



Take Complete Control of Your Business Communications

Maxxcom allows you to take complete control of your telephony platform, giving you the ability to instantly manage how calls are handled. Combine that with total visibility of the entire call centre in a single interface and you have a compelling and competitive solution at your finger tips.

The way you communicate in the work environment is becoming more complex, which means how you interact with your customers is more important than ever. Your customers may be able to get through to someone in your business quickly, but can you ensure that 'someone' is the right person to handle the call?

Maxxcom is the 'definitive' solution for any business wishing to convert their purchase of a communication platform into a tangible return on investment. By combining the power of the Axxess or 5000 Series from Mitel with Maxxcom's modular applications you can benefit from improved customer interaction and increased revenue today!

What does Maxxcom deliver?

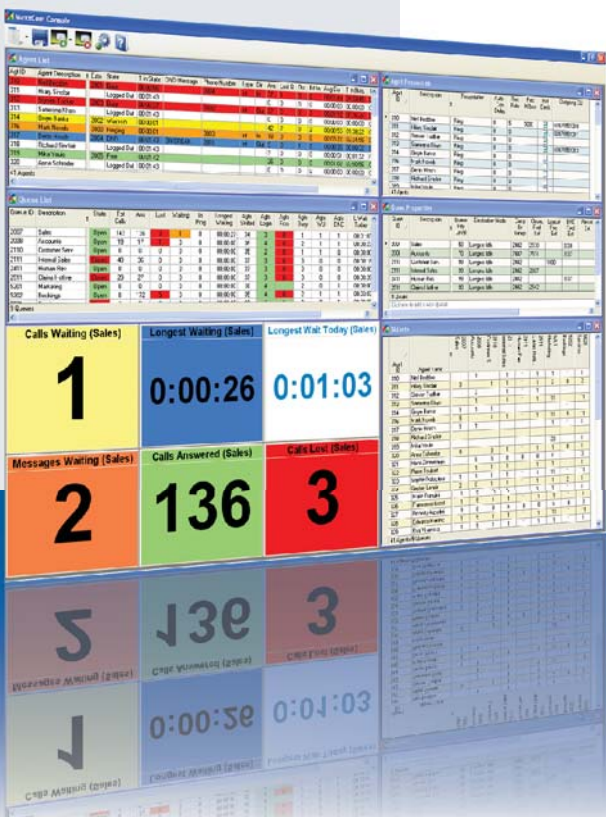
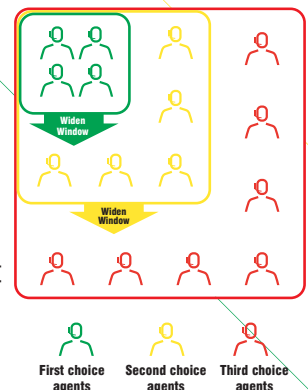
Maxxcom is a suite of modular software applications and as such is the perfect solution for businesses of any size. This sort of flexibility means you can choose the right applications for your business - safe in the knowledge that Maxxcom will grow as your business grows. Maxxcom offers a comprehensive business communication control suite out-of-the-box:

Intelligent Call Distribution (ICD):

At the heart of Maxxcom is the ability to intelligently route calls to the right people in your business at the right time. Not only that but call routing can be dynamically changed in real-time - simply by changing numbers in a spreadsheet like interface!

By placing calls into queues rather than hunt groups and allocating agents a skill level for each queue, calls are offered to the most appropriate persons first. If the preferred agents are busy, calls can be offered to a gradually widening choice of agents, in order of suitability. This 'Widening Window Principle' ensures that calls are always answered by the best available agents in the shortest time.

Widening window principle:



Hot Desking:

Embracing the flexible nature of today's business environment, Hot Desk allows your staff to use any phone anywhere in your business and have all voicemail and calls automatically routed to that device. This solution also works for remote/home workers - perfect for the more environmentally conscious business.



Call Prioritisation:

All customers are equal, but some are more equal than others. Maxxcom allows you the freedom to prioritise call queues against each other, ensuring your top customers have ultimate service whilst still guaranteeing quality service to all.

Live Reporting:

The Maxxcom Console allows real-time management of call activity throughout the business. This level of visibility means business critical decisions can be made instantly and action taken.^[1]



Call Recording:

No need to invest in expensive call recording solutions. Maxxcom enhances the in-built call recording functionality which exists in the Mitel products by enabling you to schedule random recordings. Recording every 20th sales call or one call in every 10 keeps your employees focused and guarantees higher levels of customer service.

Drag and Drop Call Control:

The ultimate in real-time call control. If you need to 'micro-manage' peak call traffic by manually distributing calls to chosen agents, then MaxxCom has the answer. Call centre managers can now drag waiting calls from a list and drop them onto any chosen agent to override Intelligent Call Distribution.



^[1] MaxxCom Console has three levels of licensing providing a varying degree of functionality dependent on requirements of the location or user logged in. See sales sheet for more information.

Call control - that's just for call centres isn't it?

Every business has a call centre, they just may not realise it. Any business that interacts with its customers will benefit from an application which makes that interaction more effective and more efficient. Getting calls answered by the most suitable people whilst keeping caller waiting times to a minimum is a balancing act - MaxxCom makes it happen.

What's coming in the future?

The beauty of Maxxcom is its modularity and the ability to add new business enhancing functionality at anytime. We are busy improving the range of applications in the Maxxcom suite and here are just some of the highlights:



Agent/Supervisor Instant Messaging:

Combining the power of the Mitel communications solution with the intuitive functionality of Instant Messaging (IM). This smart application allows for controlled IM between Agent and Supervisor enabling the former to ask for assistance without interrupting the call and allowing the latter to broadcast important messages to all agents, again without interfering with the call.

Historical Reporting:



Gather important statistical information about your business over time. This application integrates seamlessly with the Maxxcom ICD engine providing unrivalled call reporting hitherto unavailable elsewhere.



Real-Time Call Cost Analysis

How much are your calls costing you? Find out with Maxxcom's real-time call costing in the Supervisor console. Track individual and cumulative agent call spend for the day allowing you to make instant strategic business decisions. Costing information completely configurable, according to your carrier tariff and the information can also be displayed on agents' handset screens with the actual call cost updated as the call progresses.



Metro Solutions Ltd.

35 Rope Street
London
SE16 7TE

Phone: +44 (0)845 330 7098

Fax: +44 (0)845 330 7099

Web: www.metro-solutions.co.uk