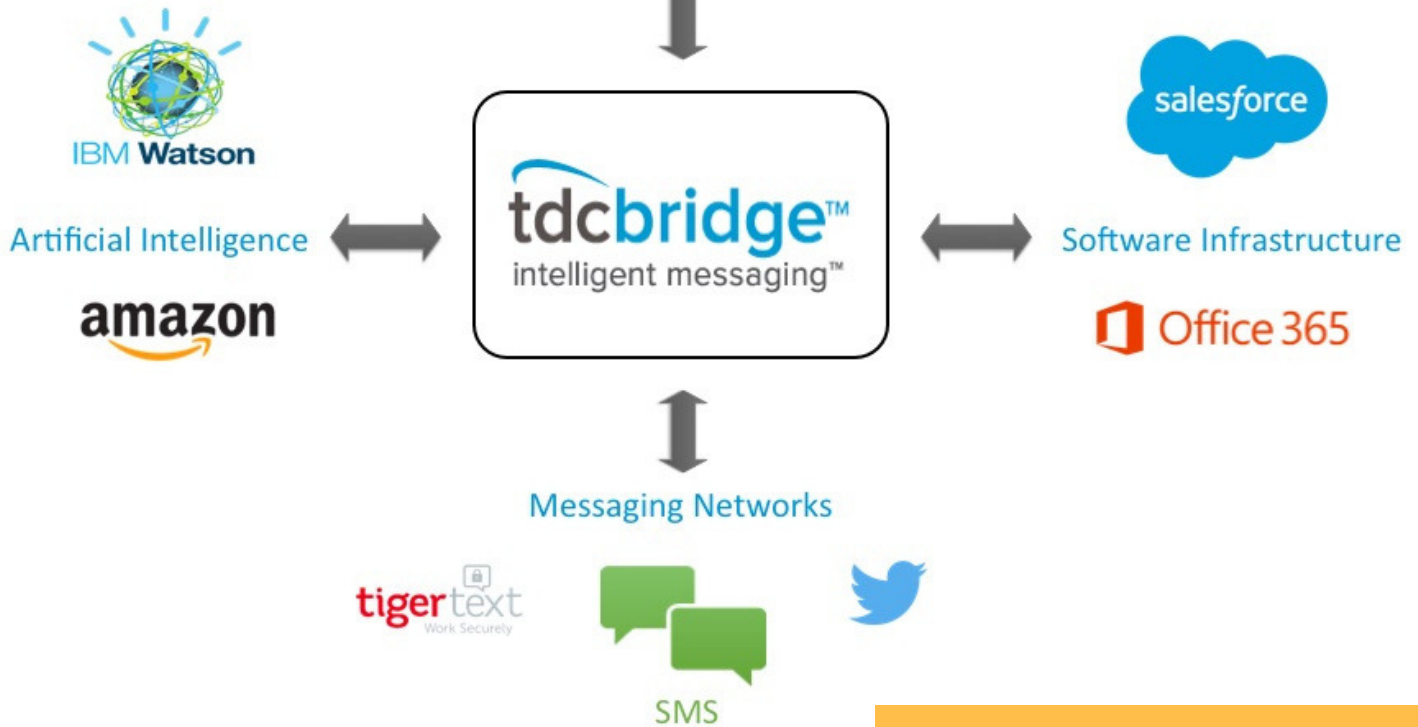




Voice, Video, Screen Share



- Provisioning within a day
- Requires little or no IT allocation
- Accommodates existing business practices
- Easily configured

## A MODERN CALL MODEL™ FOR A SMARTPHONE NATION™

### The Modern Caller

- 90% of Americans use smartphones
- Converse using text, voice, web & media sharing
- Are “app weary”
- Want to talk to businesses like they talk to friends

### The Modern Call Model

- Enables Agents to use text, voice, link & photo sharing
- Eliminates “on hold”
- Reduces dropped or missed calls & handling time
- Minimizes transfers, auto-attendant & customer frustration
- Solves BYOD
- Increases customer satisfaction

TEN DIGIT has developed a proprietary patented Intelligent Messaging platform™ capable of providing better customer experience, higher agent satisfaction and substantial gains in agent productivity.

- Carrier Grade Bi-Directional SMS/MMS Messaging
- Assign, Transfer and Pin Customers
- Manage the Start and End of Conversations
- Integrate Organization Data
- Analyze Conversations in Real Time
- Schedule and Manage Notification
- Secured Messaging for Regulated Industries
- Boost Natural Intelligence of Agent with Automations
- Real-Time Translation of Conversations in 100+ Languages
- Eliminate On-Hold with Push to Talk
- Link SMS Text Messaging with Social Networks
- Easy to Learn and Customize
- Increase Agent Job Satisfaction Happier Callers and Agents
- Increase Productivity
- Improve Customer Experience Intelligent Messaging Eliminates Annoying 'On-Hold' Wait Times
- Universal Customer Support
- No Applications to Install
- Multiple Conversations Conserve Manpower
- Connect to the Right Agent and Reduce Handling Time
- Targeted Automations Boost Agent Efficiency and Responsiveness