

ConvergeIT®: VoIP

Enhance Service, Improve Efficiency and Reduce Costs With Integrated, Enterprise-Wide Voice Management Solutions

In today's competitive environment, the challenge is to deliver superior service and keep costs under control. ConvergeIT: VoIP from Fiserv helps you achieve both goals through efficient enterprise-wide voice management.



To meet the unique communications requirements of financial institutions, the ConvergeIT telephony suite offers integrated solutions for your phone system, call center and audio response applications, all running on a single Microsoft® Windows® server. This advanced suite includes Voice over Internet Protocol (VoIP) systems and call centers, all integrated with Fiserv account processing solutions.

ConvergeIT solutions easily grow with you as your financial institution grows. Gone are the days of replacing a phone system when you reach the maximum number of extensions. With ConvergeIT, you can continue to add phones, users, features and locations easily and cost effectively.

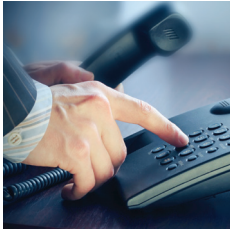
ConvergeIT also protects your investment in technology. Proprietary hardware-based phone systems depreciate over time. Our ConvergeIT: VoIP phone system is software-based, with new features continually made available via software updates to keep your phone system up to date. Your VoIP phone system will actually appreciate over time with new and improved functionality.

ConvergeIT employs ConvergeIT®: Altigen technology as the foundation for our telephony services. With more than 10,000 customers in over 20 countries, AltiGen is a proven leader in Voice over IP communications systems. Specifically designed to address the unique communications requirements of financial institutions, this suite of cost-effective, integrated voice and data solutions delivers maximum value for your investment.

Easy-to-Use and Flexible

ConvergeIT: VoIP is the only VoIP system designed for, and integrated with, Fiserv account processing systems. Through its service-oriented architecture, you can completely IP-enable telephone systems integrated with your account processing systems—enabling you to enhance service, integrate business continuity and disaster recovery services, reduce operating costs, unify branch operations and improve efficiencies. This powerful and easy-to-use business phone system offers all of the features your financial institution needs, with the flexibility to add more advanced capabilities as your operations grow.

Bringing stylish form and functionality to the desktop, ConvergeIT: VoIP phones make sophisticated features simple and intuitive to use. Users have single button access to voicemail, voicemail greeting selections, activity/presence selection, call recording, conferencing, transferring and more.



Windows Soft Phones

Employees are far more productive with the integrated soft phone. They can easily manage their calls right from their PCs, using point-and-click dialing, personal call queues, call forwarding, transferring and conferencing, one number access and more—all integrated with the IP desktop phone.

Auto Attendant

Auto Attendant answers and routes calls automatically—24 hours a day, 365 days a year—without the intervention of a live operator. This feature includes powerful, yet simple voice prompted menus, dial by name, directory and support for multiple schedules.

Voicemail/Unified Messaging

Included with the system are powerful voicemail features that let users listen to voicemails on the phone or a computer, locally or remotely. Features include flexible message playback, multiple personal greetings, customizable message delivery and notification options. Microsoft Exchange Server® users can store voicemails in Exchange and access them with Outlook®.

Audio Conferencing

The IP Audio Conferencing bridge pays for itself by eliminating expensive external audio conferencing services. The intuitive interface simplifies the setup, scheduling, email invitations and management of all conference calls.

American National Bank in Texas built its reputation in the community through great service, treating customers as individuals and resolving problems quickly. According to Executive VP and CFO Mike Murphy,

"We are significantly reducing transaction times, increasing transaction volumes and increasing revenues associated with customer calls."

Integrated Call Center

This cost-effective yet powerful call center application automatically routes inbound calls to the right person or department—first time, every time. Route calls by caller ID, DNIS, agent availability, consumer priority and more. The integrated Call Center Supervisor module allows you to stay in control, monitoring lines, queues and workgroups. It even allows supervisors to monitor, coach and join calls to maximize the consumer service experience.

Automated Call Recording

The Call Recording option allows all calls, designated calls or a sampling of calls to be automatically recorded and stored in a secure database, for retrieval and reporting purposes. Call recording aids in agent training, compliance, and quality assurance.

Collections

The InTouch™ Outbound Dialer option is the perfect tool to address collection needs. The system can automatically dial from a scheduled list and quickly connect live calls to the appropriate collections agent.

Call Reporting

More than 40 reports provide detail and summary information for agents, workgroups and lines. Increase agent performance, optimize the efficiency of your call center and ensure consumer satisfaction with this comprehensive call reporting system.



Operator Console

The AltiConsole is an easy-to-use, feature-rich software application enabling the operator or receptionist to handle calls easily and effectively while maintaining personalized service.

Windows-based Administration

A Windows-based Administrator Console enables easy management of all switching, extension, workgroup and messaging functions, either locally or from a remote location. Administrators can completely manage their own phone systems and eliminate expensive move, add and change fees.

Achieve Your Goals With ConvergeIT

Grow Your Business

- Improve service
- Automatically route questions to the person best able to answer them
- Maintain high service levels by monitoring and coaching consumer service calls
- Ensure a uniform consumer experience by using centralized call reporting for training and quality assurance
- Increase consumer loyalty
- Use detailed Call Reports to provide metrics of market program effectiveness

Integrate Your Business

- Communicate as if all staff were in the same branch with VoIP station-to-station dialing and presence management
- Provide employees access to an important business tool—their phones—anywhere with ConvergeIT mobility solutions
- Unify your messaging with your current email platform and enjoy compatibility with Microsoft Exchange

Control Your Business

- Reduce operating costs
- Reduce service call costs and speed changes using easy self-administration
- Eliminate long distance and toll charges between branches using integrated and reliable VoIP technology
- Effectively use employee resources by routing calls across branches
- Reduce travel costs and improve communications with the integrated “Meet Me” conference bridge
- Buy only what you need with scalable software and a pay-as-you-grow model
- Deploy functionality that will allow you to meet ever-changing market demands and regulatory standards



Fiserv is driving innovation in Payments, Processing Services, Risk & Compliance, Customer & Channel Management and Insights & Optimization, and leading the transformation of financial services technology to help our clients change the way financial services are delivered. Visit www.fiserv.com for a look at what's next now.

Protect Your Business

- Ensure business continuity by linking staff to existing phone numbers, using the Internet at any location
- Access administration tools through the Internet to create messages instantaneously to keep consumer and employees informed—ideal for weather problems and other unplanned outages
- Allow employees to continue to serve consumers by using ConvergeIT mobility solutions which let staff at various locations handle calls as if they were at the office
- Gain peace of mind with our comprehensive maintenance and support programs
 - Complete system backup
 - Hot spot and hosted services
 - Completely redundant systems

Connect With Us

For more information about ConvergeIT: VoIP, call 800-872-7882, email getsolutions@fiserv.com or visit www.fiserv.com.



Fiserv, Inc.
255 Fiserv Drive
Brookfield, WI 53045

800-872-7882
262-879-5322
getsolutions@fiserv.com
www.fiserv.com