

EARTHBEND360 CLOUD COMMUNICATIONS SOLUTIONS



EARTHBEND.COM

EARTH*BEND***BEND**
YOUR EDGE IN TECHNOLOGY



CLOUD CONTACT CENTER

EXPERIENCE CONTACT CENTER TECHNOLOGY WITHOUT BOUNDARIES.

EarthBend has strategically partnered with Enghouse Interactive to deliver the Community Cloud portfolio of contact center solutions. Community Cloud offers a multi-tenant, carrier-grade, omni-channel cloud contact center platform with a complete array of the most in-demand features and functionality today's organizations are seeking.

Powered at its core by Enghouse Interactive's award-winning Contact Center Service Provider (CCSP) solution and residing within EarthBend's state-of-the-art data center facilities, Community Cloud is a diverse, fully-integrated ecosystem of industry-leading cloud contact center and voice solutions.

EarthBend has combined and leveraged the unique strengths of a coalition of select technology partners, including software developers and managed cloud and infrastructure providers, as well as contact center consultants and subject matter experts.



COMMUNITY C L O U D



ADDRESSING THE TECHNOLOGY REQUIREMENTS OF THE MODERN CONTACT CENTER.

The demand for flexible contact center infrastructure solutions is increasing exponentially. Many organizations are replacing older premises-based solutions, which are either obsolete or inadequately support current business objectives. But, while many businesses have a compelling need for contact center infrastructure and customer experience (CX) enhancements, they simply can't undertake the large, upfront capital expenditures needed to purchase, operate, maintain and provide training for these technologies and the enhanced CX processes that ensue. Community Cloud from EarthBend delivers a single, unified cloud-based solution for cost-effectively addressing a full range of contact center requirements.



BUILT FROM THE GROUND UP TO MEET THE EVOLVING NEEDS OF TODAY'S CONTACT CENTER ENVIRONMENTS.

Organizations seeking a contact center solution are generally interested in a system that supports key data security requirements, including SOC2, HIPAA and PCI compliance. A convenient concurrent user licensing model providing flexible perpetual and subscription procurement options is also important. A viable platform should support integration with a full range of adjunct components—such as workforce management, knowledge management and analytics—used within the contact center operations and throughout the enterprise. Interoperability with other back-office platforms—including CRM, ERP, EMR, help desk and finance systems—is also expected. The system should be easily scalable to support bursting up or normalizing down. A consistent customer and contact center user experience across disparate telephony environments via a centralized omni-channel contact center platform is also required. EarthBend's Community Cloud contact center solution set has been built from the ground up to address all of these requirements and more.

Community Cloud provides access to a robust ecosystem of fully-integrated, best-of-breed cloud contact center and voice technologies. Plus, by leveraging a multi-tenant, geo-redundant architecture—which is not reliant upon a traditional telephony PBX—to achieve economies of scale, the Community Cloud platform can provide higher availability and security measures than would be affordable with individual, premises-based, a la carte systems. Customers enjoy full control over their contact center configurations and systems management without the need for deep technical skills.



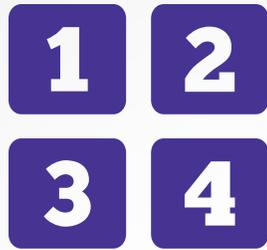
ADVANCED CONTACT CENTER FEATURES & FUNCTIONALITY

ENJOY ROBUST CONTACT CENTER CAPABILITIES THAT ENABLE EXCEPTIONAL CUSTOMER EXPERIENCES.



OMNI-CHANNEL COMMUNICATIONS

Leverage the benefits of true omnichannel communication functionality, with seamless support delivered across voice, email, SMS text, web chat, social media, video and more.



INTEGRATED SELF-SERVICE

The platform's IVR technology supports voice, email and SMS. IVR call flows can be customized using the Studio work flow/scripting tool and can be fully integrated into call routing procedures.



MULTI-TENANT ARCHITECTURE

Multi-tenancy securely partitions multiple enterprises and/or business units on a single secured platform. This simplifies overall administration and enhances cost effectiveness.



REPORTING & ANALYTICS

A highly customizable widget-based Supervisor Dashboard provides real time reports and a comprehensive 360-degree view of customer interactions, producing actionable business intelligence.



RECORDING & QUALITY MONITORING

Calls can be recorded selectively or all calls can be recorded to meet compliance requirements. Optional scoring and evaluation functionality allows QA staff to create and store interaction scorecards.



OUTBOUND DIALING SOLUTION

Preview, progressive, predictive and IVR dialing modes are included. Advanced algorithms dynamically control pacing, ensuring abandoned call compliance and agent productivity.



SELF-ADMINISTRATION CAPABILITIES

Self-administration functionality makes the day-to-day management and configuration of the platform easy and accessible. Organizations have the flexibility to add agents and adjust self-service and routing rules.



INTEGRATION CAPABILITIES

The platform supports third-party application integration, including CRM and ERP systems. An administration API set and two-way client side integration capabilities reduce integration cost and complexity.



A SOLUTION OPTION FOR EVERY CONTACT CENTER.

With Community Cloud, organizations enjoy all the benefits of an advanced premises-based contact center technology platform delivered via a convenient, reliable and affordable cloud-based service. We make Community Cloud easy to purchase, with affordably priced solution bundles designed to meet the unique contact center requirements of any business.

STANDARD	ADVANCED	PREMIUM
<ul style="list-style-type: none">> ACD functionality (skills-based routing and queueing)> In/outbound voice only> Call recording> Supervisor capabilities (silent, whisper and barge monitoring)> Reporting	<ul style="list-style-type: none">> Includes all Standard package features> Omni-channel (callback routing, chat and email)> Third-party software integration> Screen pop (silent, whisper and barge monitoring)> Screen recording	<ul style="list-style-type: none">> Includes all Standard and Advanced package features> Outbound automated dialer (manual, preview, predictive and progressive)> Social media (SMS/text messaging, Facebook, Twitter)

THE BENEFITS YOU WANT IN AN ALL-IN-ONE CLOUD PLATFORM.

Businesses of any size can optimize contact center performance, reduce total cost of ownership and successfully migrate from legacy premises-based systems to the cloud. Key benefits of the EarthBend cloud contact center platform include:

- **Ease of Use:** An intuitive browser-based interface gets agents and supervisors quickly up to speed and working productively.
- **Location Independence:** Agents can login from anywhere, whether they're in the office, on the road, or working from home.
- **Flexibility:** Contact centers can easily adapt to changes in their business, adding agents and features simply and quickly.
- **Cost Control:** Customers eliminate capital expenditures and reduce IT overhead costs.
- **Fast Deployment:** Contact centers can be up and running much faster and easier than with premises-based systems.
- **Peace of Mind:** The contact center technology and infrastructure is maintained by experts, so organizations can stay focused on their core business activities.





LEVERAGE THE MANY BENEFITS OF HOSTED VOICE.

MINIMIZE COSTS, REDUCE COMPLEXITY AND GAIN THE FLEXIBILITY TO OPTIMIZE BUSINESS OPERATIONS AS NEEDED.

A growing number of businesses are finding that traditional premises-based phone systems can no longer serve their communication needs. Old phone systems are hard to manage, difficult to keep up-to-date and can ultimately cost businesses a lot of money. For many organizations, it may be the right time to make the transition to a hosted voice system.

By leveraging the cloud to host a business phone system over the internet, businesses enjoy access to all of the typical feature functionality associated with a premises-based phone system, but with the added benefits and advantages of next-generation mobility, advanced security, unlimited and on-demand scalability and sophisticated integration capabilities.

With no upfront capital expenditures and improved overall business reliability and continuity, hosted voice has become the perfect fit for organizations of all types and sizes.

EarthBend360's feature-rich and reliable hosted voice platform delivers many business advantages, including:

- **Lower System, Capital & Maintenance Costs:** A hosted voice system doesn't require a large up-front capital investment to purchase servers or other expensive hardware. Plus, ongoing maintenance costs are built into the monthly subscription fee.
- **Flex Communication Resources On Demand:** A cloud-based communication solution enables quick scaling in response to business needs. Simply purchase the number of licenses needed for as long as they are needed.
- **Big-Business Capabilities on a Small-Business Budget:** With hosted voice, businesses can add sophisticated communications capabilities that might otherwise be unaffordable.
- **Flexible & Accessible Business Communications:** Since the technology is hosted in the cloud, remote and mobile workers can access and use the phone system anywhere.
- **Focus on Core Business Needs:** Organizations should be focused on primary business activities, not phone system management. With a hosted voice solution, you can concentrate on achieving business goals with the support of cutting-edge communication tools.
- **Ensure Business Communications Continuity:** Hosted voice helps to ensure uninterrupted communications since the services are hosted off-site in secure and redundant data centers.





MAKE COMMUNICATIONS EASIER AND MORE PRODUCTIVE.

UNIFIED COMMUNICATION AND COLLABORATION FOR THE MODERN BUSINESS ENVIRONMENT.

Keeping employees connected from wherever they happen to be working is critical to achieving business goals. Too many disparate collaboration apps combined with a mobile and dispersed workforce can create fragmented communications experiences, resulting in poor teamwork, broken processes and slow responses to customers. EarthBend360 helps you keep business communications simple with our unified suite of communications and collaboration apps. Empower your staff to message and meet with anyone, from anywhere and on any device.



CALLING

Enrich relationships using high-quality HD voice and video from any device or conference room.



MESSAGING

The best way to move business forward is to communicate quickly and concisely with 1-1 and group chat.



MEETING

Improve workplace collaboration and make meetings engaging with HD video, voice, messaging and screen sharing.



MOBILITY

With UC tools that work on iOS and Android tablets and smartphones, workers can call, message and meet while they're on the go.



INTEGRATION

Unite with other market-leading business apps to retrieve relevant emails and files, enabling team members to spend less time searching and more time being productive.



PICK A SERVICE PLAN TO MEET YOUR UNIQUE BUSINESS NEEDS.

The cloud-based system architecture of the EarthBend360 hosted voice platform supports high quality, high-definition voice audio with built-in business continuity solutions. In addition, feature-rich unified communications and messaging applications ensure anywhere, anytime connectivity. We offer multiple service plan and pricing options to meet the unique requirements of your business.

STANDARD

- > Auto Attendant - Standard
- > Call Forwarding, Call Waiting and Three-Way Calling
- > Directory Number Hunting
- > Fax Messaging
- > Hunt Group
- > Incoming and Outgoing Calling Plan
- > Voice Messaging - User

ADVANCED

- > Includes all Standard package features
- > Account/Authorization Codes
- > Broadworks Anywhere
- > BroadWorks Communicator Desktop, Mobile, Tablet
- > Group Night Forwarding
- > Hoteling Guest
- > Music On Hold
- > N-Way Calling

PREMIUM

- > Includes all Standard and Advanced package features
- > Collaborate - Audio, Sharing and Video
- > Personal Mobility Package
- > UC User Applications including Communicator Desktop/Mobile/Tablet and Connect

STAY CONNECTED WITH IP BUSINESS PHONES DESIGNED FOR EVERY USE CASE.

EarthBend360 offers a wide variety of market-leading Polycom and Yealink business IP phones. Our full range of endpoint options support an optimal business communications experience. This includes powerful entry-level desk phones for knowledge workers, executive phones with more robust feature-functionality and advanced conference phones.



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