The Answer to your Call Center Dilemma

No Hardware. No Software. No Hassle.

FlexCall Center™
Hosted Call Center

The way to rapidly deploy, manage and grow your
5-40 user call center function – at a fraction of the cost

halloo ®

The Web-Based Way
Decrease the Expen

With the introduction of FlexCall Center™, Halloo Communications has virtually eliminates the major obstacles and expenses involved in establishing, managing, and expanding the call center function for companies that require 4 or more active agents.

The Features You Demand

This is a full-function call center solution, offering powerful Intelligent Call Routing capabilities, including:

- ACD (Automated Call Distribution)
- Reporting and Analytics
- Nationwide toll-free number
- Live Agent Console for real-time call control
- Supervisor Console
- Programmable delay announcements
- Instant Conferencing
- Multi-level IVR
- Screen Pops for CRM integration
- Call Monitoring and Recording

FlexCall Center also includes standard PBX features, such as music on hold, transfer and conference, find-me/follow-me, voice mail, and more—all accessible by phone or Internet.

Completely Hosted— No Extra Hardware or Software Needed

All you need is your Internet browser. Installation is virtually instantaneous (and our support technicians are ready to guide you through the simple process). You never have any expensive hardware to purchase. There is no complicated software to download and no software upgrades to manage. Halloo manages upgrades, growth and capacity, so you never have to worry about maintenance costs or outgrowing your system.

Design or Reconfigure Your Call Center the Way You Want

Set-up and operation of your call center can be done using either your browser or a telephone—we've taken the complication out of implementation. Being Web-based also allows you to rapidly form and manage your team regardless of location. The system routes calls efficiently to your agents at their own phone lines, wherever they may be. You can reconfigure, monitor, and mange your team on-the-fly from anywhere—all you need is an Internet connection.

Quick Look

- ➢ **Call center solution offering PBX-level capabilities with no hardware, software or switching costs—ever.**

- ➢ **Set-up and deploy your full-function call center in an afternoon.**

- ➢ **Responsive support and assistance.**

- ➢ **Hosted call center is 100% Web-based.**

- ➢ **Triple-redundant data centers ensure highest reliability.**

- ➢ **Low monthly cost per agent.**

"The Halloo solution is very easy to set-up and use. The implementation was seamless to our existing system. Your services are beneficial for any size company."

- Robert Woods
Golden County Foods

to Increase Productivity and
se of Running Your Call Center

Simple to Use

This is no repackaged, off-the-shelf product. Halloo Communications has built this industry-leading solution from the ground up. We have drawn on the experiences of thousands of users to provide a Rich Internet Application and intuitive user interface that sets a new standard in the industry for ease of use.

Rock-Solid Reliability

FlexCall Center is designed to provide the highest level of reliability in the industry. The application is built on top of the industry's most reliable software platforms. We're tied into the major tier-1 voice and data networks and offer triple redundancy by running at multiple data centers. In addition, our technicians monitor the system 24/7 to anticipate and handle any issues that could potentially arise —assuring maximum up-time.

See For Yourself

The best way to fully appreciate the ease of use, flexibility of administration, and freedom from the hassles or expenses associated with a traditional call center solution, is to experience a demo and see for yourself.

Contact the Halloo Service Center to speak with one of our advisors for more information, a personal demo, and a customized quote on the low monthly cost.

1-866-898-6689
www.halloo.com

Live Agent Console

Only Halloo delivers live call control through a Rich Internet Application, requiring no plug-ins or additional software. The Web-based Agent Console shows the status of active and queued calls, displays the log-in and on-phone status of other agents, and allows agents to pick-up, drop, transfer, conference, or reject calls. Supervisors can also monitor or join calls as needed.
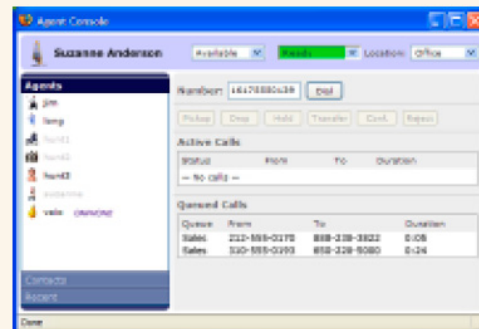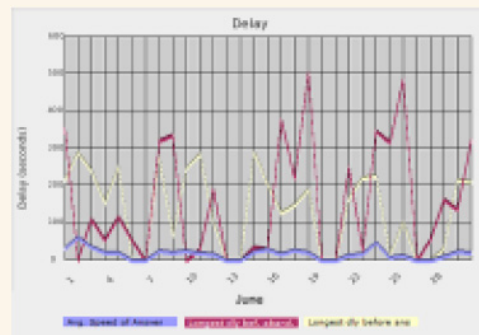
ACD (Automated Call Distributed)

True ACD routing features programmable delay announcements, multiple best-agent selection methods, and queue prioritization, to maximize the efficiency of your call center.

Reporting and Analytics

Key performance indicators are charted in real-time to illustrate the accessibility and efficiency of your call center. Live graphs of call and agent statistics give you the insight you need to effectively staff and manage operations.

FEATURE	BENEFIT
ACD (Automated Call Distribution)	Powerful routing and agent selection options, queue prioritization, and the ability to deliver calls regardless of locaiton (to remote agents or telecommuters), give you flexibility to create an excellent customer experience.
Reporting and Analytics	Access key reports such as service level, average speed of answer, and abandoned call rates. Modify reporting options to create customized reports and track objectives.
Live Agent Console	Live call control and status through a Web-based Rich Internet Application. No software installation or maintenance needed. Easy access to call management features, queued calls, and quick-click dial capabilities.
Supervisor Console	Silent monitoring or barge-in on agent calls from any telephone. Browser-based access to system configuration and reporting.
Programmable Delay Announcements	Create custom announcements to provide callers with promotional information about your company, products and services.
Multi-Level IVR (Interactive Voice Response)	Fully configurable Auto Attendant, with unlimited menu options, after-hours greetings, dial-by-extension directories, and more, allowing quick system customization.
Screen Pops	Web-based Screen Pops allow incoming and outgoing call events to trigger CRM and directory pages. Integrate Caller ID, DNIS, and queue information into existing Web-based CRM systems.
Instant Conferencing	Hold spontaneous meetings with up to six parties without the need for reserving outside conference facilities.
Call Monitoring and Recording (Optional)	In addition to monitoring, at your option, record calls to improve service quality (for an additional fee). Record all calls to selected agents and supervisors.

About Halloo Communications

Founded in 2002, Halloo Communications, Inc. is a leading provider of hosted services for businesses, help desks, and contact centers. Our innovative solutions provide instant ROI with 100% Web-based service, providing intelligent call routing, true ACD queuing, call monitoring and recording, as well as unified messaging abilities. Halloo delivers highly reliable call system solutions to a wide range of organizations and operating budgets.

halloo ®

Enhanced Business Communications^{SM}

Halloo Communications, Inc.
400 Oyster Point Boulevard, Suite 228
South San Francisco, CA 94080-1952

1-866-898-6689
www.halloo.com