



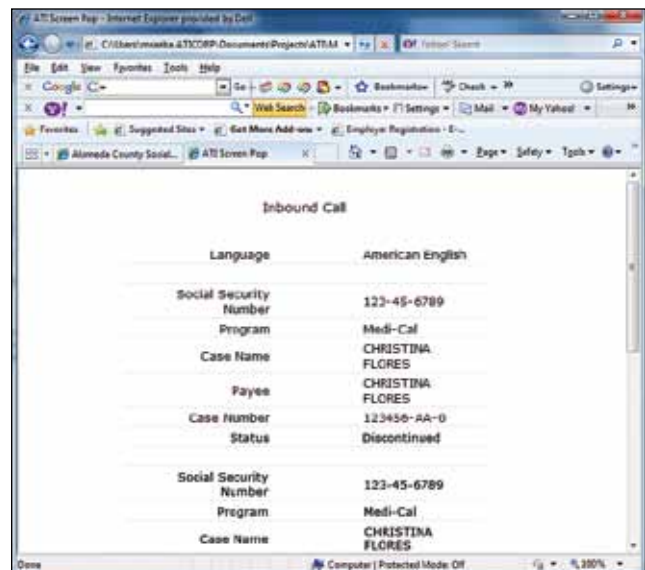
Universal Screen Pop Interface

Custom Integration • Voice • Data • Process Automation

- Reduce agent talk times*
- Reduce wait times in caller queues*
- Recognize callers by name*
- Improve the accuracy of records*

ATI has developed a reliable, easy-to-use **Screen Pop Interface** for Contact Centers. As an agent answers a call, a screen pop displays caller information gathered during the IVR session. The caller has entered information via touchtone or voice recognition and that information accesses company databases. This avoids the agents having to duplicate IVR questions, wasting time, and aggravating the caller. Your organization can shave 15 seconds off of each call coming into the contact center by automatically “popping” customer information to the agents.

- Agents login via Internet Explorer by entering their telephone extension, which is automatically mapped to a Contact Center Agent’s computer IP address. This process eliminates the administration headaches associated with other screen pop applications.
- The ATI **Screen Pop Interface** eliminates the constraints associated with host window screen pops. Agents can display multiple screen pops simultaneously, and organizations can easily customize the data that is displayed.
- Web pages can be saved, printed and copied for insertion into other applications.



Inbound Call Screen Pop

800-333-8394

www.ati-cti.com

Universal Screen Pop Interface

Supporting agents to service callers professionally and accurately helps improve the perception of your company. The ATI **Screen Pop Interface** can also be used to display sales campaign information. Your agents can easily up-sell to callers using special pricing information, promotional offers, etc.

Features

- Works with Internet Explorer
- Compatible with a wide variety of telephone and IVR systems
- Easy client installation (no user administration afterwards)
- No practical limit on data that can be displayed



Custom Integration • Voice • Data • Process Automation

800-333-8394 • www.ati-cti.com

Company Headquarters

Northern California
1350 Ocean Avenue
Emeryville, CA 94608

Southern California
225 E. Broadway, Suite 204
Glendale, CA 91205

Central California
1400 Lone Palm, Suite C
Modesto, CA 95351