



For Netsapiens

Xima CCaaS fills the gap for customers looking for additional routing capabilities as well as detailed reporting options that come out of the box within Netsapiens, but don't want to spend the price tag for the high end omni channel CCaaS Options. Xima CCaaS works with all their different license types including Standard, Pro, and Enterprise. Xima CCaaS provides Skills-Based Routing, custom queueing options, unlimited skills, Queue Callback (Callback Assist), IVR, as well as historical and real time reporting. Our solution is customized and priced to help your business!

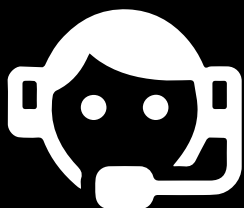
Netsapiens has a number of different branded solutions that work with Xima CCaaS the same way. This includes Skyswitch and Viirtue!

## Customer Experience

Provide your customers the best experience possible by designing your call flows to route calls effectively and efficiently. Using Xima CCaaS, you can build an unlimited number of skills. Within those skills, you can route calls intelligently using different Skills-Based Routing algorithms including Linear, Circular, and Intelligent Highest Skill First (weighted). You can customize your queue settings per skill and provide the best customer experience.

Customization options include the following:

- Select from default announcements including estimated wait time and position in queue
- Upload custom queue announcements
- Play different queue music per skill in between your messages
- Timeout and overflow after a specific time
- Immediately overflow if no agents are available or logged in
- Reroute based on conditions such as too many callers already waiting in queue
- Provide sub menu options, i.e., instead of waiting, press 1 to schedule a Queue Callback, or press 0 to reach the operator or leave us a message.



### Queue Callback (Callback Assist)

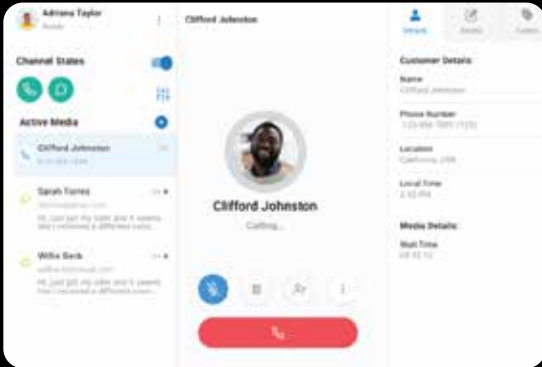
Lower your abandonment rate by deploying Queue Callback. Let the system hold the customer's place in line and then call them back when it's their turn. Provide additional custom options such as who you get on the phone first (the agent or the customer), and determine how many times you try the customer and the wait time in between attempts.

# Agent Experience

This is just as equally important as the customer experience. Route calls to the specific agents based on their experience and expertise. Auto-log agents out if they miss a call for whatever reason, or place them into a busy state for a specific period of time. Select from custom After Call Work (ACW) time options.

## Contact Center Agent Client

This is the web-based tool agents use to log in and out of their respective skills. They can have their own custom display presenting their individual, team, or queue metrics. They receive a screen pop with the incoming caller's information and can have that information pushed to a CRM. While on the call or during their ACW time, they can add notes to the call and select account codes to disposition the call type. When the agent wants to take a break, they can go on Do Not Disturb (DND) and select the appropriate DND reason code. Reason codes can be customized per agent and department.

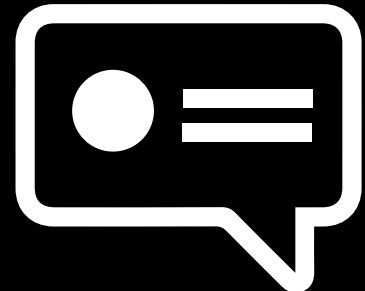


Xima CCaaS screen pop works with Salesforce, Microsoft Dynamics, HubSpot, Zendesk, and Zoho. APIs are available to work with our web-based CRM applications.

## Web Chat

With the additional option channel of Web Chat, Xima CCaaS can route customers from specific URLs on your website to a direct skill group. You can provide customers and agents with the following options:

- Auto-responses from the agent
- Canned responses based on skill group
- Screenshot request from the customer's PC
- Transfer chat to other available agents or skills
- Tag notes and account codes for disposition purposes



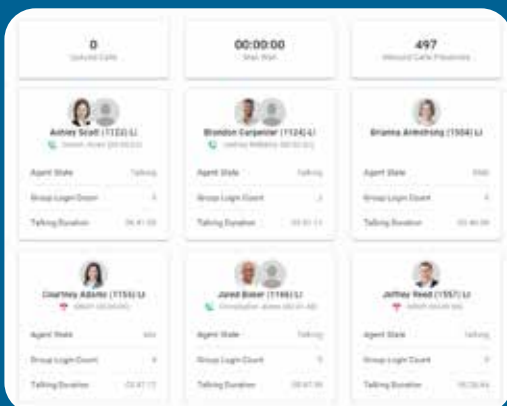
# Supervisor Tools

Within Xima CCaaS, there are no supervisor licenses. You can create as many logins as you need and restrict the access per supervisor so they only have access to the team and data they are allowed to see.

## Supervisor View

This provides supervisors easy access to see quickly what's happening within their department. They can see current and historic queue statistics as well as their agents at a glance. They can customize the statistics to ensure they are monitoring the metrics that matter to their business. The Supervisor View also allows them to have control over their agents and queues.

- Log agents in and out of their respective skills
- Log agents off of Do Not Disturb
- Transfer callers from the queue directly to agents, other skills, or external numbers



## Realtime Wallboards

This provides supervisors, the agents, and the office views into real time data about the queues and agents.

- Select from template wallboards or create your own
- Unlimited wallboards
- Display on a flat screen TV and/or access them from your PC
- Set alerts to change colors, play audible alarms, send email messages, and send pop screen messages to the agents when a threshold is reached.

A screenshot of a Reports dashboard. The top section shows summary statistics: Agents: 10, Total Calls: 563, Total Call Duration: 71:06:01, Total Working Minutes: 3:33:04, and Working Seconds: 0:00:20. Below this is a table with columns: Agent, Total Calls, Total Call Duration, Total Working Minutes, and Total Working Seconds. The table lists several agents with their respective metrics.

Agent	Total Calls	Total Call Duration	Total Working Minutes	Total Working Seconds
Agent 1 (111)	100	11:10:00	0:00:00	0:00:00
Agent 2 (112)	5	0:00:00	0:00:00	0:00:00
Agent 3 (113)	77	0:00:00	0:00:00	0:00:00
Agent 4 (114)	100	0:00:00	0:00:00	0:00:00
Agent 5 (115)	100	0:00:00	0:00:00	0:00:00
Agent 6 (116)	100	0:00:00	0:00:00	0:00:00
Agent 7 (117)	100	0:00:00	0:00:00	0:00:00
Agent 8 (118)	100	0:00:00	0:00:00	0:00:00
Agent 9 (119)	100	0:00:00	0:00:00	0:00:00
Agent 10 (120)	100	0:00:00	0:00:00	0:00:00

## Reporting and Cradle to Grave

Select from over 30 prebuilt reports that include the following report types: Agent Reports, Skill and Queue Reports, Account Code Reports, Call Reports, Call Volume Reports.

All reports can be customized, and you can select from predefined values or create your own custom values using our HTML Report Creator. Add charts to your reports to provide a graphics display. Schedule your reports to run hourly, daily, weekly, or monthly. Report formats include PDF, Excel, CSV, HTML, and JSON.

See the full customer experience by diving into Cradle to Grave. See the exact call flow and time spent in each call center event.

## Why You Want Xima CCaaS for Netsapiens

### Skills Based Routing

Netsapiens has a direct need for Xima CCaaS Skills-Based Routing. It works with all the Netsapiens license types. This can help all Netsapiens customers as their skills-based routing requires the high-end licenses. Xima CCaaS allows you to customize the queue experience, play multiple greetings, provide an estimated wait time and position in queue, and create custom queue announcements. There is also no time limit within Xima CCaaS so you get to determine when to overflow calls to other skills or back to Netsapiens.

### Changes Are in the Details

Netsapiens can't email out individual reports for individual metrics. When you receive the email reports, they are in a CSV format only. Xima CCaaS provides an unlimited number of supervisor licenses for free. You can customize the reports to fit your needs; build and schedule as many reports as required; and run them in PDF, Excel, CSV, HTML, and JSON. You can drill down into the full customer experience in Cradle to Grave. This provides Netsapiens customers the level of detail they need to make the appropriate, informed decisions about their business.

### Queue Callback

Netsapiens can provide queue callback, but Xima CCaaS can provide more customization such as who you get on the phone first, how many times you call them back if they don't answer, and more.