

**tcn**

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## **Comprehensive Feature Guide**

Your Guide to Scalable Contact Center Solutions

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## Introduction

TCN is a leading provider of cloud-based call center technology for enterprises, collection agencies, contact centers, newspapers, BPOs and medical practices worldwide. Founded in 1999, TCN combines a deep understanding of business and call center priorities with a highly affordable delivery model, ensuring immediate access to productivity and customer experience enhancing tools such as predictive dialers, IVR, call recording, blended call flows, and the business analytics required to optimize operations and adhere to TCPA regulations.

TCN's "always-on" cloud-based delivery model gives customers immediate access to the latest upgrades and enhancements without sacrificing scalability or service. TCN serves clientele from Fortune 500 companies and enterprises to small businesses including industries such as newspaper, collection, education, healthcare, automotive, political, customer service, and marketing.



## Key Benefits

- Seamless API automation and integration within existing ecosystems
- Flexible and burstable line capacity for improved agent performance
- Enhanced real-time insight with key performance metrics from a macro and micro operating level
- On demand cloud platform provides significant cost savings
- Developer built tools for account management with highly configurable options for ease of use
- Efficient and quick implementation time

## Benefits Visualization

### Agent Productivity

- Blended
- Inbound
- Outbound
- Rapid Preview and Manual Dialing
- Business Intelligence
- Predictive Dialer

### Omni-channel Connections

- Inbound
- Outbound
- Blended
- SMS
- Email

### Customer Experience

- IVR
- Automatic Call Distribution
- Agent Gateway
- Voicemail Delivery
- Speech Analytics
- AgentSMS
- Skills-based Routing

### Compliance

- Rapid Manual Calling
- Easy Scripting
- Agent Prompting
- Call Recording, Auto-transcription

### Operational Scalability

- Usage-Based Pricing
- Zero Hardware
- Instant Seat Additions
- Site-Independent



## Product Overview

### Omnichannel Tools for Today's Contact Needs

#### Inbound

Built on skills-based routing and constant business intelligence (BI) feedback, inbound IVR gives customers self-curing options and effortless navigation activate skills-based routing to connect them with agents in a snap. Once there, BI-fueled profiles give agents the history, prompts and account knowledge they need for issue resolution, payments and efficient, professional account management – all secured by intelligent call recording with automated, tagged transcripts.



**Case Study Highlights:** Commercial Credit Control leveraged the full TCN suite for a 30% increase in revenue. As the top collection agency in Australia, CCC's massive boost in revenue has redoubled the role of TCN for their operations in Canada, as well. With a combination of Inbound, Outbound, Call Recording, IVR and more, CCC overcame issues with:

- Efficient customer outreach.
- List penetration and productive call outcomes.
- Agent performance and productivity.
- Outdated and inefficient calling tools.



#### Outbound and Blended

Whether they're calling to keep clients up-to-date or taking inbound service and dollars, agents never sit idle as they strive to meet goals. TCN's outbound and blended inbound keep customers off hold and engaged. Thanks to predictive dialing, manual dial acceleration, easy campaign templates and automatic cell scrubs, compliance and productivity are no longer enemies.

## Omni-channel

Payment processing, two-way SMS and SMS outreach campaigns, one-touch appointment reminders, two-way integrated AgentEmail, AgentChat and more mean businesses and contact centers have every channel your customers use. Even better, all omnichannel feeds into business intelligence, making every point of contact a chance to better serve your clientele.

## Business Intelligence

Monitor and manage costs and returns for each campaign – in real time. Check productivity of every agent, manager, team and division. Predict call volumes and staffing, assess compliance checks and see what every agent is doing, live. Start with BI essentials or go custom.

## Compliance Suite

Campaigns all pass through compliance parameters and cell phone scrubs before a single dial occurs. Then, manual dial acceleration, compliance aids, scripts, checkpoints and monitoring get your campaigns moving. Dive into auto-tagged call transcripts and automatically redacted call recordings for troubleshooting and training that doesn't expose protected information.





## Inbound Call Center Suite

### Pay-as-You-Go Platform

#### Easy Scalability and Instant Productivity Insights

- o TCN's Business Intelligence Dashboards give you complete and real-time insight into every agent's call times, how much each call is costing and bigger views for floor-wide, real-time costs and other important call center KPI's. An excellent source of comparison for results vs. expenses.
- o Number of seats scales simply and easily as your business grows.

### Case Study Highlights: Health Care Provider

- Decreased customer wait times by 40%.
- Increased inbound call handling by 81% year over year.
- Queue callback times decreased 40%.

### Intelligent Self-service IVR

#### Free Up Agents and Empower Self-service

- o Free up agents and let customers resolve issues quickly.
- o Empower callers to process payments and request callbacks when agents aren't available.
- o IVR Payment Processing reduces the volume of this common but essential process.

### Skill-based Routing

#### Rapid Resolution and Customer Servicing

- o Customer IVR choices pair customers with the perfect agent.
- o Automatic Call Distribution finds that agent by skill sets, by ability levels, by availability, variety of work, and any parameter you need.

## Agent Gateway

### Easy-to-Use Productivity Enhancements

- o The intuitive and easy-to-use agent interface makes taking calls, tracking work and self-monitoring important productivity stats simple and effective.
- o Compliance scripts and checkpoints, straight-forward documentation keep compliance and procedure top of mind for both productivity and effectiveness.

## Unified Customer Profiles

### Customer Insights and Rapid Resolutions

- o Customer data is compiled from customer IVR choices, call dispositions, call notes and any documentable feature of previous interactions.
- o Agents never scramble for resources while the clock is ticking!
- o Client information can be stored for processing and payment capture.

## Business Intelligence

### Business Insights for Agent and Floor Productivity

- o TCN's business intelligence dashboards give you real-time insight into every agent's activity duration, current status, and keeps calls moving with barge-in and whisper-to-agent modes.
- o Reporting is simple and makes analysis specific, actionable and measurable.



## Outbound Call Center Suite

### Predictive Dialer / Auto Dialer

#### Dial Up Agent Productivity and Customer Contact

- o TCN's predictive and auto dialers reach out to multiple clients per agent, filtering out disconnects, hang-ups, answering machines, do-not-calls, unapproved cell phones and more.
- o Build TCPA compliant processes with accelerated manual dial.



### Case Study Highlights: Nationally Licensed Collections Agency

- Over 200% efficiency gains across the board.
- No machine mis-detects, lower hold times, fewer transfers, more high-quality calls and RPCs.

### Agent Gateway

#### Empower Agents for Quicker Calls and Better Outcomes

- o Compliance scripts and checkpoints and profile-building documentation make service, compliance and procedure top of mind for boosts in productivity and effectiveness.

### Pay-as-You-Go Platform

#### Easy Scalability and Instant Productivity Insights

- o TCN's Business Intelligence Dashboards give you complete and real-time insight into every agent's call times, how much each call is costing and bigger views for floor-wide costs. An excellent source of comparison for results vs. expenses.

## IVR, Business Intelligence and CMS APIs

### Faster Service with Unified Customer Profiles

- o Customer data is compiled from customer IVR choices, call dispositions, call notes and any documentable feature of previous interactions.
- o Agents never scramble for resources while the clock is ticking!
- o Client information can be stored for processing and payment capture.

## Business Intelligence

### Improvement and Performance Insights

- o TCN's business intelligence dashboards give you real-time insight into every agent's activity duration, current status.
- o Barge-in and whisper-to-agent modes let managers jump in to help when important deals are closing or an agent is building new skills.
- o Weekly and monthly reporting makes divisional and departmental improvement effortless. Automated reports. Easy-to-read visualization. Endless customization.



## Omnichannel and Blended Calling

### Omni-channel

#### Interactive Voice Messaging

Reaching clients and servicing accounts is easier than ever

- o Send interactive voice messages for important notices like payment due dates, service issues, renewal reminders and more.
  - » *Record and send for a customized feel.*
  - » *Connect customers to agents instantly when they request to speak to an agent.*
  - » *Connected agents immediately receive comprehensive customer profiles.*
  - » *All responses are fed into the business intelligence and customer profile engines.*
  - » *Instantly empower drive-to-web or a phone payment without wasting agent time.*

#### Case Study Highlights

##### Customer Support and Collections BPO

- 8% RPC rate increase using manually approved calling.
- Collections increased 26%.



#### AgentSMS and One-Touch Replies

Connect with clients who don't have time to talk

- o Fire off texts with instant reply options right in the message.
- o Penetrate contact lists quickly and efficiently.vv

## Two-Way Agent Email and Two-Way Agent Chat

### Contact customers on their terms

- o Live chat keeps busy recipients in the loop in an interactive, real-time medium that feeds business intelligence and populates within the Agent Gateway workflow interface.
- o Email promotions, appointments, payment reminders and service responses with client email responses that go directly into agent contact workflows by customized priority.

## Blended Calling

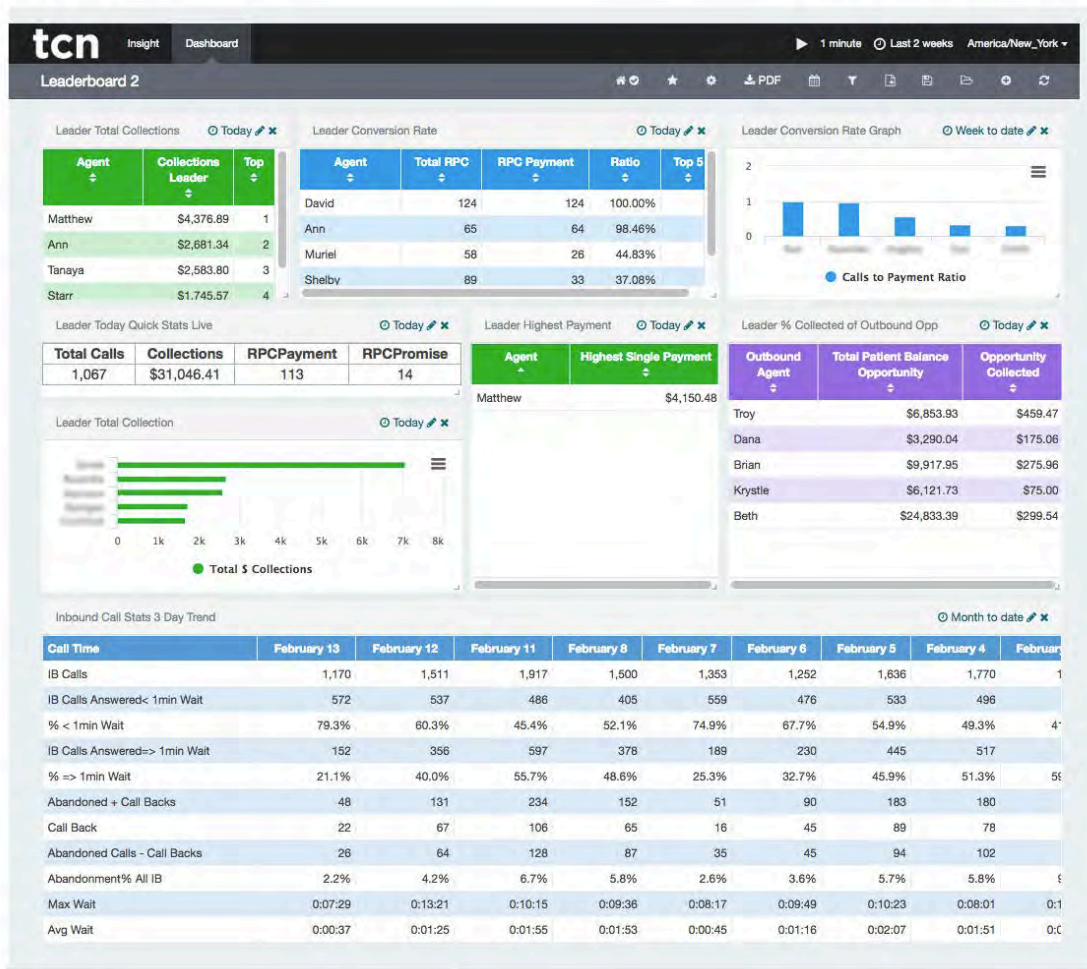
### Blended Call Flows

#### End the downtime between inbound calls in variable volume scenarios

- o Mix call lists into your inbound calls to keep productivity at max.
- o Instantly, automatically prioritize outbound campaigns any time a customer calls in.
- o Both flows interact with reporting, business intel, agent prompts, scripts and unified customer profile and history.

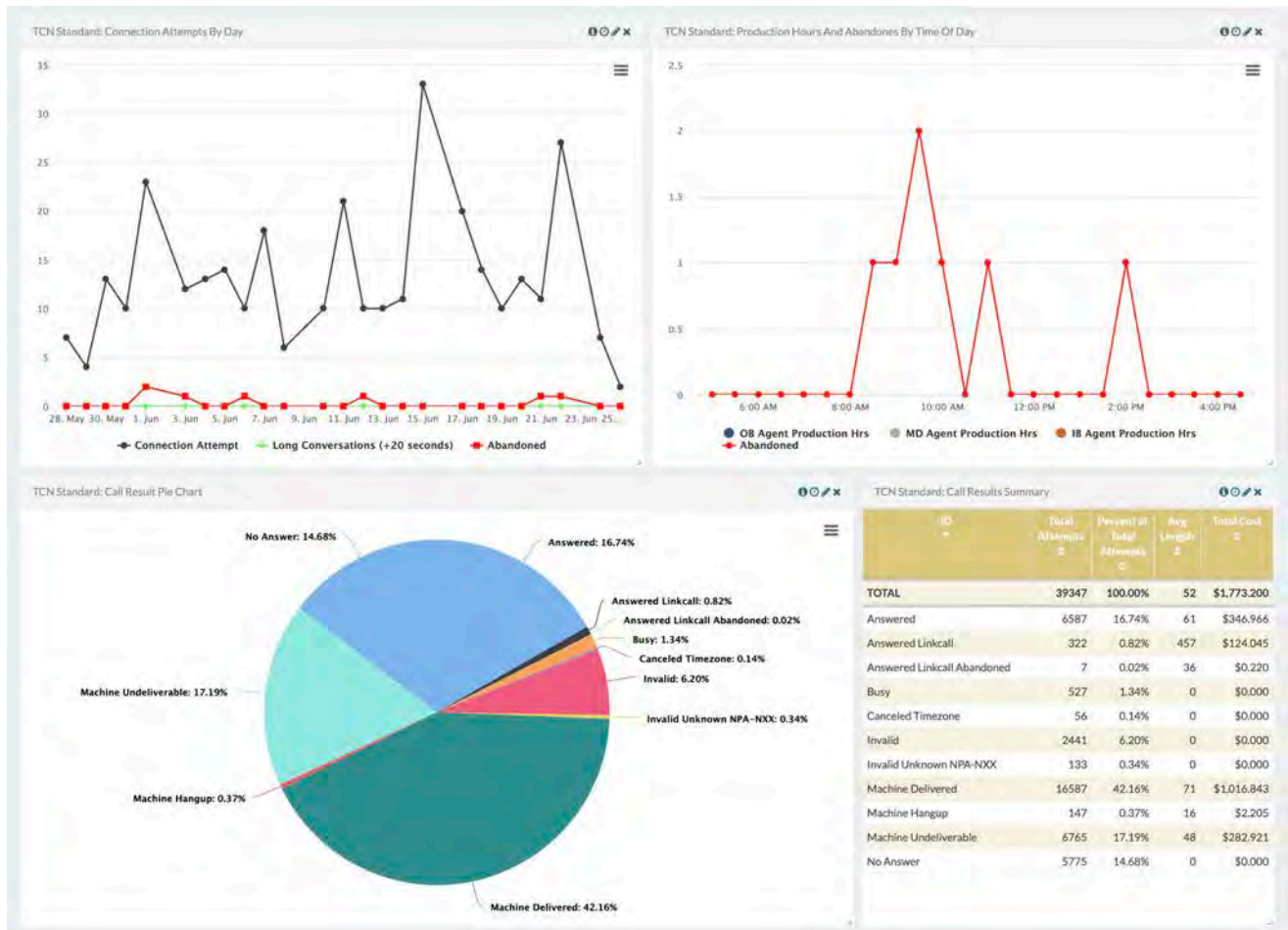


# Business Intelligence and Reporting



## Essential Reporting on any Measurable Data

- FCR, Hold, Available, Aftercall, etc.
- Build agent performance profiles.
- Optimize performance by agent, department, division and more with essential metrics and insights.
- Live call cost and campaign cost views.
- Monitor live compliance checks, goal progress and deliverables.



## APIs for Leading CRM Software and Custom CRM Solutions Advanced Custom Reporting

- Track goals, deliverables and SLAs.
- Track outcomes and prevent gaming.

## Speech Analytics and Auto-Transcription

- Analyze call data that's automatically transcribed.
- Flag agent behaviors of success and those of concern for quick review.
- Discover stress and emotion analysis flags created through the AI.

## Compliance Suite

### Manually Approved Calling

Save time and power up productivity when calling cell phones

- o Make compliant calls to cell phones with accelerated manually approved calling.
- o Drop the time it takes to penetrate long cell phone lists.
- o Agents reject or approve each call manually.

### Case Study Highlights

#### Lee Enterprises – National news outlet

- 25 million subscribers, 300 publications.
- Massive drop in agent downtime.
- Huge boosts across productivity revenue.
- Rapid deployment of critical revenue stream campaigns, such as a Grace Period campaign.



### Cell Phone Scrub, Agent Prompting, Dialing Rules

Control TCPA and compliance procedures

- o TCN's platform automatically scrubs non-approved cell phones from call lists to keep calls going to the right people at the right time.
- o Agents get the right disclosures and prompts at the right time, helping your agents maintain compliance, whether it's proper disclosures, asking the right questions or seeking permissions for contact.
- o Reject or approve calls based on regulatory or internal requirements.

## Case Study Highlights

### First Collections Services

- Hassle-free reporting.
- Rapid platform change for seamless transition.
- Major improvements included a boost in productivity, customer satisfaction and compliance monitoring.
- Simple, rapid integration with their native systems.



## Call Recording, Call Transcription and Speech Analytics

### Assess compliance and interactions

- o Automatically record conversations with voice transcription for rapid review.
- o Speech Analytics flags emotional intensity, red flag words, important dialogue and pauses, long holds – any critical call issue that happens in conversation.
- o Automatic transcription tags preset areas of concern, but managers can flag individual issues for reporting, further review and performance plans.

## Screen Recording

### Control outcomes by reviewing action and conversation

- o Review complaints, performance issues with precise insight into account actions.
- o Compare activity on screen with audio and transcription for insights into customer agreements, agent account actions and more.

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