

Multiplatform Contact Center Suite (MCCS)



Suite includes...

Real-time & Custom Reporting

Web-based for Multiple Site Configuration

**Scalable with Unlimited Agent, & Skillset/
Split**

**Multiplatform PBX compatibility:
Nortel, Avaya & Cisco**

**Developed on Web 2.0 and .NET
Technology**

Telecorp Products Inc. has provided affordable call center solutions for over 25 years. Telecorp develops, installs and supports all of their solutions from its corporate office in Walled Lake, Michigan.

Products also include real-time displays, historical reporting, and Wall Displays to keep your team organized and informed.

MCCS is an affordable solution with full features which is easy to implement and maintain.

Unified Communication Solution: MCCS

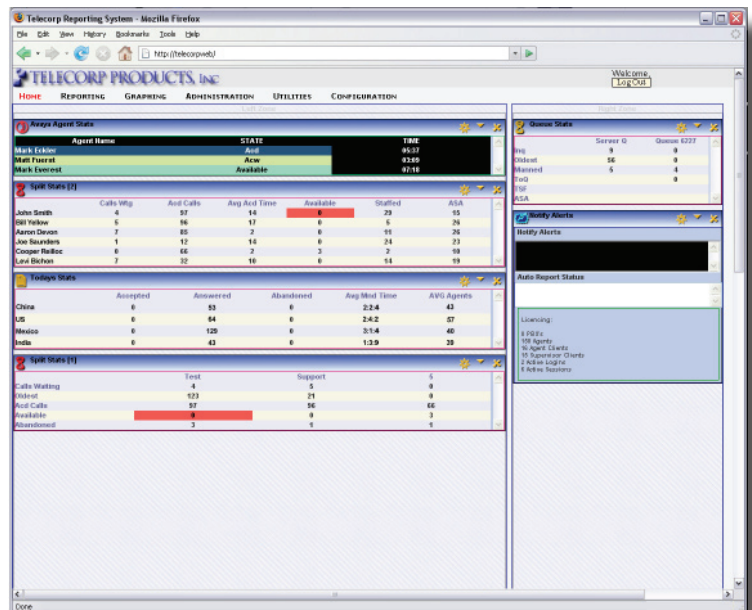
Your Solution: MCCS

MCCS Supports:

- Ad-hoc Reporting
- Web-based Accessibility
- Unlimited Agents & PBXs
- Staffing Need Projections
- Automatic Reporting via E-mail

PBX Compatibility:

- Avaya CMS
- Nortel Meridian
- Nortel Symposium
- Nortel Contact 6.0
- Nortel CS1000
- Cisco UCC & Cisco UCCx



Web-based Information Integration

The MCCS has brought Avaya, Cisco and Nortel real-time and historical information to the web, allowing access from anywhere. This feature makes MCCS ideal for increased accessibility, including connecting with multiple sites or at home agents.

Customizable, Easy-to-Use Data

Personalize your real-time screen with your unique viewing preferences quickly using drag-and-drop technologies. Position agent and queue/split stats to best fit your visibility needs with an easy-to-use set up. The web-based application is perfect for on-screen monitoring or wall board displays.

Decision-making Tools for All Staff Levels

Easy to define permission allows staff to have the appropriate access within the suite. The flexibility allows agents to self-monitor their performance against their queues.

Schedule a **FREE DEMO** to see why so many call center managers have chosen MCCS to optimize their call center communications.

For more information, visit www.TelecorpProducts.com or call a Telecorp Sales Representative today at (800) 634-1012!



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