

Enterprise Contact Center Applications

utilizing a LightSuite™ Framework

LightSuite™ is a software product of Light Communications, Inc. designed to provide custom convergence solutions for voice, data and video communications for corporate enterprise customers.

Among LightSuite™ applications for the HP (3Com) enterprise contact center products:

Inbound voice applications

- All-inclusive pre-routing call analysis
- Dynamic prompting for targeted business-driven routing options
- Nested security questions for identity verification

Dial-out applications and campaigns

- Appointments and membership renewal reminders
- Collection campaigns
- New services and promotions offers

Turn-key self service voice applications

- Account balance retrieval and playbacks
- Payment by phone options
- Membership benefits and renewals
- Order products and services by phone
- Extensive customer satisfaction surveys

Detailed metrics and reporting options

- Custom data output options for order fulfillment
- Statistical analysis of inbound-, outbound- and self-service voice services
- Links to payment processing systems and other business transaction applications

LightSuite™ consists of a variety of software modules that may be utilized independently or used together as an integration framework for inter-connecting multiple business systems by different manufacturers.