

The 2Ring logo is displayed in white, bold, sans-serif font on a red rectangular background in the top-left corner. The background of the entire slide features a pattern of concentric white circles on a light red gradient, overlaid with a 3D arrangement of semi-transparent cubes. Each cube is marked with a different icon representing various tools and functions: a telephone handset, a magnifying glass, a house, a wrench, a location pin, a speech bubble, a document, a calendar, and a padlock. One cube in the center-right is a solid red color and features the 2Ring logo and the text 'GADGETS FOR FINESSE' and 'EMPOWERING @CiscoCC'.

2Ring GADGETS FOR CISCO FINESSE ..

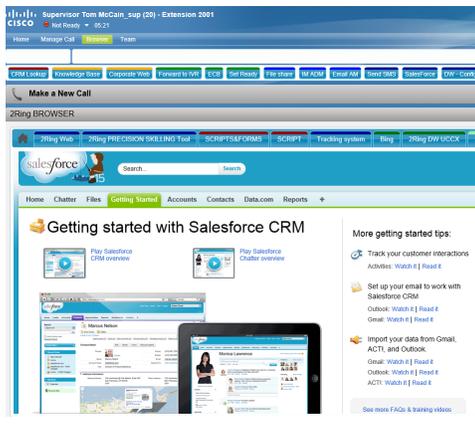
A cost effective set of Cisco Finesse gadgets for creating a truly unified workspace for agents and supervisors. Integrate all the applications and tools that agents use, automate repetitive tasks, connect agents to back office and remote experts, collect data via advanced wrap-up forms and guiding scripts, enable click2dial using all corporate contacts, modify precision skills, and more.

Essential Power Pack

2Ring GADGETS FOR CISCO FINESSE ..

2Ring BROWSER

Extend Cisco Finesse with 2Ring GADGETS and the integration & automation of your Cisco Contact Center with one or multiple web-based applications will be delivered in a timely & cost efficient manner. 2Ring BROWSER Gadget, with multiple colorable tabs, will be the place to access all web-based CRM systems –(from a cloud-based Salesforce to a small home-grown solution), a service desk, advanced wrap-up forms and guiding scripts, etc. 2Ring ORCHESTRATOR, a powerful workflow mechanism, will take care of automating any set of repetitive actions like bringing a customer contact card to the front on an incoming call without losing sight of other controls and gadgets available within Finesse. Is it almost impossible to automate the work of your agents? Check out the infoPANEL Gadget.



2Ring COMPACT AGENT

A Finesse API based agent desktop alternative to Cisco Finesse. Use 2Ring COMPACT AGENT to include agent state and call control in the same window with other systems (such as a home-grown CRM system), or just run it inside of Cisco Jabber for Windows, thus making it easier for agents to contact subject matter experts or the back office.

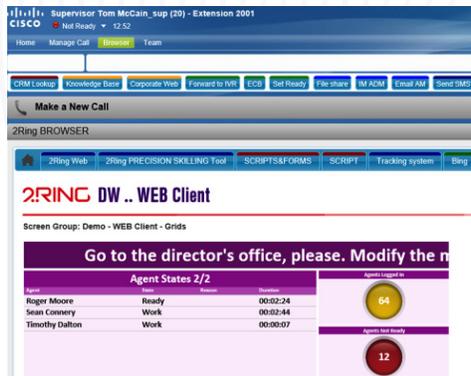


2Ring infoPANEL

As a persistent gadget, infoPANEL is with agents as long as they stay within Cisco Finesse. The 2Ring infoPANEL Gadget, as its name would suggest, provides notifications informing agents about a) time spent in the current state (by changing text color as certain thresholds are reached), b) important events via the use of small icons (Skype call - unsecured channel, VIP call - handle with care, language selection, eligibility of the customer for promotions), and c) messages sent by the supervisor. infoPANEL also comes with configurable buttons that can perform multiple actions, such as sending a notification to your information system or forwarding an active call to a certain number (such as sending the caller to do a call evaluation in the IVR). Besides that, infoPANEL can also run actions in the background, without the agents' knowledge. This is especially useful for logging specific events into a database or sending signals to an external Information System.

2Ring DASHBOARDS & WALLBOARDS

A solution for calculating & displaying real-time data in contact centers. For every team, create a unique layout with KPIs based on contact center, ERP or ticketing system data, pictures, message tickers /marquees, YouTube videos, flash and web content, and even PowerPoint slides.



2Ring TEAM

This feature-rich gadget comes with agent-to-agent and supervisor-to-agent chat, a list of agents by teams and queues (including agent state, time in state, and NotReady reason codes), agent profiles (including pictures), and agent full-text search. On top of that, agents are also able to find the appropriate contacts among back-office or remote experts using an integrated MS ActiveDirectory search and can review a contact's presence status before placing a consult call, starting an IM session via Cisco Jabber, or sending a note via email. For the supervisors and "power agents," the gadget also comes with a message sender extension, which allows supervisors to send short text messages to the message ticker from the 2Ring infoPANEL Gadget and even to the wallboard screens of 2Ring DASHBOARDS & WALLBOARDS.

2Ring SCRIPTS & FORMS

Have agents record structured information about interactions with clients in real-time from the call's start. Build multiple wrap-up forms and guiding scripts, and provide agents with the proper form & script using a call type or info stored in one of the call variables.

2Ring PHONE SERVICES

This solution brings corporate and personal directories to Cisco Finesse. Placing manual outbound calls is much easier thanks to click2dial functionality. Note: This solution is not available in the bundle of 2Ring GADGETS, but it can be added as a separate solution and in some cases it can co-reside on the same server with the GADGETS.

2Ring PRECISION SKILLING

A skilling tool for assigning precision attributes to agents quickly. This is a great extension for supervisors to review agent lists and compare agent skills on one screen, perform multiple changes, and change skills directly in Cisco Finesse.

Note: This gadget is only available for Cisco UCCE and Packaged UCCE

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