



ENGAGE™

Optimize Your Contact Center Operations

Whether a telemarketing firm or a small company's support staff, the relationship with the customer is crucial to the bottom line of your business. Optimizing your business to respond quickly to the needs of your customer can give you the edge over your competitors.

TelStrat's **Engage Contact Center Suite™** equips you with the tools needed to optimize customer interactions and your overall organization. Engage combines the ease and power of our award-winning call recording technology with an array of best-practice workforce optimization technologies. Together, these yield affordable flexibility in a total recording, quality monitoring, and workforce optimization solution for any size organization.

From capturing customer interactions to forecasting and scheduling, TelStrat's **Engage Contact Center Suite** answers each major aspect of contact center operation. Engage lets you:

- Capture complete customer interaction at every point of contact
- Easily blend multiple PBX & voice technologies on the same recording server
- Streamline call times, ensure consistency, and increase quality
- Elevate agent performance and training, and improve retention and productivity
- Knowledge mine call content, maximize resources, and enhance the bottom line

PRODUCTS

ENGAGE RECORD

Auto or on-demand call recording with live monitoring & exclusive Conversation Save™ technology

ENGAGE CAPTURE

Screen capture/playback, or live desktop monitoring synchronized to audio in order to follow the complete customer interaction

ENGAGE QUALITY

Comprehensive agent evaluation, immediate coaching, & centralized E-Learning with customized reporting to pinpoint solutions

ENGAGE ANALYZE

Speech Analytics with easy keyword & phrase spotting or with robust automatic topic analysis, integrated search analytics, advanced reporting, & customizable dashboards.

ENGAGE DESKTOP ANALYTICS

Intelligent, automated actions driven by desktop events including auto pause/resume, annotated recordings, activated CRM events, & more.

ENGAGE MANAGE

Workforce management with best-in-class forecasting, scheduling, planning, and real-time adherence

DEPLOYMENT SOLUTIONS

ENGAGE UNITY

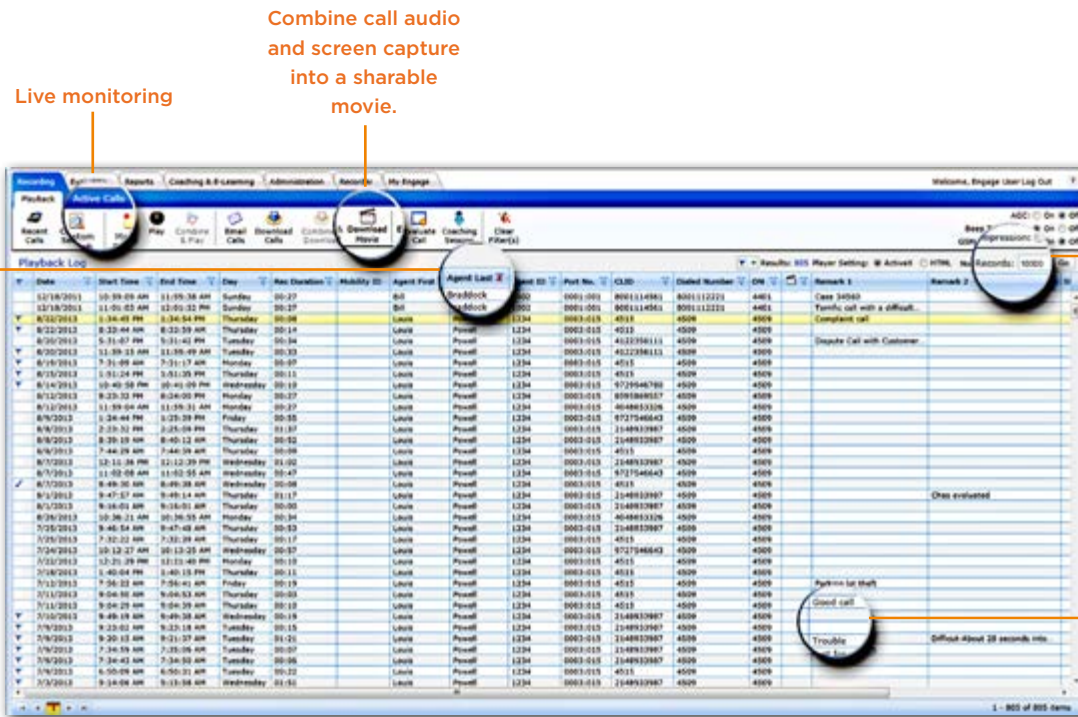
Full WFO on a single server for small-medium business

ENGAGE ENTERPRISE

Call recording & WFO that's custom tailored to specific enterprise needs

ENGAGE CLOUD

Cloud call recording & WFO for hosted service providers



Search calls using built-in quick filters by agent, day, time, comments, etc.

Live monitoring

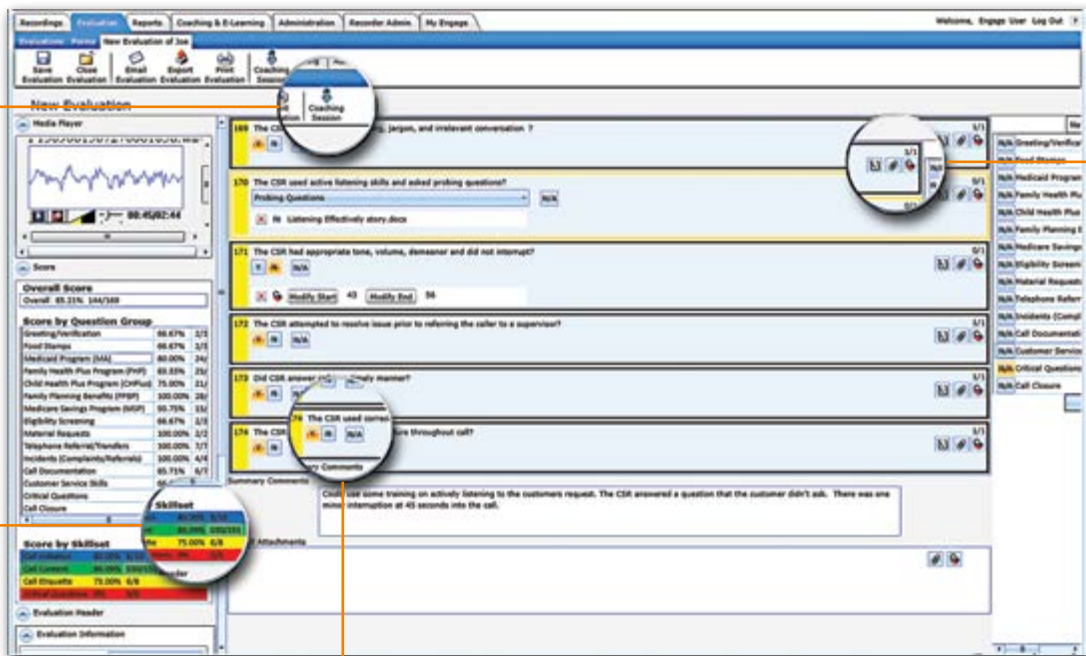
Combine call audio and screen capture into a sharable movie.

Expanded search capabilities: Display up to 10,000 call results.

Comment in real time while the conversation is in progress.

TelStrat's Engage Contact Center Suite provides call center managers with the tools they need to optimize their workforce at a surprisingly affordable price.

Coaches can provide immediate feedback and annotate observations for quick, clear agent coaching.



Attach files from the E-Learning Library.

Implement intuitive multi-level scoring to address groups and skill sets across departments or the entire organization.

Comprehensive evaluation boosts agent performance.



www.telstrat.com • sales@telstrat.com • support@telstrat.com

1101 Central Expressway South Suite 150
Allen, TX 75013 • USA

North America
+1-972-543-3500

Caribbean & Latin America
+1-972-543-3476

Europe, Middle East, Africa
+44 2035 140670

Asia Pacific
+61 2 8014 7499

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