

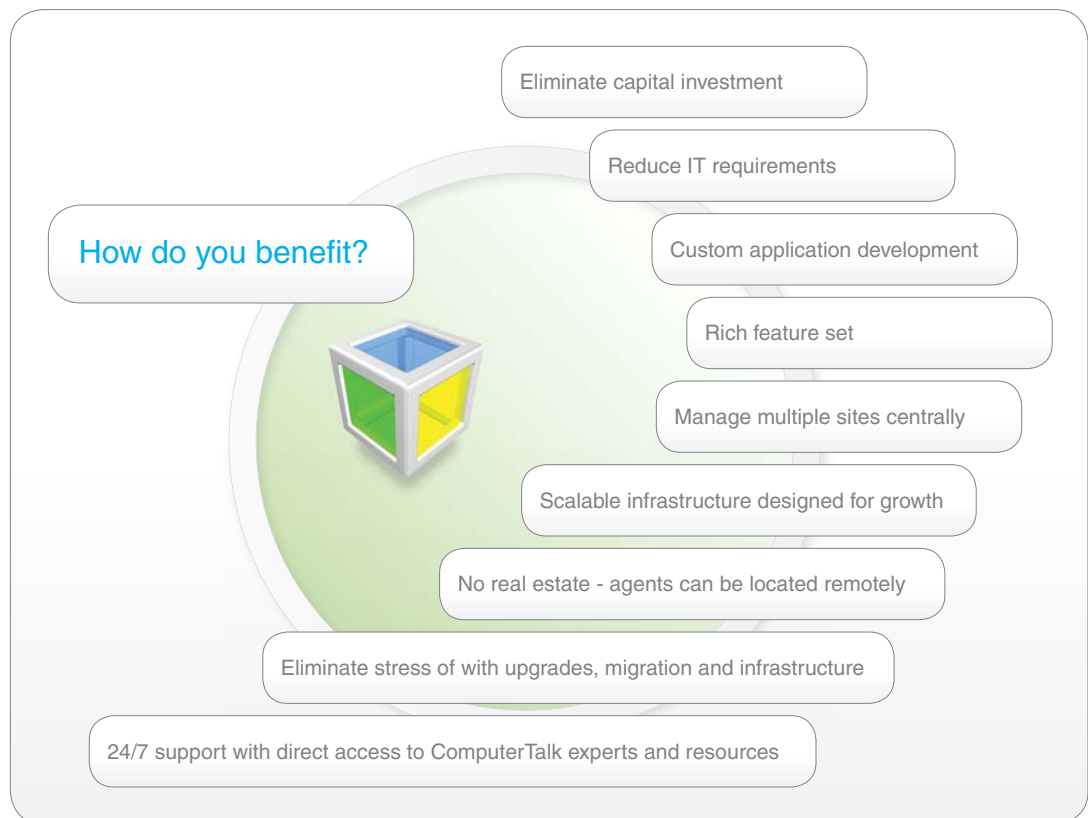


Outsourcing

ComputerTalk's Hosted Services

Interested in ice³'s full-suite functionality, but wary of the costs in manpower and real estate required to host the system? Sit back and relax – ComputerTalk's Hosted Services take care of your system for you – no matter how simple or complex your application.

ComputerTalk's Hosted Services deliver affordable and convenient automation without the hassles of owning or maintaining equipment. Get world class functionality in your center from a system housed and maintained on ComputerTalk's premises.



Augment your existing infrastructure with no capital investment. Choose what you need from our full suite of embedded components and relax while ComputerTalk's expert development team oversee it 24/7.

Solutions include

Skills Based Routing

Interactive Voice Response

Voice Recognition

Text-to-Speech

Conversation Recording

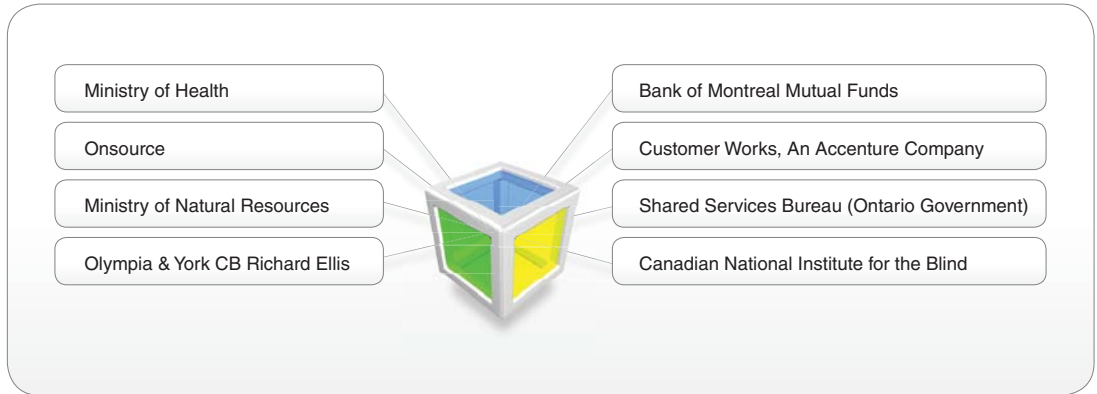
Agent-Assisted Calls

Campaign Management

E-mail Routing

Web Chat and Co-Browsing

Selected Outsourcing Customers



Outsourcing Applications

About ComputerTalk

ComputerTalk is the voice solutions specialist, where one spoken command gets callers where they need to go. Founded in 1987, we provide integrated communication solutions for contact centers, enterprise, and Government agencies worldwide.

With hundreds of Microsoft-powered installations delivered on Intel hardware, our applications range from virtual networked CTI, to seamlessly blended agent-assist, to self-service. With 2,000,000 calls outsourced each month in hosted services, our secure multi-modal voice and data applications keep callers connected while on the go.

Built on VXML, SALT, next generation VoIP/SIP, TDM, or wireless technologies, our custom and pre-packaged voice solutions increase customer satisfaction and loyalty, generate higher revenues, reduce costs, and improve security. For more information visit www.computer-talk.com or call 1 800 410 1051.



P-OSC-510-101EN

www.computer-talk.com
1.800.410.1051

The Ministry of Health

Doctors call a toll-free number to verify patient's health cards to assist in fraud prevention

Millennium Care

Outsourced tech support for more than 60 companies handled seamlessly with hosted ice³ networked centers

Ministry of Transportation – Road Conditions

Hear current highway construction updates throughout Ontario

CNIB

Visually impaired clients call to hear the daily paper, magazines articles, books, and more

The Centre for the Financial Services OmbudsNetwork

Find out how to navigate financial troubles, even multi-step ones, with a customized knowledge-tree from ComputerTalk

Elections Ontario

Phone calls from the public increase exponentially during election time - no problem with a hosted ice³ system

Municipal Property Assessment Corporation

Speak your address, postal code and street address to get your property tax roll number

Ministry of Natural Resources

Call from anywhere to renew memberships, enter contests, and renew your outdoors card (instead of driving for hundreds of miles through Ontario wilderness)