



Remote Service Manager,
THE teleworking solution



The virtual call centre has arrived

Demands for effective teleworking systems grow by the day, but until recently technology has been unable to provide a workable solution. If your business could benefit from teleworking, Remote Service Manager (RSM) is the breakthrough you've been waiting for. Using dial-up connections to your agents' phones, RSM delivers a virtual call centre, which your customers perceive as one highly professional operation - whether your agents are working at home, on mobiles, or in a number of distributed offices. In short, RSM is a highly sophisticated ACD system, designed from the ground up for teleworkers.

If you have a temporary need for more staff, RSM can work in parallel with your existing call centre to direct your customers to temporary sales staff or teleworkers.

Leading-edge technology means that the agent's location is invisible to your customers, who just appreciate the swift response and efficient customer service you provide.

A breakthrough in productivity, efficiency and customer service

The cost advantages of a teleworking operation are clear. RSM means you can cut your costs and sharpen your competitive edge - without compromising customer service:

- Your agents appear to be answering calls at your office headquarters
 - High speed resource scanning means that calls are answered instantly
 - Dial up connections save the costs of leased lines
 - Advanced ACD features ensure that calls are distributed correctly
- Easy to use management facilities help you maximise efficiency

A powerful aid to sales success

RSM has many advanced features to ensure that all phone calls are successful both for your customer and your company. Calls can be routed to your very best sales people first. And calls can be distributed to each customer's own regional area, to provide the benefit of familiar accents and local knowledge.

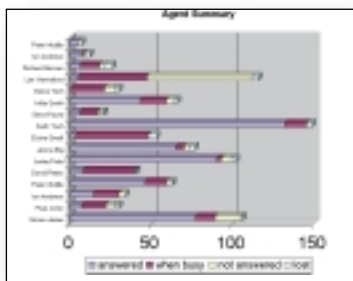
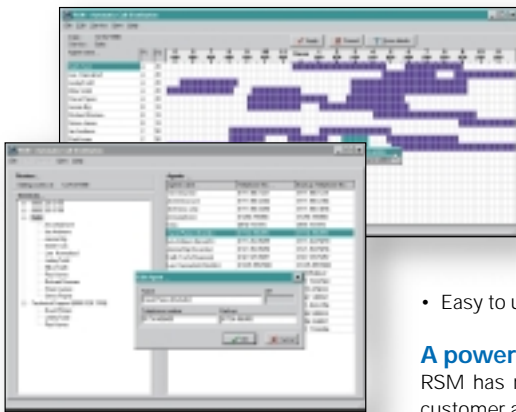
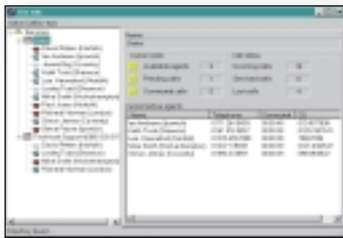
With easy-to-use graphical screens, you can set up individual call plans for each agent, specifying which times of day they are available to take calls and when they are not.

Cost-effective and scaleable

The RSM system connects to your agents' normal telephones or mobiles, using dial-up connections rather than leased lines. So there are no fixed costs and your remote services can be up and running in no time.

One RSM supports up to 2048 home workers. More RSMs can easily be linked together to accommodate more agents as your business grows.

Remote access facilities for diagnostics and configuration further minimise the costs of your company's geographical distribution.





Advanced call centre management

RSM's management information screens are very easy to use, to help you ensure that your agents are answering calls as they should and that your company's resources are operating at maximum efficiency. Live call statistics are available for both incoming and outgoing calls and call statistics can be viewed as easy-to-read graphics or analysed on a spreadsheet.

Different sales areas or cost centres can be serviced by different call-in numbers and information to assist your agents such as Service or Campaign, number dialled and CLI is passed to the agents' equipment.

Remote diagnostic facilities allow you to manage the RSM from any where in the world.

For companies of all sizes

You can benefit from the cost advantages of RSM whatever the size of your company. Large companies appreciate RSM's ability to match a complex mixture of resources and needs. Smaller companies benefit from the cost-efficiencies of a teleworking operation and RSM's use of dial-up connections.

Stay one step ahead

RSM is the breakthrough that makes the virtual call centre a practical reality. Take advantage now, and stay one step ahead of the competition.

Technical Features

- System management using Microsoft's Windows
- High-capacity processing power with Pentium-class CPU, co-processors and mirrored 40Gb hard disks
- Up to 2048 agents supported per unit
- Scaleable: upto 255 units can be linked with consolidated management and reporting
- Between 5 and 2048 simultaneous calls per unit
- Very high-speed resource scanning. Up to 250,000 database look-ups per second
- Live call statistics
- Remote access and diagnostics via ISDN II or V34bis internal modems
- Ethernet with Windows supported network protocols
- CTI Links and call-logging using TCP/IP or RS232
- Wide telecom network compatibility - G703 (balanced/unbalanced) protocol support for over 135 Countries world-wide

Get RSM working for you now!

The cost advantages of a virtual call centre are clear. With RSM you can cut your costs and improve your competitiveness, while further improving the service you give to your customers. RSM is the breakthrough you've been waiting for. Find out more today!



Business Benefits

RSM delivers the competitive advantages of a highly professional call centre with the cost advantages of a teleworking operation:

- Cost-effective:** All the cost benefits of a teleworking operation
- Professional:** Calls are answered instantly and efficiently at all times
- Economical:** Uses dial-up connections rather than leased lines to cut fixed costs
- Flexible:** Unified handling of voice, data, fax, video and ISDN calls
- Easy to use:** Graphical management screens and call analysis statistics help you run your virtual call centre at maximum efficiency
- Scaleable and future-proof:** Grows with your business
- Successful:** RSM's advanced call centre features ensure that all phone calls are successful for you and your customers

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Secure Voice Recording



Oversee your company and its employees



As flexible working increases and companies become more and more global how does a business manage and monitor its telephone interactions with its customers, partners, and the world at large?

The Secure Voice Recorder (SVR) is designed to work in conjunction with the customer's existing telecommunications solution or alongside GemaTech's Remote Service Manager (RSM) virtual call centre product.

SVR can record every simultaneous call passing through a conventional PABX or RSM unit, providing immediate and user-definable access to all recordings from literally anywhere with secure web-access.

Comprehensive management capabilities

Playback of recorded conversations is fully user-controlled along with quality, storage, and delivery method. Replay before completion is also supported.

No special playback hardware or software is needed. Playback is through a standard browser or telephone.

Live calls are controlled via a real-time statistics screen with colour definition and 'mouse-over-monitoring' for instant access.

Internet enabled through a standard web-browser

The system is fully integrated with web-based call centre statistics. Directly supported search facilities include: by date, time, agent, CLI, service or anything supportable via SQL Export if required.

Web-based replay of recordings uses the secure web-cast streaming format.

Security is paramount

Both incoming and outgoing speech are recorded on separate channels via resilient storage, with user-defined access available anywhere, either individually or in groups.

Recordings contain a digitally encoded time-code and call ID. Secure audio files, such as MP3 files, can be e-mailed to anybody who has the necessary security access.

Archived recordings are scrambled, so that even if physical access is obtained, unauthorised playback is not possible.





Resilience

Recordings are split between several locations to allow for storage device failure.

Should a storage device suffer read errors, recordings can still be replayed without missing calls.

Users can choose any compression utility available for Microsoft's media player.

Fully distributed and scaleable

SVR automatically records and collates calls, and links remote recording systems wherever they are based.

Technical Features

- Recording types:
 - ✓ All Speech Category Calls
 - ✓ Voice over IP
 - ✓ ISDN Data (Un-bundled)
 - ✓ HDLC, Frame Relay
 - ✓ Fax, Group 2-4
- No. of simultaneous recording channels – in multiples of E1/T1 – up to 30,720 E1 channels, 24,880 T1 channels
- Up to 255 simultaneous playback channels – dependent upon bandwidth available from phase controllers and their storage devices plus the web connection
- Typical playback delay from storage:
 - Recent recordings – 3 to 5 seconds
 - Stored recordings – 20 seconds
 - From web-statistics page – 20 seconds
 - Subsequent access in the same session – 2 seconds
 - Subsequent access via a short-cut – 2 seconds
- Any industry standard storage device supported by Microsoft, including drive clusters, NAS devices, or any other supported network device such as UNIX facilities

Get SVR on your side now!

Call centre supervisors can instantly monitor caller relations, verify information, enforce specific criteria, or mark events.

Agent training can include analysing real situations with instant de-brief, helping to fine-tune scripts and procedures. Improve your customer relations.

Customer disputes can be immediately resolved with a playback of the contended conversation.



Business Benefits

SVR fully meets your industry watchdogs' recommendations or regulations on telephone transactions.

- Secure:** Access is only given those people approved to listen to calls
- Economical:** A truly cost-effective solution with the lowest resilient storage costs in the industry
- Flexible:** Web-based handling of call monitoring and recording
- Easy to use:** Intuitive graphical management screens and statistics to help you run your business
- Scaleable and future-proof:** Grows with your business
- Reassuring:** Protects your company in its telephone interactions

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GemaTech is a trade name of Telinvest Ltd.