



COMMERCE

COMMUNICATION

CONTINUITY

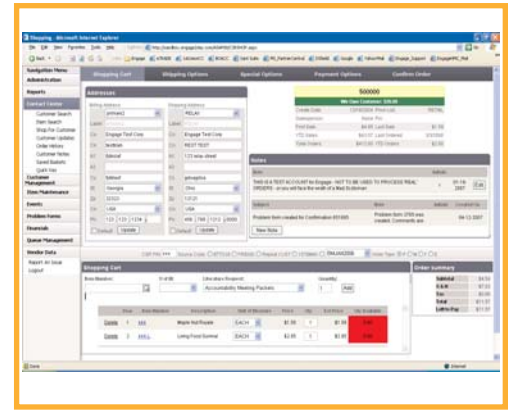
E=MC⁴

How do you increase your orders while decreasing the expense of order processing?

With **ASAP.Net Contact Center™** you can.

Grant secure access to web based contact center staff, remote sales team members, third party resellers or distributors, integrated with Microsoft Dynamics™ in real-time.

ASAP.Net Contact Center™ fits the niche for people who need to key orders, see basic data about customer status (credits, aging, etc) and input customer service requests or problem forms to initiate your internal workflow. For organizations with high volumes of order transactions, **ASAP.Net Contact Center™** allows orders to flow into Microsoft Dynamics™ without delay. Whether deployed as a stand alone web application or fully integrated within the DynamicsCRM™ user interface, **ASAP.Net Contact Center™** delivers:



- ✓ Secure web-based order entry for staff, resellers or third-party agents
- ✓ Customer service Workflows, defined by your organization
- ✓ Secure / Encrypted views of essential customer data
- ✓ High transaction volume processing

FEATURES	Standard	Enhanced	Premium
Multi-channel Communication	✓	✓	✓
Integrate Web Contact Center with Back Office	✓	✓	✓
Integrated with Customer Self Service	✓	✓	✓
Agent Notes / Specials	✓	✓	✓
Streamline Customer Responsiveness	✓	✓	✓
Web Deployment	✓	✓	✓
Microsoft Dynamics CRM UI Integration*	✓	✓	✓
Quick-key Item Charts	✓	✓	✓
Promotions Management	✓	✓	✓
Online Bill Presentment and Payment Processing	✓	✓	✓
Featured Products / Specials	✓	✓	✓
Full Customer Transaction History	✓	✓	✓
Dynamics Pricelists	✓	✓	✓
Technical Support	✓	✓	✓
Professional Services Available	✓	✓	✓
Real-time Dynamics Inventory / Customer Details	✓	✓	✓
Sophisticated Routing	-	✓	✓
Multi-channel Reporting	-	✓	✓
Unify Desktops / Web-In/Outbound Contact Operations	-	✓	✓
B2B or B2C	-	✓	✓
Unlimited Price Levels*	-	✓	✓
Hosted SaaS Available	-	✓	✓
3rd-party Integrated Shipping	-	-	✓

- ✓ Optional VoIP/UC/IM integration-unify your team members in real-time, regardless of location
- ✓ Increase efficiency / flexibility while remote or mobile
- ✓ Extend appropriate access to distributors or resellers
- ✓ Decrease order-processing costs
- ✓ Pricelist / quantity discounts as set in Microsoft Dynamics™
- ✓ Salesperson or partner order-entry portal
- ✓ Payment terms enforced, online payment or direct bill
- ✓ Extend access to company reps who may not be employees but who need access to their customers to order from your system
- ✓ Integration available for Microsoft Dynamics™ GP, CRM, AX, NAV, others
- ✓ Blind credit card processing. Remove your credit processing liability by keeping customer credit card numbers out of employee hands

Contact us today!

*Depending on Microsoft Dynamics™ application used as back office



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