

CENTURION
EST. 1981

Automated Solutions for:

- Customer Service
- Collections
- Telemarketing & Sales
- Internal Help Desk

CARES COMMUNICATIONS SERVER

- Multimedia Queuing
- Screen POP
- Auto Attendant
- Contact Monitoring & Recording
- Skills-Based Routing & Queuing
- Remote Agents
- Telephone System Interoperability
- Contact Mgmt
- Customer Call Back & Notification
- Interactive Voice Response

Developed by Centurion, Inc., **CARES™** (*C*ontact *C*enter *A*utomated *R*esource *S*ystem) provides a versatile, modular and affordable application that supports from two to hundreds of agent seats, including remote/home agents. **CARES™** has been designed as a modular, integrated Contact Center solution for use with virtually any PBX, VOIP, Centrex or Key system environment. A single server hosts the CARES applications allowing for It allows for a basic system installation; with more extensive features added as needs and growth evolve.

Call Queuing

- Queue Position and Approximate Wait Time
- Messages and Music
- IVR While in Queue
- Voice Message in Queue
- Priority Bumping

MultiMedia Contact Queuing

- Online Chat
- Fax
- Email
- Voicemail

Call Routing

- Skills based Routing
- Dynamic Port Allocation Routing
- Call Priority Routing

Reports and Charts

- Reports Package
- ADHOC Reporting Capabilities
- Service Level Reporting
- Staffing Report Capabilities
- Contact Record Management Reports
- Dynamic Dashboard Capabilities

Recording and Monitoring of Voice and Screen

- Agent Initiated On-Demand
- Supervisor Initiated On-Demand
- Supervisor Scheduled

CARES™ Agent

- Screen Pop Host System and CRM
- Screen Pop Collection System
- Agent Greeting
- Soft Phone
- Dashboard Statistic Display
- Remote Agents
- Agent Assist Chat Capabilities
- Message Scroll Bar

CARES™ Supervisor

- Whisper Coaching
- Call Monitoring
- Staffing Tools
- Scorecard
- Agent Position Management
- Agent Chat Window
- Banner Messaging
- Port Monitoring
- Queue Management

Additional CARES™ Features/Integration

- Turn-Key for Additional Centurion Products/Modules
- Professional Services Are Not Outsourced (Custom Integration, Reports, etc.)
- Single-Server Integration with Centurion's Family of Software Applications (NEXT TELLER IVR, Predictive Dialer and CRM)

For additional information contact Centurion at (727) 431-5215 or visit us on the web at www.centonline.com.

