



Integrated Financial Communication Solution

CENTURION

**Total Communication Center Solutions from
a Proven Integration Provider**

Knowledge • Experience • Leadership

Converging Voice and Data

Centurion, Inc. offers an Integrated Financial Communication Solution (IFCS™) tailored to meet the immediate and future requirements of the competitive credit union industry. Our IFCS™ is a hybrid of our flagship product **CARES™ CALL CENTER AUTOMATED RESOURCE SYSTEM**. As like our **CARES™** solution, our IFCS™ provides a versatile, modular and affordable application that supports two to hundreds of agent seats, including remote/home agents. The **Call Center Server** utilized is an approved Windows system, and will also operate in a UNIX environment. The IFCS™ has been designed as a modular, integrated Member Service Center solution for almost any PBX, Centrex, Key system or IP environment. It allows for a basic system installation, with more extensive features available as needs and growth dictate.

IFCS™ is a tightly integrated, full featured contact center product that includes all major features required for the infrastructure in order to support both the Member and Sales strategies. IFCS™ operates on a single server platform providing seamless integration of these technologies. Unlike its larger competitors who require the purchase of expensive add-on options and take months to integrate, IFCS™ provides a full suite of features and capabilities as standard 'out of the box' IFCS™ is a comprehensive contact center product that can be deployed in a very short period of time. Additionally, the basic list price is extremely competitive when compared to its competitors who typically require optional 'add-ons' and custom integration work in order to have a functionally competitive offering. The unified management infrastructure results in lower administration costs.

Features And Benefits of IFCS™

Feature	Functionality	Benefits
ACD – Automatic Call Distribution	Route and evenly distribute calls to the appropriate work group for service	<ul style="list-style-type: none"> • Better utilization of Agents • Measures productivity • Reduces call transfers • Provides quality customer service
Skills Based Routing	Provides the capability to assign Skills and Skill Levels to each agent in order to ensure calls are routed to the most qualified agent, the first time.	<ul style="list-style-type: none"> • Routes callers to the most qualified agent • Reduces call transfers and call backs • Saves on toll charges • Provides VIP Treatment option • Improved Customer Satisfaction • Route more calls to your best agents
Call Queuing	Call Queuing manages the order by which calls will be answered while following the logic determined by the call routing steps for that queue. Application reports document the call routing and queuing processes through its eventual disposition.	<ul style="list-style-type: none"> • Advises callers of Expected Wait Time • Provides callers seamless access to the IVR while maintaining Place in Queue • Prioritizes calls (ex: VIP) • Captures caller information • Relays marketing information • Gives callers options while in queue
Voice Mail Queue Delivery	Provides callers with the convenience of leaving a Voice Mail message that will take their place in the queue.	<ul style="list-style-type: none"> • Enhances member service • Standardizes follow-up time • Reduces toll charge expenses
Interactive Voice Response Next Teller “Bank by Phone”	Provides quick, easy access to basic operations, eliminating the need to hold in queue for a live agent.	<ul style="list-style-type: none"> • Savings/Checking Account information • Interest rate information • Loan account information • Balance transfers • Community announcements • PIN Administration • Administrative Reporting • Option for Live Operator assistance
CTI – Computer Telephony Integration	Delivers the correct customer information to the agent simultaneously as the calls arrives. Information is obtained from existing CIS database or the CARES CRM application.	<ul style="list-style-type: none"> • Increases productivity • Personalizes customer experience • Enhances sales effectiveness • Allows agents to proactively sell • Reduces Average Call Length
CRM – Customer Relationship Management		<ul style="list-style-type: none"> • Initiates standards • Streamlines processes • Arms staff with better sales tools • Tracks resolutions • Provides Historical
Real-Time and Historical Reporting	Full manageability of your contact center through extensive reporting.	<ul style="list-style-type: none"> • Improved management of the contact center • Customer Service Level Reports • Efficiencies Reports • Set Goal Reports • Monthly Agent Detail • Interval Agent Detail • Staffed Time Chart • Hold Time Chart • Real-Time Information updated every 7 seconds • Tools to manage events as they happen • Wait Time Reports

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

