



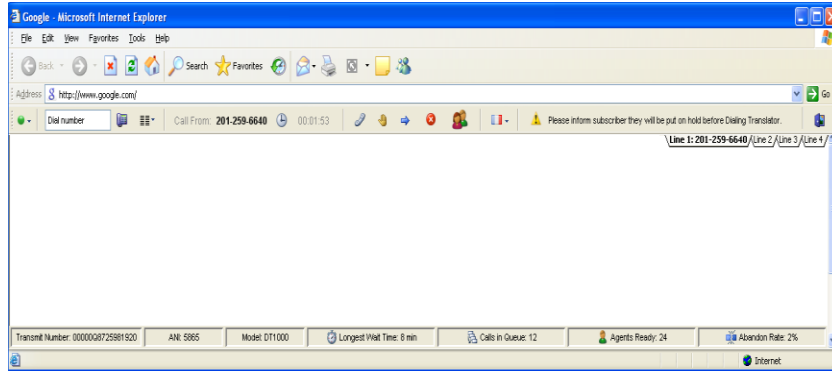
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Soft Phone

consulting  
sales  
staffing  
support

# Contact Center Interactions. Displayed. Simple.

CONNECTING YOUR BUSINESS TO THE TECHNOLOGY RESOURCES YOU NEED



## flexible solutions for your business needs

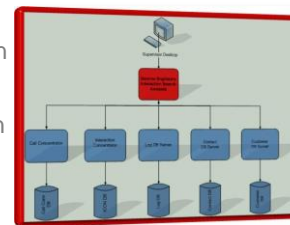
### FEATURES

- **CUSTOMIZABLE** – Your Organization's look and feel
- **INTEGRATION INTO YOUR ENVIRONMENT** – Works with thick and thin clients
- **BUILT ON .NET TECHNOLOGY** – Solutions can be tailored to your organizations needs
- **ALL IN ONE** – Integrates phone and email into an easy-to-use interface.

### PRIMARY FEATURES

Gamma Engineers Soft Phone is designed to fit into any organizations contact center solution. Built on Microsoft's .Net technologies, the Soft Phone is easily configurable and fits into most windows applications.

- Configurable soft keys for one-touch dialing
- Integrates into major VoIP solutions
- Can be used as a standalone solution or integrate into the CRM desktop used within your organization.
- Displays pertinent customer information on the phone display
- Brings phone and email contacts into one easy to use interface
- Provides broadcast messaging from Supervisors to Agents
- Multi-Lingual support.
- User-friendly interface.



### GAMMA ENGINEERS SOFTPHONE

Telephony is a fundamental component of any organizations contact center solution. With the increased use of Voice over IP (VoIP), your organization needs to be able to provide agents with a unified desktop interface within existing Agent Desktop or CRM offering. Gamma Engineers SoftPhone brings agent's phone and email workflows into one easy to use tool.

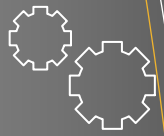
### SOFTWARE SOLUTIONS PROVIDING A TOTAL END TO END SOLUTION.

### FULLY CUSTOMIZABLE

Gamma Engineers Soft Phone can be implemented into your organizations thin client agent desktop as a toolbar within the browser. The phone can be customized to your specific needs with the configurable hot buttons and "skins"

### SIMPLICITY

Gamma Engineers Softphone's easy-to-use interface makes it easy for any user, beginner or advanced. The easy to use interface allows your organizations to start utilizing the features from day one.



### CUSTOM SOLUTIONS

Tailor the Soft Phone Solution to fit the needs of your organization



### WEB SOLUTIONS

Soft Phone provides a thin-client to allow the solution to be accessed anywhere within your organization.



### INTEGRATION SOLUTIONS

Gamma Engineers Soft Phone is built to seamlessly integrate into your organizations existing CRM

