



OutboundCX™ for CloudBlu™ or On Premise

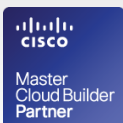
OutboundCX™ is a powerful browser-based software application developed specifically to complement and improve Cisco's UCC solutions.

As a recognized expert on Cisco contact center solutions, Cameo has built an easy to use dialer with features that include a Campaign Manager, a flexible, multi-database import Query Manager, and powerful Smart Dial technology which both leverages and complements your existing investment in Cisco's UCM and voice gateways.

The result is an overall reduction in cost and dramatic improvement in agent productivity.

Improve outbound dialing, email, and SMS campaigns easily with OutboundCX™, a software solution tightly integrated with Cisco's Contact Center products and the Unified Communications Manager portfolio. By integrating into the full UCC experience – Cisco Agent Desktop, Finesse, Contact Service Queues, and voice prompts, OutboundCX™ brings a level of functionality and integration previously unknown in all but the most expensive purpose-built dialers.

- **Powerful, easy to use, and affordable**
- **Complements and improves your Cisco UCC Solution**
- **Easily manage multiple campaigns**
- **Dramatically improve agent productivity**
- **Built-in Reporting**
- **Combine dialing, email, and SMS into one campaign**



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OutboundCX™ Key Components

Predictive, Power Preview, IVR, SMS, and Email

Customize OutboundCX™ to suit your needs including IVR with or without conformation dialing. Use advanced workflow rules to mix and match outbound channels - singularly or in combination.

Campaign Manager

Intuitively manage multiple campaigns, each customized with properties flexible enough to serve different customers.

Real-time Dashboard

Each OutboundCX™ supervisor has access to a powerful and customizable campaign dashboard that displays real-time data – ideal for accessing individual and aggregate campaign performance.

Powerful Customized Text Engine Eases Deployment

OutboundCX™ allows per record customization of scripts, report delivery, import variables, CallerID, Contact Dispositions, and a host of other commonly used parameters – all within an easy to use and intuitive interface.

Query Manager

Our Query Manager allows your team to import data directly from popular data sources such as MS SQL, MySQL, Sybase 10+, IBM Informix, Oracle, and PostgreSQL – as well as popular text formats. Each data source can have customizable field definitions to select as little, or as many input fields as necessary.

Additional Benefits Include

- Tightly integrated with Call Manager and UCC
- Uses Cisco CAD, Finesse, and CSQ's
- Optional Disposition client with Call-Back to CSQ
- Customized Agent Scripting

Pricing and Support Services

OutboundCX™ is sold as a software based appliance or for use in approved VMware environments. Compatible with UCCX, PCCE, UCCE, and Cameo Global CloudBlu™, pricing is based on per port usage and the type of dialer methodology deployed. Cameo engineers expertly install OutboundCX™, and implementations are typically accomplished remotely or onsite if required by security policies. Annual maintenance is sold separately and included in the 1st year deployment.



Contact Cameo Global today to schedule your initial business and technology review with one of our trusted advisors. When you work with our team, you're making the choice of industry leaders. Call now to get started!



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