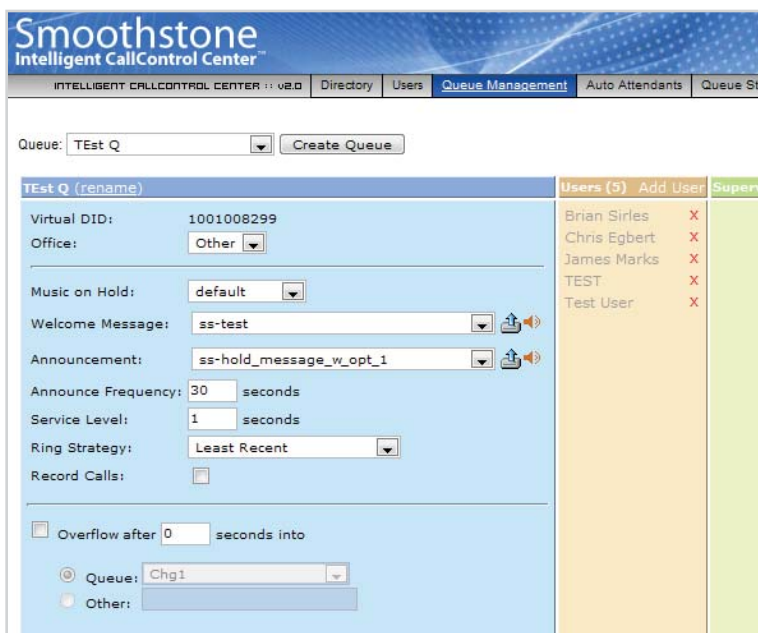




## Smoothstone Intelligent CallControl Center™

Completely manage and optimize your entire organization's call traffic -- every office, agent and queue, regardless of physical location -- from a secure and easy to use Web portal! Turn your geographically dispersed employees and separate call centers into one, highly efficient, nationwide call center.



*"Smoothstone's COMPLETE solution places all network users onto the same private network. The entire company is on the same virtual call center -- allowing workers to communicate with one another as if they were in the same physical location."*

- ComputerWeekly.com

*"Smoothstone literally changed how we do business. Our clients now get better service from a more efficient and flexible agent base."*

- Lee Thomas, EVP, The Travel Authority

## Smoothstone CallDirector™

Smoothstone CallDirector is the standard feature set within the Smoothstone Intelligent CallControl Center Web portal. CallDirector allows you to predetermine and then dynamically manage how calls are routed within and across all of your organization's locations, as if everyone was in the same building:

- Optimize your call handling resources across all of your organization's locations, including home-based employees
- Configure flexible, customized call routing rules, organization-wide
- Manage Business Continuity issues, instantly

## Smoothstone CallQueuing™

Smoothstone CallQueuing is a separately priced, optional feature set you can add to your Smoothstone Intelligent CallControl Center Web portal. Customize, control and manage how your organization handles queue calls and distribute queued calls to agents across multiple locations, via an IP phone or 1 FB (POTS) line. View agents' statuses, move them into different queues, change overflow rules and choose from several different call distribution methods.

## Smoothstone CallMonitoring™

Listen in on employee calls, for training, quality assurance or other purposes, without disrupting the call or being right over their shoulders. With Smoothstone CallMonitoring, a separately priced option within Smoothstone's Intelligent CallControl Center Web portal, now you can monitor inbound and outbound calls by queue or by employee.

## Smoothstone CallRecording™

Ever wish you could record a specific phone or conference call, for your records or for later review by others? Need to record an employee's calls for training, quality assurance or other purposes? With Smoothstone CallRecording, a separately priced option within Smoothstone's Intelligent CallControl Center Web portal, now you can. Selectively record individual calls or record all inbound, all outbound or all of an employee's calls. Search, retrieve and replay the call recordings and then store them online or download them to any storage media.