



Direct Connect Powerful Technology That Drives Results

Direct Connect is a state-of-the-art Virtual ACD system that can intelligently route calls to any call center or home-based agent located anywhere in the country. West's VACD technology delivers both voice and data to agents and allows you to quickly expand the size, scale and geographic reach of your operations with minimal capital investment. Not only does this help eliminate costly infrastructure upgrades, but it also allows you to maximize your existing investments in personnel and your established staffing procedures.

Direct Connect is a turn-key call management system that delivers voice and data services to geographically distributed agent workforces. The system blends multiple client call center resources into a more efficient and coordinated processing entity with integrated network redundancy. It enables consistent and consolidated reporting across multiple call center sites. It also provides integrated call center technologies and enables centralized control of project management for both agent routing requirements and scripting changes.

A complete turn-key solution that helps lower call center costs and dramatically increase call handling capacity.

Benefits of Direct Connect

An Improved Customer Experience

- Reduced queue times and improve call handling with a West agent overflow solution
- Improved agent support by routing the caller to the "best" available agent

Improved Staffing Flexibility

- Increased speed to market
- Dramatically increase your staff by augmenting with West's home agent solution
- Unrestricted size and scale
- Increase call handling capability

Cost Efficiencies

- Minimize ongoing Cap Ex investments
- Eliminate monthly/yearly ACD maintenance fees
- Reduce call center operational costs
- Reduced telecom expenses - Reduced average length of calls (ALC)



Powerful Technology That Drives Results

Because Direct Connect is an extension of our Interactive Voice Response (IVR) platform technology, we can easily incorporate advanced features, such as speech recognition into every solution. We also provide seamless CTI integration, real-time enterprise-wide reporting and full network redundancy.

Unified Multi-Workforce Management

The VACD routes incoming calls to agents using its intelligent call routing capability. The routing is based upon predetermined criteria including scheduled work times, agent training/certification and performance criteria.

Client/3rd Party Backend Databases

Our solution can interface with any client or 3rd party backend database to support robust information transfer to the agent desktop. We have developed and managed hundreds of host interface and have extensive experience in implementing utilizing any transaction layer required including VXML, TCP/IP, SNA, MQ, Tuxedo and others.

Quality Assurance

At West Direct, we understand the critical nature of quality assurance. That's why we record 100% of the voice portion of all phone calls. Our clients can easily conduct quality or call compliance reviews by agent, project or date within minutes of call completion via a customized web-based interface.

Reporting

Our Direct Connect solution provides real-time reporting via the Internet. These reports provide you with the most accurate and up to the minute analysis of your customer contact information.

What are you waiting for?

Contact West Direct today and learn more about how Direct Connect can help you to lower call center costs, improve operational efficiencies and increase your call handling capability without investing in additional infrastructure.

For more information call 1-800-862-1000 or visit us at westdirect.com

Standard Features of Direct Connect include:

- Unified, Enterprise Call Management
- Intelligent Call Routing
- Real-time Enterprise Operational Monitoring
- Overflow Call Processing to a West agent or IVR
- CTI (data pass)
- Agent Desktop Environment/ Soft Phone
- 100% Digital Voice Recording

