



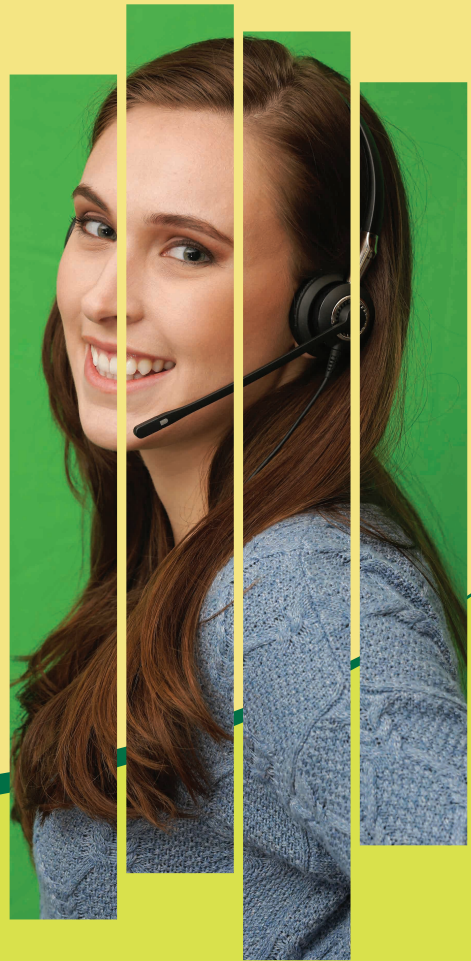
gPlex® Cloud Contact Center Solution

Your aid to success. Get started today.

- Are you looking for a smart feature rich cloud based contact center solution?
- Are you looking for relief from your legacy and/or expensive contact center system?
- Are you looking for geographically dispersed contact center operations under one system?

STOP looking any further – gPlex® Contact Center Solution is the answer you are looking for.

www.gplex.com



Why gPlex® Cloud Contact Center ?

gPlex® Contact Center solution is possibly the most feature rich, cost effective, easy to deploy, reliable, and highly scalable system. If you have or want to deploy call center agents geographically dispersed – no problem. gPlex® 'Dashboard' module allows monitoring of your contact center activities at a glance on real time basis. It helps quick realization of fluid situations and thus helps in increasing productivity and customer satisfaction. Reports and charts generated by gPlex® contact center system are numerous and effective contributing to the efficient operation of your contact center.

Key Benefits:

- Affordability - lower operating costs of your existing contact center by 30 to 50%
- Reliability - world class dependability
- Simple to use - no complexity
- Quality - crystal clear voice quality
- Feature rich - latest user friendly features
- Flexibility – Agents may be deployed in multiple locations under a single gPlex® platform
- No maintenance headache for the users
- Unparalleled reliability and disaster recovery capabilities
- Solution whose capacities grow with your company - from small, medium to large enterprises



Migrate to Cloud Call Center System using gPlex®

gPlex® Contact Center system offers to achieve efficiency of operations and ease of management through industry leading solutions, including SIP trunking, HD voice, toll free service, e911, interactive voice response (IVR), cloud routing, automated call distributor (ACD), predictive dialing services and many more. Briefly it brings the following key benefits of cloud contact centers:

- Powerful Cloud-Based Platform – Scale up on demand with a platform built to support incremental as well as rapid growth. Cloud based features offering speedy installation.
- Personalized Approach – Solve your unique business challenges with gPlex® services.
- Voice Quality and Flexibility – Optimize agent productivity with unlimited call paths and real-time routing backed by Genusys's high-quality voice services and carrier-grade network.
- Comprehensive Reporting – Gain total visibility through real-time metrics for agents' productivity, service level, and network performance.
- Reliability – Geographically dispersed data center services used to host gPlex® system to ensure 24/7 reliability.
- Implementation and Cost Efficiencies – gPlex® contact center solution offers speedy cost efficient implementation of service on turnkey basis.

