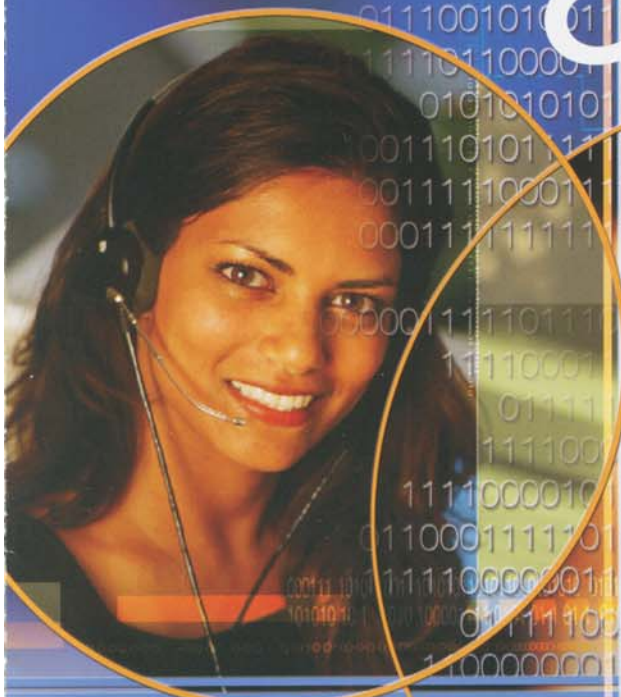


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Communications Solutions for Interactive Contact Centers



Strataso^{ft}



Contact Center



Monitoring and Quality Assurance



Interactive Voice Response



Professional Services

Stratasoft®, with more than 22,000 users worldwide, is an acknowledged technology leader in innovative software product development. Since 1995, Stratasoft, a wholly owned subsidiary of I-Sector Corporation (NASDAQ: ISEC), has pioneered computer telephony software solutions for the contact center industry. Stratasoft has a comprehensive patent portfolio that includes predictive dialing, predictive dialing algorithms, contact center database management, contact center campaign scripting and contact center management systems. Our product suite consists of *StrataDial®.VC2™ – Virtual Contact Center*, an award-winning contact center management system, *StrataVoice®*, an unattended message notification system and interactive voice response unit and *StrataQA*, a supervisor monitoring tool. All Stratasoft products incorporate functionality that is 100% customer-driven and are designed to maximize productivity in any contact center application and meet or exceed regulatory requirements.

Innovative Multi-Point Virtual Contact Center

The award-winning StrataDial.VC2 Contact Management System offers a cost-effective, user-friendly solution for contact centers. Its unique individualized flexibility can be used for numerous applications, from outbound/inbound business-to-business or residential telemarketing to customer service, help desk and follow-up. StrataDial.VC2's true open architecture design allows easy integration with existing in-house systems and software applications, thereby minimizing your acquisition expenses and capitalizing on your existing technology investments.

Stratasoft's custom contact center solutions do not require excessive, labor-intensive implementation and professional service augmentation. StrataDial.VC2 allows end users to rapidly customize their business applications and positions them to effectively compete in today's business climate. The suite delivers a turnkey, robust, yet easy-to-use, global contact center functionality to worldwide companies seeking an affordable and flexible communications solution.

StrataDial.VC2 is a PC-based software/hardware package that automates inbound and outbound calling using PC workstations and proprietary software. Because StrataDial.VC2 can recognize busy tones, rings not answered, answering machines, fax tones and disconnected telephone numbers, your agents are presented with a live person on every call. As a result, average talk time per agent can increase from only 10 to 15 minutes per hour to more than 50 minutes per hour!

StrataDial.VC2 is built on industry standards and can easily link with your current in-house system, which permits you to leverage your investment in computers, corporate networking and telecommunication technologies. StrataDial.VC2 is client-server based, allowing real-time interactive communications between the server and the clients. Consequently, all systemwide or

campaign specific dialing parameters and all client features, including inbound, outbound, voice record, agent break control, manual calls, callbacks, etc. can be modified, enabled or disabled while the system is running ("on the fly").

MULTI-SITE Enabled

StrataDial.VC2 is among the few contact management systems to employ Voice Over Internet Protocol (VoIP) at the enterprise level to deliver a truly geographic independent contact center platform. Employing the latest VoIP technologies, StrataDial.VC2 is capable of utilizing bandwidth to link offices anywhere in the world with voice, data and video. Your contact center employees can access a centralized data location from one or multiple sites and even at home. A centralized database can offer significant savings for your IT managers by cutting down on pre- and post-processing work.

Database INDEPENDENT

Database independence allows users to integrate their StrataDial.VC2 systems directly into their existing database architectures, thus eliminating the need for "middleware" or expensive programmer time for data conversions. StrataDial.VC2's ODBC compatibility can be used to extract data from your data sources (i.e. SQL, DB2, DBF, MDB, etc.) and update or append data in real-time.

MULTILINGUAL Support

StrataDial.VC2 has the unique capability to translate all of its product suite's interfaces into virtually any language in the world! This is also very useful for a multilingual contact center that caters to several markets.



STRATADIAL.VC2 – Virtual CONTACT Center

When running your contact center, you face a multitude of issues. You're pressured to increase agent productivity, yet control labor and overhead costs and comply with state and federal regulations. Provide exemplary customer service, yet maximize call activity. And you're expected to juggle multiple calling campaigns, quickly adjusting those that are not successful without disrupting the ones that are. What can you do? The answer, of course, is to automate. Depending on your application, automating your call processes can increase productivity by up to 300 percent or more! This is how the team at Stratasoft can help.

ENTERPRISE Level ACD / IVR

StrataDial.VC2 is a PBX-independent automatic call distributor (ACD) for processing inbound calls. Incoming calls are answered by the ACD. The caller can either be greeted by a message, such as "Thank you for calling..." or directly routed to the longest idle agent. If all agents are busy, the caller will hear an "on hold" message while the call is being routed to the appropriate destination. Overflow groups can be set up so that if all agents are busy, the call will overflow to a backup group.

Its auto attendant and interactive voice response (IVR) capabilities make the StrataDial ACD the most versatile non-PBX contact management solution on the market today. The auto attendant allows the inbound caller to listen to a menu of options. The system will direct the call to the appropriate agents based on the option selected by the caller. For example, "Press 1 for sales, 2 for customer service." Multiple auto attendants can be set up, thereby enabling your contact center to handle different inbound campaigns for multiple companies or products.

Dialed Number Identification Service (DNIS) is also supported by the ACD. This allows the system to intelligently route calls based on the 800 number dialed. On digital systems, Automatic Number Identification (ANI) is supported as well. Agents can get "screen pops" of whom they are talking to at the onset of the conversation with a customer.

The flexibility of StrataDial.VC2 lets you set up skills-based routing tables so your customers will always be talking to the right agents.

These tables could be based on language skills, licensing requirements, training level or any other criteria-based functions. Furthermore, agents can have agent specific extensions as well as their own voice mail.

INDUSTRIES benefiting from STRATADIAL.VC2

Financial Services
Outsource Contact Centers
Market Research
Healthcare
Collections
Help Desk
Mortgage Brokerage
Power and Utility
Cable and Wireless
Fundraising Charities
Education

PREDICTIVE / Preview / POWER DIALING

StrataDial.VC2 has three types of dialing modes that can be set at an individual campaign level. Predictive dialing allows you to increase your calling productivity by up to 300% by delivering only live calls to your agents. The patent-pending algorithm is comprised of 27 different variables, which adjust calling behavior based on campaign demographics and agent calling patterns. Preview dialing is ideal for business-to-business campaigns that require an agent to review pertinent details about a call before actually placing the call. Once the agent reviews the record, either he/she may tell the system to initiate the call or the system may be set to time out after a certain period and automatically place the call for the agent. Finally, power dialing allows you to maximize your calling power irrespective of your number of agents.

FLEXIBLE Screen / Script DESIGNER

This powerful, yet easy-to-use tool allows a supervisor to design and customize screens and scripts to meet the needs of any campaign. With simple graphical interfaces and drag and drop technology, a new agent screen can be up and running in a matter of minutes.

The screens you design allow for agent input, formulas and field validations. Never again will you need to call back a customer to get information that was forgotten on the initial call. Validations will police your agents for you. You can also create simple "Point-Of-Sale" screens that let you track order history, or even print out customized invoices or welcome letters as soon as the agent wraps up the call. Customer data may be stored in any ODBC compatible database format, such as MS SQL, Access, etc.

Scripting is written in HyperText Markup Language (HTML) and is compatible with ASP, PHP, XML and Java scripting, all of which provide easy access to the Internet and allow users to embed images, video clips and sound files within the script. Furthermore, branch scripting is easy to set up with rebuttals and verification. Remember that StrataDial.VC2 runs in real-time, so if a campaign's script is not achieving the results you desire, new or revised screens and/or scripts can be downloaded to each agent with no disruption in service.



DATASPY

DIGITAL VOICE Recording

The system can digitally-record client/customer conversations for security and verification purposes simply by pressing the "Start" and "Stop" keys at the agent's terminal, or via a supervisor setup at the console. All voice recordings are stored digitally and can be easily retrieved by phone/log number with *DataspY*, a utility that allows playback in your QA department.

DIGITAL Message BLASTING

Stratasoft pioneered the message blasting feature, which allows you to leave customized messages on answering machines without any input from an agent. This greatly improves the productivity of your agents, while driving inbound traffic into your call center.

DYNACALL

DYNAMIC Call List MANAGEMENT

Dynamic call list management is made easy with *DynaCall*. The ability to merge and extract phone records based on user-definable criteria allows your administrator to easily and quickly manipulate phone campaigns. You can setup your workflow in advance to call specific times, as well as recycle telephone numbers to be called at times when prospects are more likely to be available to answer the phone.

This powerful information database contains all of the strategic information about your customers and prospects. It also features a self-maintained do-not-call file to ensure those numbers will not be dialed again, user-defined call disposition codes, product and services tracking and several call list analysis tools. Importing data is easily accomplished using the flexible Import Wizard, which can extract data from any ODBC source and quickly map the fields from the source database to the internal database.

WEB-BASED Functionality

Text Chat was created to address the online customer service needs of e-businesses. E-customers want live help when they have questions. Our text-based Chat gives your e-customers instant access to the answers, assistance and information they require.

Web Collaboration allows a support agent and a customer to link their browsers and collaboratively browse the Web — helping to drive brand loyalty and increase revenues while enhancing the customer service experience.

E-mail has become a preferred means for online customers to contact e-businesses. Today customers want quick, accurate and informative replies to their online inquiries. *E-mail Management* allows your agents to reply to customer inquiries with quick, informative and precise responses – building customer loyalty and satisfaction levels, which aids in retaining your valuable existing client base while increasing your sales revenue potential.

VERSATILE Reporting TOOLS

Powerful reporting capabilities include productivity reports, telemarketing sales journals, sales analysis reports and third party reporting packages. You also gain the power to create your own targeted marketing lists. The flexible, feature-rich reporting capabilities of StrataDial.VC2 provide immediate feedback on any of your campaigns or applications currently running and allow your supervisors to make on-line, real-time decisions. Easy-to-view on-line reports include pertinent information about the campaigns running; telephone line status; and agent information including total calls, average talk time, break time, number of pitches, number of sales and percentage of closes and actual sales, all of which can be exported in real-time to virtually any external data source. You will know immediately how well a campaign is going, and because all runtime parameters can be modified either system-wide or for each dialing campaign, you can make non-disruptive changes as needed.

APPLICATION Programming INTERFACE

StrataDial.VC2 has an application programming interface (API), which allows any third-party developer or third-party application to easily and seamlessly connect to the dialer. Customers and application developers can use StrataDial.VC2's ActiveX, OCX, and COM objects to essentially control the StrataDial.VC2 engine via a third party application. A terminal emulator may also be imbedded into the agent screen capable of utilizing DDE (dynamic data exchange) to a legacy application.





StrataVoice UNATTENDED Notification SYSTEM

The StrataVoice Unattended Notification System delivers digitally produced voice announcements without the use of any agents. It is designed for organizations that need to contact large volumes of people in a very short period of time. With its full-featured, easy-to-use scripting tool, multiple calling campaigns can be underway in a matter of minutes.

The StrataVoice system automatically dials a database of numbers. Your pre-recorded message is delivered upon detection of a "live voice" answering the telephone. Based on the contacted party's response, the system is capable of asking a series of questions and can branch to other questions or statements depending on each response. StrataVoice also allows the contacted party to either speak instantly with your live attendant (requires specialized service from your local telephone company) or leave a message to be called back.

The StrataVoice system can be customized to each customer's specific needs. Its versatility is ideally suited for many applications, including commercial or public service announcements, sales lead generation, appointment confirmation, market research and political campaigns, just to name a few.

INBOUND Interactive Voice RESPONSE

StrataVoice delivers the power of a fully functional interactive voice response (IVR) system, allowing callers from a standard touch-tone telephone to access information contained in a computer's databases. Using the pad on their touch-tone telephone, callers are able to input requests, such as product and billing inquiries, work schedules, or account balance information. StrataVoice forwards the request to the computer database, obtains a response and delivers the information back to the caller. Campaigns may also be designed to capture survey responses, with the response data stored to a database.

Scripting may also be augmented by text-to-speech capabilities. Basic Microsoft® SAPI is provided, but APIs are available for integration into third party applications, such as Speechworks® and ScanSoft®. This adds a touch of personalization to any automated system.

The StrataVoice system can give you a competitive edge because it allows you the freedom and flexibility to conduct business 24 hours a day, seven days a week, without increasing overhead expenses. By handling many routine inquiries, the system can also increase your customer service staff's productivity by keeping your agents free to answer specific customer questions or to promote your products and services.

StrataQA

Supervisor QUALITY Assurance

Recording, evaluating and analyzing agent interactions to ensure quality performance is now paramount to the efficiency and effectiveness of any contact center. StrataQA allows contact center supervisors to record essential customer interactions based on user-defined business rules.

From the StrataQA desktop application, a supervisor can select any number of agents to view in real-time. Using advanced screen refresh techniques, which capture only the changed areas of the screen, minimizes the utilization of network resources. As long as the StrataDial.VC2 agent software is running, you can view real-time data interactions made by your agents irrespective of the application running on the agent's desktop.

With agent voice monitoring, you or your supervisors can initiate voice recordings in real-time. Each recording is then saved, archived and retrievable by date, time and/or agent name. You can share the WAV recordings with other individuals in your organization. Several recordings can be played back for training purposes and role-playing sessions. The simultaneous monitoring of audio and screen activity is as simple as clicking a button.

Supervisors may opt between the easy-to-use agent scorecard that comes with the system or customize their own. This thorough scoring tool covers five categories - Compliance, Disclosure, Communication, Product Knowledge and Selling - as well as five criteria of any presentation - Opening, Presentation, Objections/Rebuttals, Confirm Close and Verbal Skills. Summaries and the average score of several calls are conveniently reported in real-time.

Historical reports on a group of agents and/or a specific campaign are readily available for output to a printer. These reports can also be sent out in the form of a fax or even an e-mail, thus making it very versatile in a local or outsourced contact center environment.

PROFESSIONAL Services

Stratasoft is committed to your business and your success in using our technology. The key is to provide you with knowledge and skills beyond turning on the dialer, as well as the know how to recruit the right staff, including managers, supervisors and agents. You need to know how to motivate your staff so that they maximize revenue. And what about customer satisfaction? And quality? And the numerous other issues that go into a successful contact center?

Perhaps this is your first contact center. Imagine the increase in your chance for success if you had a team of professionals immediately working to ensure that success! Eliminate mistakes that are typically made in new centers and show revenue and ROI almost immediately.

For those clients that already have contact centers and are benefiting from the value Stratasoft technology brings, we offer programs that will undoubtedly benefit you and your centers. Whether you need training for managers, supervisors and/or agents; custom reports or programming; or any other assistance to more effectively use your system, Professional Services is here to help.



Our Commitment to You

Stratasoft strives to provide its customers with a world-class contact center solution. Whatever your business dynamic, each Stratasoft product delivers reliable performance and robust functionality that meets or exceeds your needs. When you choose Stratasoft, you are investing in a relationship that will provide solutions today and tomorrow.

As a manufacturer of contact center products it is our duty to ensure that our products comply with the latest legislation, and offer the latest technology and features. Stratasoft has both conscientiously designed our solutions with "do-not-call" embedded technology since their inception and developed partnerships with leading do-not-call service providers to ensure our products meet or exceed FTC and FCC compliancy requirements.



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