

Communication,
collaboration,
and education...
...it all starts with a **session**





ONLINE CHAT

SDN Session's chat tool enables easy access to online chat sessions with customers and prospects.

Customers and prospects are used to researching and shopping online. With four out of five businesses having online stores, customers are used to immediate interaction and satisfaction. An online chat service allows your sales representatives to greatly improve customer support, increase interaction time,

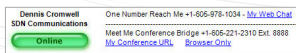
INSTANT COMMUNICATION

additional feature:

Employees can develop "living" business cards that will show up as part of their email signatures.

The cards will indicate when they are available, if they are on the phone or if they are offline.

Live links will let an email recipient communicate via chat directly with that sales rep.



and decrease customer confusion leading to purchase abandonment. It can also help expand the sales hours (you no longer have to keep your storefront open to keep making sales and answering questions) and your market reach. In addition, studies have shown that online shoppers who engage in live chat are four (4) times more likely to buy due to the improved level of engagement.

Online chat sessions are compliant with leading industry regulations, including SOX, HIPAA and PCI. This makes it easy to securely discuss customer concerns or process sales through online chat portals.

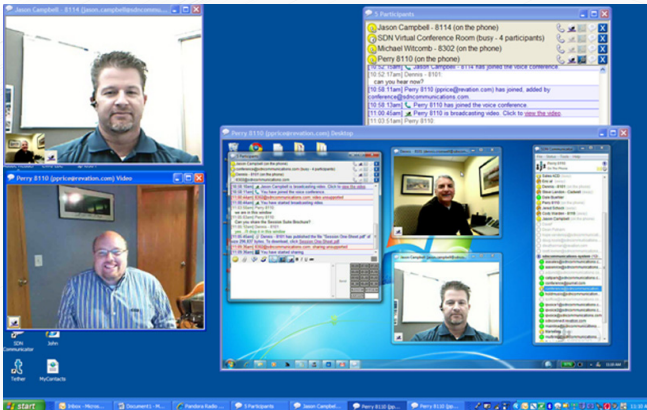
VIRTUAL OFFICE

The ability for employees to connect anywhere with an Internet connection also helps to facilitate communication in a business. Employees only need a computer, a headset (or phone) and a web cam, if desired. With this minimal equipment, they can conduct business as if in the office from any location in the world. All they need is an Internet connection. This is a great service for telecommuters and road warriors.

SDN Session also includes advanced call routing features that allow employees to designate alternate phone numbers for call forwarding or simultaneous ring. Voicemails can be sent directly to a designated email account to be listened to at any time.



VIRTUAL OFFICE



“ The ability to connect to researchers and physicians around the world with video conference allows us to more effectively serve our clients providing them sometimes answers to questions that simply had been out of their reach. Today’s market for rare disease knowledge requires global participation. ”

- Cynthia Wren Gray,
President of Monarch Cares, Inc.

CALL CENTER ROUTING

No matter if you have five or 50 employees, you can implement call center features. Advanced, skills-based routing capabilities allow you to quickly and easily distribute customer requests. Blended-media hunt groups can be determined based on type of service and/or the skill level required to help the customer.

Routing can be established for phone calls, voicemail, chat sessions, encrypted email and contact forms. These services help lower cost, increase customer satisfaction, increase sales and provide management with tools to measure performance and to help analyze business needs.

Supervisors have access to real-time monitoring. They can determine agent availability, calls in queue, and average time in the individual session. They can also control hunt group configurations, view chat logs and listen to calls.

Reports can be created to view agent productivity, ensure customer service level standards, and verify staffing requirements. These reports include inbound and outbound communications and are time stamped for easy review. Supervisors can generate scheduled reports or develop custom reports on the spot. Reports are easy to email and import into presentations and spreadsheets.

Agent	Time Distribution in HH:MM:SS							Sessions							Averages			
	Inbound		Outbound		Total			Inbound				Outbound			Inbound		Outbound	
	Chats	Calls	Chats	Calls	Chats	Calls	Total	Chats	Calls	RNA	ROAA	Mail	Chats	Calls	Chats	Calls	Chats	Calls
Agent1	34:18:37	00:17:43	00:00:00	00:00:00	34:18:37	00:17:43	34:36:20	456	3	79	4	6	0	0	00:04:30	00:05:54	00:00:00	00:00:00
Agent2	17:11:52	00:28:47	00:00:00	00:00:00	17:11:52	00:28:47	17:40:39	265	5	90	15	11	0	0	00:03:58	00:05:45	00:00:00	00:00:00
Agent3	22:2:592	00:06:50	00:00:00	00:00:00	22:2:592	00:06:50	22:32:22	108	1	42	3	7	0	0	00:07:08	00:06:50	00:00:00	00:00:00
Agent4	25:26:24	02:59:28	00:00:00	00:00:00	25:26:24	02:59:28	28:19:52	346	44	76	18	180	0	0	00:10:27	00:09:56	00:00:00	00:00:00
Agent5	62:9:008	16:9:51	00:00:00	00:00:00	62:9:008	16:9:51	79:06:00	102	50	30	9	606	0	0	00:06:45	00:10:42	00:00:00	00:00:00

CALL RECORDING

Call recording features help improve the quality of customer service. They can be used for training of new and seasonal employees, for compliance, or as a record of a transaction. In the past, this feature has been out of reach for many small to medium business due to the cost prohibitive nature. SDN Session provides a robust solution for easy recording, storage and playback of calls for a fraction of the cost.



ROUTING & REPORTING FEATURES

“

Our business was growing but the healthcare reimbursement was not, we needed a more cost effective way to manage our phone cost without giving up quality of service to our patients.

”

- Bradley,
V.P. of Additional Kare for Kids, Inc.

additional feature:

Call recording provides an opportunity to gain insights into customer expectations and trends. This useful information can give you a leg up on your competition.



VIDEO CONFERENCING AND DESKTOP SHARING

Communicating and collaborating with co-workers, remote offices and customers is essential to success for any business. The integration of video and desktop sharing will take that interaction to the next level. Imagine being able to see your customer and read their facial expressions. Video conferencing also helps to increase productivity and reduce expenses on travel and accommodations.

With just the click of a button, you can take your interaction to the next level. Use the “share”

VIDEO CONFERENCING & DESKTOP SHARING

button inside of any chat window to quickly and easily share your desktop. There are two types of sharing: Snapshot and Broadcast. Snapshot enables users to select a specific application, their entire desktop or take a picture. Broadcast enables users to select a specific monitor, all monitors, specific applications or their entire desktop and stream the session to the other users in the chat.

Video conferencing, combined with desktop sharing, can be used for:

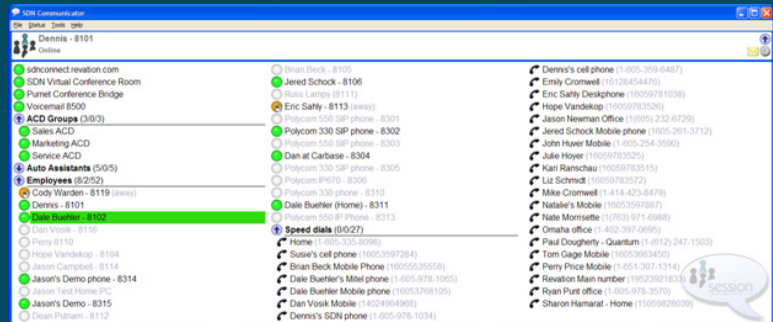
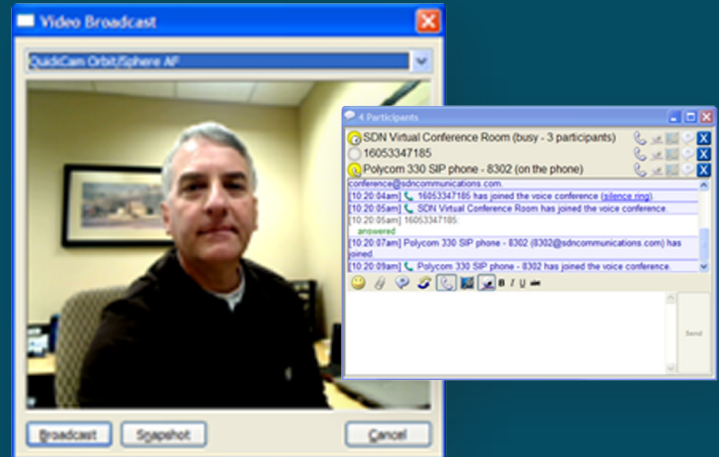
- **Impromptu product presentations**
- **Project collaboration**
- **Employment interviews**
- **Product testing and research**
- **Business meetings**
- **Customer education and demonstrations (expand your current sales**

INSTANT MESSENGER

Instant messenger has become a valuable business communication tool. The addition of "presence" features helps workers be even more productive. After work-related questions, determining co-worker availability was the second most used function through the communicator tool.

Utilizing instant messaging in and between office locations can:

- Increase the speed of communication
- Cut down on long-distance charges while still encouraging real-time interaction
- Stimulate energy, enthusiasm and useful ideas among employees
- Help determine availability, schedule meetings and coordinate projects
- Multi-task
- Get quick answers to general questions (save time by not leaving your desk)



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SDN COMMUNICATIONS

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