agents and customers via text messaging. Agents can automatically retrieve information from a knowledge base to quickly respond to customer inquiries. Secure Socket Layer (SSL) support ensures privacy and security of the interaction between the agent and the customer.

[Web Collaboration]

Synchronizes agent and customer browsers in a collaborative environment, enabling shared navigation. Web collaboration is browser-independent and does not require the customer to install additional software.

Tighter control. Closer monitoring. Razor-sharp reporting. Name a contact center function and EnsemblePro™ helps you do it all from one single point of control. The powerful and advanced applications of EnsemblePro help you manage inbound and outbound voice, email, Web and fax interactions — more effectively and precisely than ever before.

[Dynamic Provisioning]

Allows administrators and supervisors to make real-time changes to EnsemblePro as they manage contact center service levels. This enables agents to be moved to an area of greater need as required. Modifications to the provisioning of EnsemblePro take effect for the very next contact — with no need to stop and start systems, campaigns or services.

[Monitoring]

Allows supervisors to monitor agents' activities in a number of modes:

- ▶ Silent Monitoring — Supervisors can surreptitiously monitor voice, chat and collaboration interactions for quality assurance and training purposes.
- ▶ Coaching — Supervisors can coach agents during voice, chat and collaboration sessions — without interrupting the customer conversation.
- ▶ Barge-in — In an emergency situation or as needed, supervisors can “barge-in” and take over an interaction that is taking place between an agent and a customer.
- ▶ Remote Monitoring — Supervisors and external clients with access can monitor agent interactions from a remote location or at home during off-hours.

[Multimedia Recording]

Enables your managers to review interactions between your agents and customers. Users are provided with a recording button on their soft phone, allowing them to:

- ▶ Record voice, chat and collaboration sessions
- ▶ Record by call, by agent or by entire campaign
- ▶ Assign classifications and comments to recording for easy retrieval
- ▶ Review, archive, and export recordings to other devices for long-term storage

[Multimedia Reporting]

Delivers a comprehensive perspective of agent and contact center performance, allowing supervisors to:

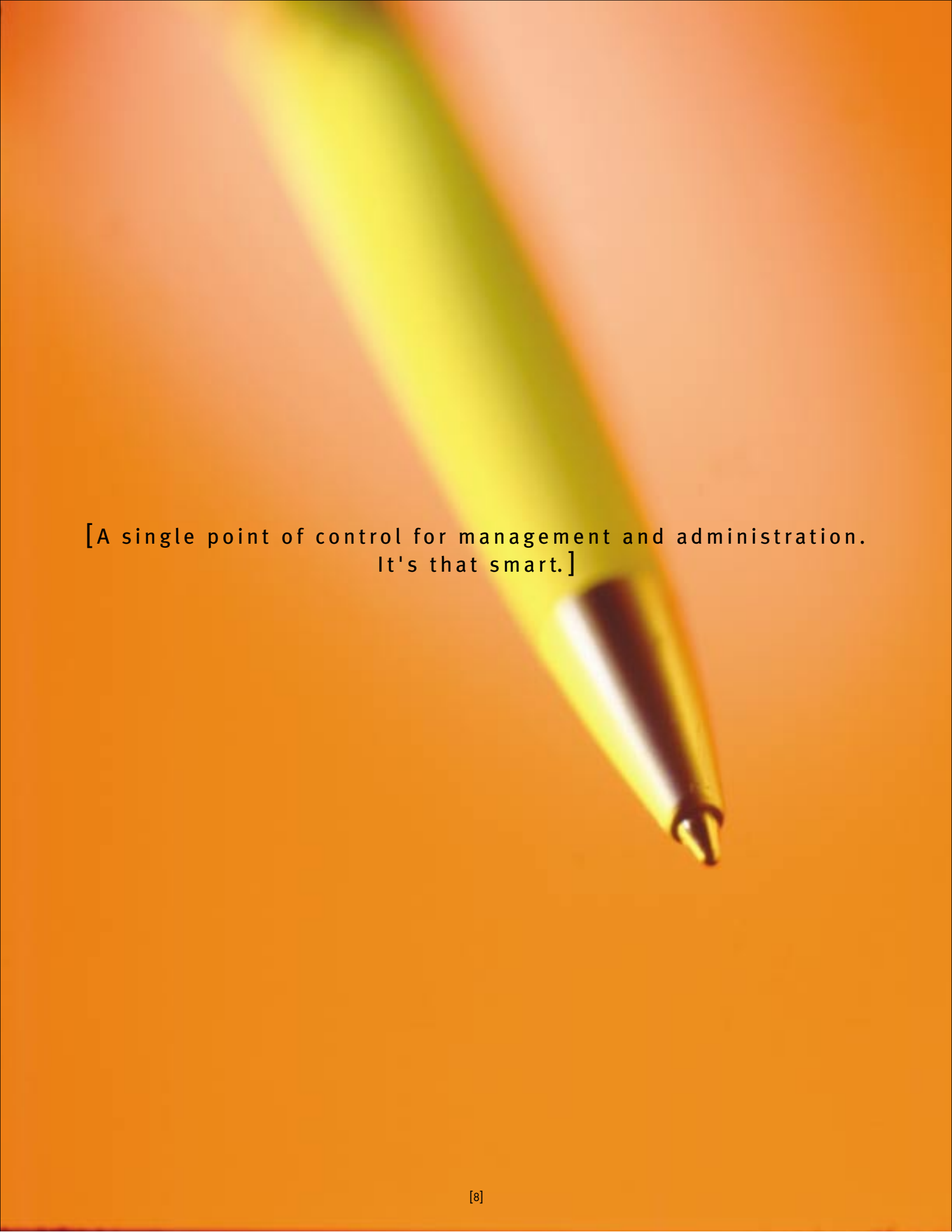
- ▶ View agents holistically across channels and services
- ▶ Generate reports on operational metrics over time
- ▶ Gauge inbound, outbound, chat, email and workflow statistics and agent performance
- ▶ Receive standard reports that reveal service and campaign performance
- ▶ Customize and save reports in an OLAP view and via Crystal Reports

[Open APIs]

EnsemblePro offers a number of rich APIs exposing agent soft phone functions, real-time statistics, workflow controls, outbound record feed and the IVR to other applications in your environment. EnsemblePro also has pre-built integrations to various enterprise applications, including CRM and Workforce Management solutions.

[Unified Administration]

Offers a single administration point for managing all interaction types. Your contact center managers can configure and provision inbound and outbound voice, email, Web and fax services and campaigns — all from a single desktop.



[A single point of control for management and administration.
It's that smart.]

[Revolutionary technology from a reliable partner. It's that simple.]

Forward thinking. Value-added solutions. Proven experience. Reliable service. It's what customers expect of you—and what you expect of your technology partner.

That's why Concerto Software™ delivers on all counts. For more than twenty years, we've been a trusted partner to companies around the world, helping them make their contact centers more efficient. More productive. More customer-focused.

Now, with EnsemblePro™ we're dedicated to helping our clients realize even greater value, performance and ROI. As your partner, we'll work with you throughout the entire project life cycle, offering the kind of responsive service and support you need to succeed every step of the way. Our global service offering includes:

[Customer Support]

Concerto Software offers warranty, service and support options in all of our geographic markets. We have worldwide support centers operating in the United States, the United Kingdom, Singapore and India to better meet your global needs. Through leading case management and diagnostic tools, we empower you to help yourself through web self-service and email. With a wealth of information and clear escalation processes, we are well positioned to offer you timely resolutions to any issue. Our comprehensive support services include:


- ▶ Live telephone support through our Worldwide Support Centers
- ▶ 24-hour-a-day, 365-days-a-year priority phone support
- ▶ Problem escalation
- ▶ On-site maintenance requests

[Consulting]

Concerto Software's Professional Services organization provides the strategic skills and technical expertise you need to realize the greatest ROI from our solutions. Our Strategic Consulting Services can help you achieve the optimal balance among people, processes and technology — which translates into stronger relationships with your customers. Our Professional Services consultants have years of experience in addressing the complex challenges of the contact center market around the world. They are dedicated to working with you, side by side, over the long-term to meet your evolving business goals.

[Concerto University]

We believe that training is a critical component in the success of any technology investment. That's why our training programs include a comprehensive range of classes that help you maximize the power and capabilities of your Concerto Software investment. We also offer advanced classes for managers to help them use Concerto Software solutions more effectively and strategically. Courses are designed to provide you with actionable ideas that meet the needs of your unique contact center. With leading-edge training facilities around the world, we are committed to delivering superior training how, when and where you need it.



[Smarter, yet simpler. Simpler, yet smarter. It's all how you look at it.]

Your contact center has the potential to enhance and reinforce customer relationships. To generate new streams of revenue. To become a more powerful part of your overall business strategy.

With EnsemblePro™ you'll have all the tools you need to realize this potential — right at your fingertips. You'll have the flexibility to use any or all of these tools as you see fit. And, you'll have the support of a technology provider who is dedicated to meeting your needs and ensuring your success — now and for the long-term.

Partner with us and we think you'll see. The approach is simple. The thinking is smart. The sky is the limit.

Asia Pacific Headquarters**Singapore**

20 Cecil Street
#08-02
Singapore Exchange
Singapore 049705
Tel +65 6883 5059
Fax +65 6534 0484

Australia

Suite 202b
781 Pacific Highway
Chatswood NSW 2069
Australia
Tel +61 2 94100610
Fax +61 2 94100190

**Europe, Middle East
and Africa Headquarters
The United Kingdom**

Elvian House
SLOUGH Berkshire SL1 1ND
Tel +44 (0) 1753 756 700
Fax +44 (0) 1753 756 701

Germany

Hayn Parc II
An der Trift 65
63303 Dreieich, BRD
Tel +49 (6103) 90 23 0
Fax +49 (6103) 90 23 111

India

509, Paharpur Business Center
21, Nehru Place Greens
New Delhi 110 029
INDIA
Tel +91 11 2620 7546
Fax +91 11 2620 7560

Japan

Kanda ON Building 2F
Kanda Sudacho 1-10
Chiyoda-Ku, Tokyo
101-0041 Japan
Tel +81 3 3251 1212
Fax +81 3 3251 1248

Korea

21/F Seoul Finance Center
84 Taepyungro 1 ga, Chung-Gu
Seoul 100 101
Korea
Tel (82-2) 3782 4590
Fax (82-2) 3782 4592

© 2002 Concerto Software, Inc. All rights reserved. Concerto Software and EnsemblePro are trademarks of Concerto Software, Inc.

**Corporate Headquarters**

6 Technology Park Drive ▶ Westford, MA 01886 ▶ Tel 978.952.0200 Fax 978.952.0201 ▶ email info@concerto.com

www.concerto.com