

TeleTech[®]
Technology

eLoyalty[®]
A TELETECH COMPANY



eLoyalty Cloud Solutions

Multiple Paths, One Destination



eLoyalty Cloud Solutions

Is your organization one of the 90 percent who have a few, a couple or maybe one application in the Cloud? Or perhaps you're a mid-sized business intrigued by the possibilities offered by the Cloud, but figured that the Cloud's features were financially out of reach? Whatever your customer service and contact center strategy, eLoyalty says no more to the one-size-fits-all. With its industry-leading Cisco® cloud solutions, eLoyalty offers multiple paths to the same destination: a brand-differentiating, loyalty-inspiring customer experience.

DIFFERENT PATHS...

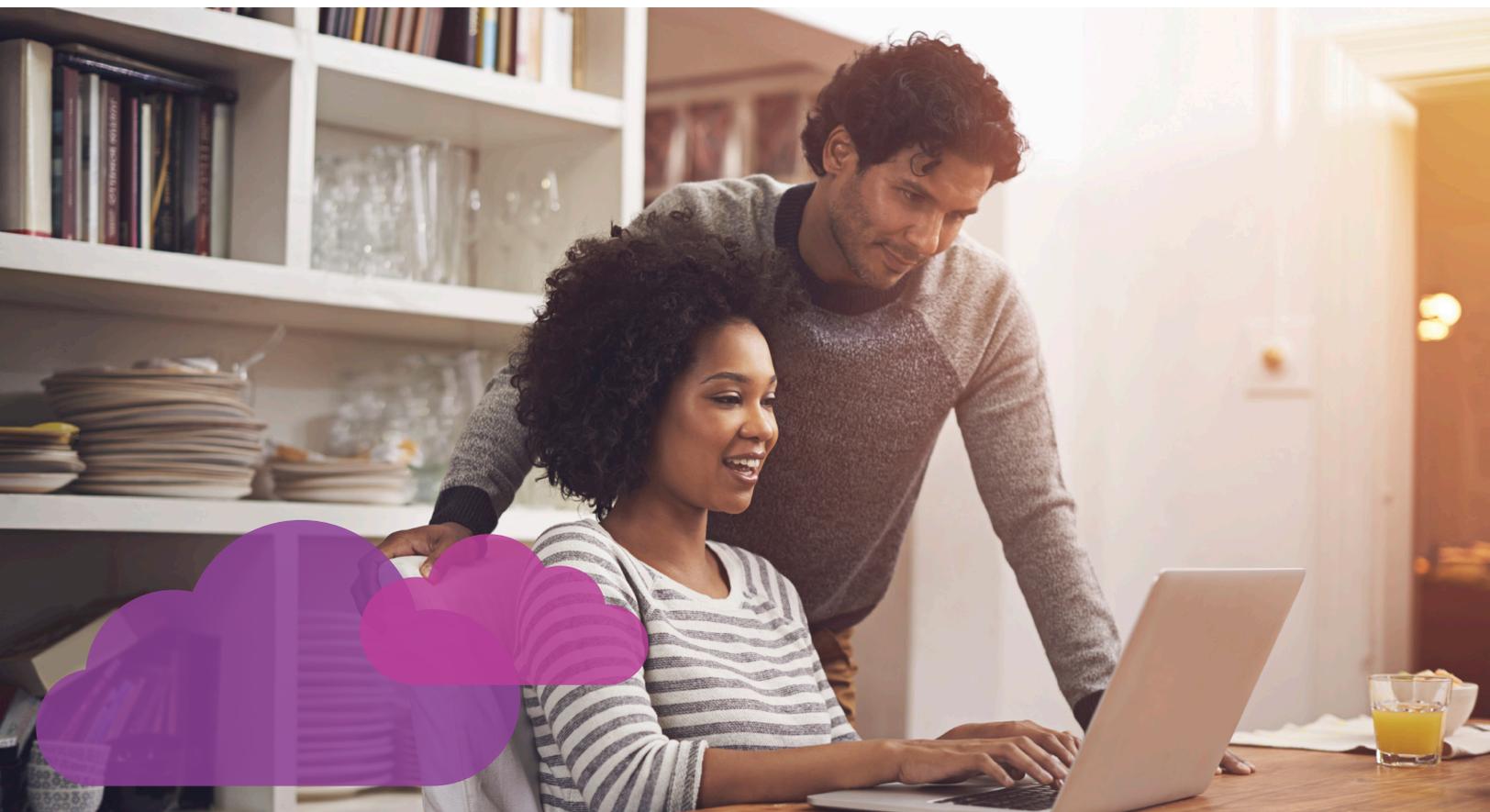
For large enterprises in need of a robust and highly customizable solution, eLoyalty offers Cisco Hosted Collaboration Solution/Contact Center as a Service (HCS/CCaaS). With a proven architecture and innovative features, Cisco's global enterprise-class contact center services provides industry-leading perspective and expertise to enterprise clients.

For mid-size companies seeking the same enterprise-class platform in a turnkey, cloud-based solution, eLoyalty offers **Experience** and **Experience+**. Designed and priced for companies with as few as 75 or as many as 400 customer care agents, eLoyalty **Experience** and **Experience+** packages deliver the reliability and scalability of an enterprise-class solution, beautifully integrated and ready to go out of the box.

...ONE DESTINATION

Whatever your requirements, eLoyalty can help you create better customer experiences with its Cisco Cloud offerings. Bundled and customized solutions built for mid- or enterprise-sized organizations allow for rapid implementation of powerful Cloud features while reducing operational costs and maintaining the Cloud's ability to scale and add features as required.

Whatever your customer service and contact center strategy, eLoyalty has a **one-size-fits-you** solution.





ENTERPRISE CLOUD SOLUTIONS

eLoyalty's enterprise cloud solutions are everything a company needs to operate a leading-edge contact center, whether through one of our standard enterprise bundles or our fully customizable enterprise solutions. Our portfolio fits the individual needs of today's global organizations, with upfront implementation and service costs for anxiety-free and no-surprises answers to your contact center challenges. In addition to the most current version of Cisco's powerful Unified Contact Center Enterprise software, our exclusive cloud contact center bundles deliver a comprehensive fixed fee package of everything organizations need to deliver a world-class customer experience.

eLoyalty Cloud Direct, Cisco Powered™ Created for an enterprise requiring minimal customizations and channels, eLoyalty Cloud Direct is a solid foundation package for delivering an enhanced customer experience with optimal uptime.

eLoyalty Cloud Select, Cisco Powered™ Created for organizations demanding cutting-edge technology solutions, eLoyalty Cloud Select provides every channel, every option and every feature for a peerless, competition-crushing customer experience.

eLoyalty Customized Cloud, Cisco Powered™ And if neither of our enterprise cloud bundles are a perfect fit for your organization's needs, eLoyalty also offers fully customizable solutions for a contact center perfectly tuned to your business objectives.

eLOYALTY EXPERIENCE FOR MID-SIZED BUSINESSES

Get the advantages of a cloud-based, enterprise-grade customer experience solution, designed and priced for mid-sized businesses and backed by eLoyalty expertise and support. eLoyalty offers two **Experience** packages for its mid-sized customers, with the features and functionality needed to make their customer experiences shine:

eLoyalty Experience Our basic package for mid-sized businesses delivers the same high availability enjoyed by our enterprise clients. In addition, eLoyalty **Experience** is scalable, delivering a seamless omnichannel experience, easy CRM integrations, inbound/outbound voice and 24x7x365 support.

eLoyalty Experience+ Our more advanced Cloud package for mid-sized organizations affords additional quality management, voice and screen recording, advanced IVR, and other next-gen contact center features for companies looking to provide a more robust customer experience.

eLoyalty has you covered. With our holistic solutions, transparent and cost-effective pricing and the best technology available anywhere, all paths lead to one destination: a customer experience that builds brands and inspires loyalty.

WHY ELOYALTY?

eLoyalty, a TeleTech company, was the first North American partner to achieve Cisco HCS Certification and Contact Center as a Service Designation. With a 95 percent client renewal rate, eLoyalty has proven itself a deserving partner as it helps chart customer experience technology roadmaps, implementing cloud systems to provide safer, faster, smarter, and more agile service interactions.

For more information, contact us at solutions@eloyalty.com or visit eLoyalty.com.



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CONTACT eLOYALTY

eloyalty.com
solutions@eloyalty.com
512.391.7700
800.TELETECH

