



EPICAcce - The first Enterprise-Grade Contact Center Solution with embedded open source voice infrastructure



@ The Heart of Your Business

INTRODUCTION

Consolidation of IT resources, the globalization of business services and assets, and the need to meet the demands of a growing virtual workforce, require new levels of corporate communication flexibility, efficiency, adaptability and productivity. Contact Centers are a necessary and required part of the corporate communications landscape for businesses of all sizes. Like other entities in the IT infrastructure, Contact Centers must also be able to grow and evolve dynamically to ensure the business efficiency of the organization as a whole.

PRODUCT DESCRIPTION

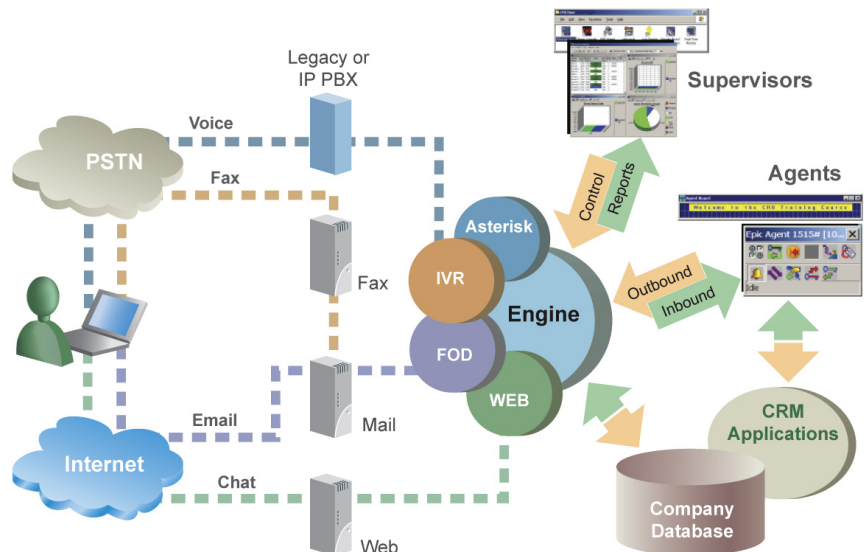
EasyRun designs and sells one of the industry's most intuitive, innovative, flexible and powerful multimedia contact center solutions. The company's products are installed in over 1000 customer locations worldwide. This real-world customer Contact Center experience has allowed EasyRun to design and create EPICAcce, the industry's next break-through technology in Enterprise-Grade Contact Center communications solutions.

EPICAcce includes a full featured Contact Center solution as well as a complete open source (Asterisk based) voice infrastructure. Because the product is offered on open architecture it integrates seamlessly and cost effectively with legacy or VoIP PBX solutions

FEATURES AND BENEFITS

- Delivers a full set of sophisticated intelligent blended (skill based) routing mechanisms designed to compliment and optimize multimedia Contact Center environments
- Delivers a robust flexible integrated multilingual Interactive Voice Response (IVR) solution set that provides extensive capabilities for automated services
- Includes a full featured open source (Asterisk based) communication layer that provides a comprehensive voice infrastructure

- Allows seamless integration with existing legacy or VoIP PBX systems through standards based interfaces
- Supports SIP hard and soft phones for agents and supervisors
- Includes outbound dialers that support either progressive or predictive algorithms as well as multimedia preview options
- Monitors activity trends within the Contact Center, delivering detailed historical and real-time statistical data and reports on Contact Center activities
- Provides Cradle to Grave reporting capabilities, C2G captures a trace of all call flows from (Contact Center or ACD) entry to exit
- Includes an intuitive Graphical Call Control Script (GCCS) which allows easy implementation and maintenance of interactive call flows
- Integrates seamlessly and intuitively with existing company databases and CRM applications
- Provides the ability to configure full Contact Center system redundancy
- Provides optional Contact Center call recording capabilities

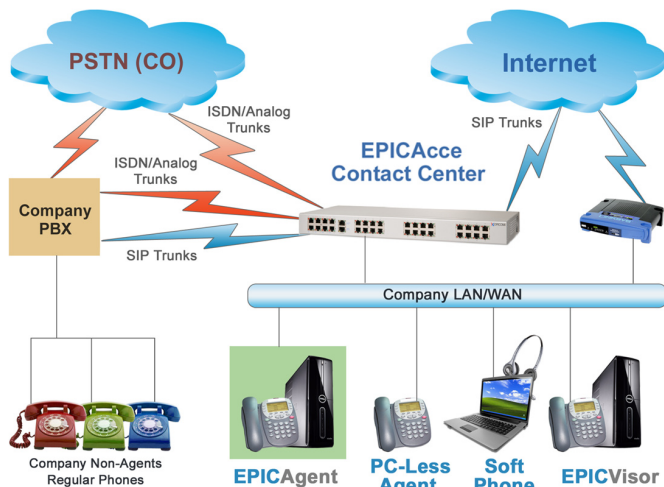


EPICAcce Agent - provides a user friendly intuitive Windows based GUI for local and remote agents to use when logged into the EPIC Contact Center environment.



Standards Based Voice Links - EPICAcce can be seamlessly integrated with any existing company PBX and CO through standard voice links including: Digital: ISDN BRI and PRI (T1, E1), Analog: FXO/FXS, TCP/IP (SIP Trunks or SIP Media Gateways).

EPICAcce & Asterisk Voice Solution on a Single Linux Server



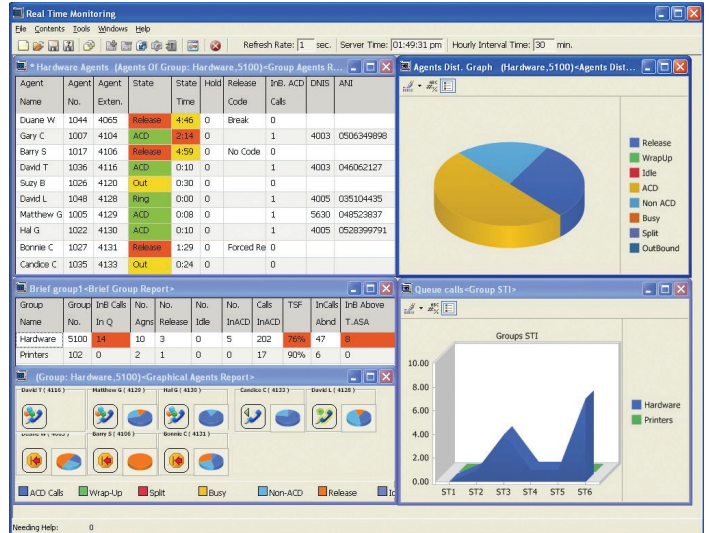
EPICAcce is offered in two solution packages . EPICAcce is designed to deliver entry level functionality while EPICAcce^{Pro} is designed for larger, more robust Contact Center environments. For a complete list of EPICAcce features and benefits visit www.easyrun.com or email ERMarket@easyrun.com.

About EasyRun and EPIC Technology

EasyRun's EPIC technology represents one of the industry's most intuitive, innovative, flexible and powerful multimedia contact center solutions. The Company has over one thousand customer installations worldwide including the Dallas Cowboys, Viacom, the U.S. Coast Guard, National Pizza and Coca Cola.

For a full list of EPIC Contact Center products and features visit www.EasyRun.com or contact ERMarket@EasyRun.com

EPICAcce Visor - is a built in suite of management applications running on Windows that allows supervisors to proactively manage contact center activities, monitor and control agent performance and generate real-time and historical operational reports. These intuitive reporting tools and customizable alerts allow optimal management of local and remote contact center resources.



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