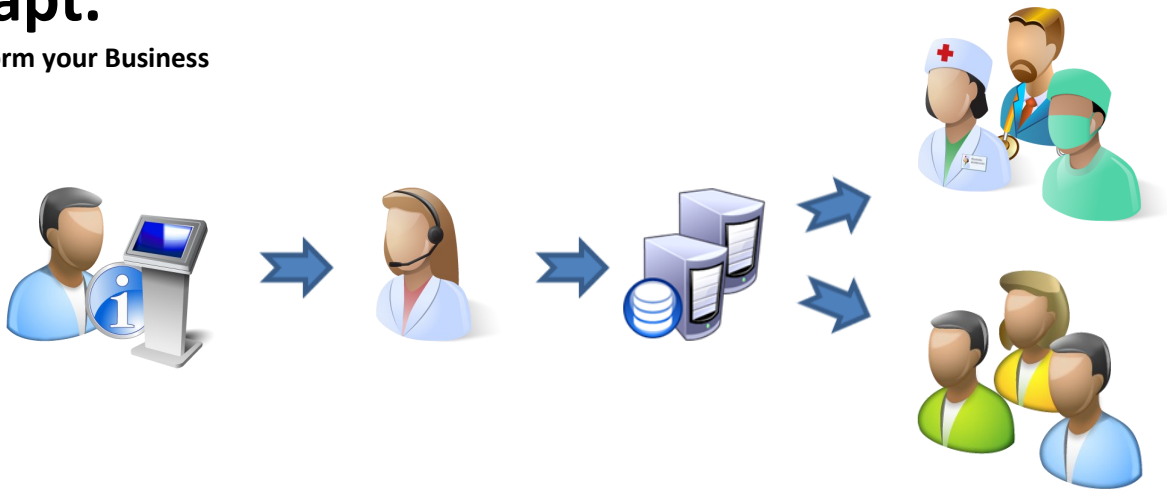


Adapt.

Transform your Business



Harnessing TelePresence video communications to improve high-touch, high-quality services and drive revenue for your organization.

Benefits:

- Increased access to services and experts
- Live telepresence video connection
- Reduced operational costs
- Increased efficiencies
- Ability to be embedded into existing environments
- Flexible architecture allows integration into customer specific workflows and processes
- Control of video compositing capabilities (if available) for enhanced presentations

Reporting and Analytics:

- Gather accurate data for billing and reporting purposes
- Track and monitor system utilization across organizational hierarchy
- Provide trend analysis and correlation between usage and business data

Contact us for more information

Phone: 512.891.4200

E-mail: sales@vyopta.com

video: www.vyopta.com/videos

Vyopta's vAdapt Suite enables an organization to tailor the use of TelePresence video for its business workflows and processes to achieve greater efficiencies and results.

The Challenge

One of the greatest challenges faced by sales and service providers is how to provide expert resources to their customers in the most efficient and effective manner. Scaling resources through addition of personnel is usually an expensive proposition and often difficult depending on geography of the position and the cost and time for training.

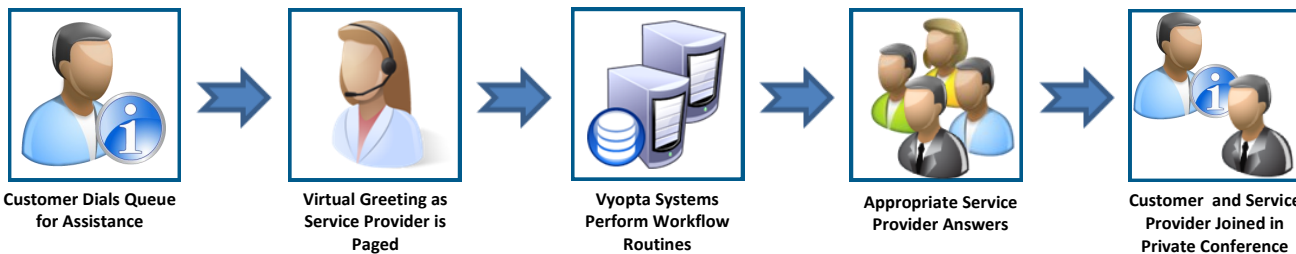
The Status Quo

Current methods of providing expert resources focus primarily on telephony based contact centers. These centers are often supplemented with web-based services. The use of video communications, to date, has not been a viable solution given the difficulty of integrating video into current business workflows.

The Vyopta Advantage

With Vyopta's solutions, TelePresence video is integrated into your business workflows and processes to help bring your expert resources to your customers, no matter where or when. The vAdapt Suite supports different business models, such as on-demand or scheduled access service models. Vyopta also has reporting and analytic tools integrated with the vAdapt workflow engine that collect technical and business data to help you optimize the utilization of your expert resources to provide the best sales and service experience for your customers.

On-Demand Service Model



Key Features

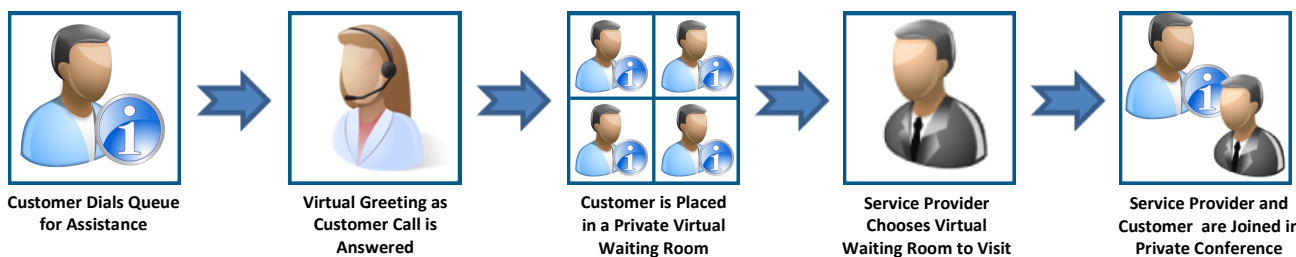
- Digital signage and video messaging to provide information or marketing of additional services
- Automated workflow and processes for skill-based call routing
- Ability to connect or conduct warm transfer to additional specialists
- Optional customer surveys
- Reporting and analytics to optimize system performance and maintain level of customer care

When connecting quickly with the right remote service provider is a priority, Vyopta's vAdapt Suite is the solution platform that meets your needs. The vAdapt Suite performs skill-based routing to ensure that you are connected with a service provider with the desired specialization.

As a flexible system, the Vyopta solution can be configured to manage and track the workflows and processes required for your organization. The vAdapt Suite will take a customer from initial inquiry through connection with a service provider and follow-up customer surveys.

The advantage of the vAdapt Suite are: faster access to specialists, decreased customer wait times, better delivery of customer care services, better communications through use of video and presentation and increased revenue through higher customer retention or acquisition.

Scheduled Access Service Model



Key Features

- Digital signage and video messaging to provide information or marketing of additional services
- Support of scheduled customer calls with private virtual waiting rooms
- Step in and out of private virtual waiting rooms
- Ability to connect additional specialists for consultation
- Support for embedded integration into organizational infrastructure
- Optional customer surveys
- Reporting and analytics to optimize system performance and maintain level of customer care

In some cases, a contact center application is not the right workflow or process. In these instances, vAdapt Suite can be configured to address those specific requirements.

The above illustration shows an example of a workflow where customer connection requests are not handled with a contact center model. Customers are routed into private virtual waiting rooms in which they receive informational video messaging. A service provider can then step in and out of the private virtual room as needed to provide consultation and advice, as if they were there in person.

Additionally, the vAdapt Suite can be embedded within an organization's infrastructure to coexist and work with other technologies to provide a seamless flow of communication and collaboration.