



## ***Business Software Solutions***

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### Vortalsoft Launch in India

VortalSoft is a privately held global information technology solutions firm, founded in year 2000 in NJ USA. VortalSoft founding partners collectively have over 50 years of Information Technology business experience. It is a new category of consulting and services firms focused solely on building business systems and capabilities that help companies build competitive differentiation. VortalSoft has been providing business software solutions for both Fortune 500 companies, and medium to small size companies.

After its success in USA, Vortalsoft is bringing the same business model to serve its clients in India.

Primary focus for Vortalsoft in India will be providing Call Center/Customer Interaction Management solution and services around the flagship product EnsemblePro from Concerto

A solution that will have a measurable impact on companies top and bottom-line results today, and that will scale painlessly as they grow.

One unified solution. A breadth of applications.

#### Call Center Solution:

VortalSoft delivers a wide range of applications to empower agents, speed response time, and take customer service to an impressive new level.

These include:

- |  |                                    |
|--|------------------------------------|
| § Automatic Call Distribution (ACD)    | § Interactive Voice Response (IVR) |
| § Automatic Outbound Distribution      | § Multi Media Manager (M3)         |
| § Automatic Workflow Distribution      | § Voice Mail                       |
| § Computer Telephony Integration (CTI) | § Voice over IP                    |
| § Email Management                     | § Web Call Me                      |
| § Fax Management                       | § Web Chat                         |
| § Unified Reporting                    | § Web Collaboration                |
| § Multi-Media Recording                | § Real Time Monitoring             |
| § Dynamic Provisioning                 | § Unified Administration           |
|  | § Application Integration          |

VortalSoft has been a trusted partner to clients globally, helping them make their contact centers more efficient, more productive and more customer-focused. We work with clients throughout the entire project life cycle, offering the kind of responsive service and support they need to succeed every step of the way through:

- |                           |                               |
|---------------------------|-------------------------------|
| § Global Customer Support | § Education/Training Services |
| § Consulting              | § Professional Services       |

#### Call Center Services:

After Successfully offering them in USA, VortalSoft is bringing the following services to INDIA:

#### *Hosted Call center and Managed Call center*

Besides reducing capital expenditure this service model allows a business to manage capacity based on need, avoid the difficulty of securing and maintaining operations staff and to focus its efforts on their core business.

Please contact us for any further details on our solution and services.