

# Flexible Solutions For Your Everchanging Workforce.



> The Authority On Workforce Optimization



# Customizable Contact Center Solutions for Your Unique Brand and Customer Needs

Authority Software, a leader in contact center solutions, can help you improve customer satisfaction and increase your bottom line with easy to install, scalable solutions.

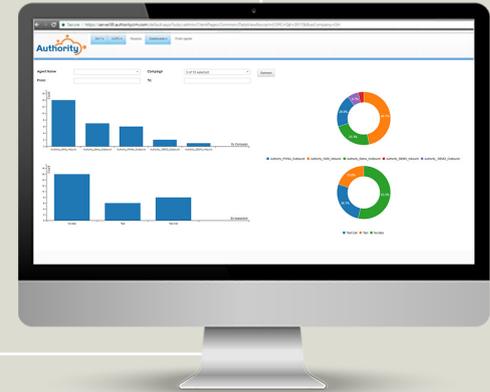


# Quality Recording Manager

Full customization tools for scripting, templates, workflows, and application development.

Improve your customer service through quality assurance monitoring. Play, evaluate and store your call center recordings. Embrace a culture of quality in your business and deliver top-notch customer service.

- Same Day Quality Assurance
- Archiving and Storage
- SRTP & Recording Portability
- Integrated Quality Scoring
- Audio Redactor
- Desktop Audio Capture
- Standard Audio & Video File Formats
- Auto-Verify for Compliance
- Interactive Dashboards & Recordings
- Video Capture
- Multiple Segment Stitching
- CSAT & Voice Of The Customer

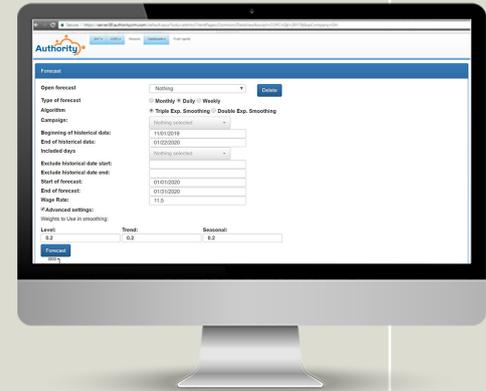


# Workforce Management

Solutions that deliver valuable intelligence for accurate forecast and scheduling, saving time, money, and resources.

The amount of manual labor involved in workforce management is the number one complaint for contact center managers. With data, analytics, trends, skilling, meetings, and scheduling all in one solution, importing and exporting spreadsheets just to get the job done is a thing of the past.

- Seamlessly Integrated
- Rapid Implementation
- Analytics Smoothing
- Eliminate Spreadsheets
- Right Staff. Real Time.
- Advanced Forecasting
- Affordable & Scalable
- Fully Customizable
- Planning Tools
- Budgeting Tools
- Tied Into Quality

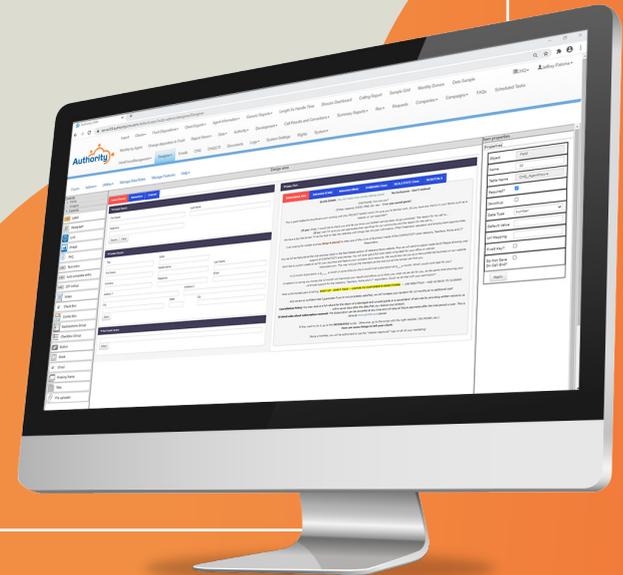


# Script Designer

Full customization tools for scripting, templates, workflows, and application development.

The contact center is the ideal home for a Rapid Applications Development tool. Script Designer's infrastructure can take any real-world customer exchange imaginable and convert it into applications that are unique to your business.

- Unified Desktop
- Branching Logic Scripting
- Scheduled Tasks
- Workflow Optimization
- Configurable Templates
- Import & Export
- Extended Contact Management
- One-Click CTI
- Rapid Applications Development
- Unlimited Data Storage
- Reporting & Dashboards



# Cadence Outbound List Manager

Authority Software's Cadence outbound list optimization tools provide advanced management of complex campaign strategies to prioritize contacts based on real data to increase contact success rates.

Design, develop and deploy outbound list strategies that increase contact success rates based on disposition codes, campaigns, geographic location, or other factors that make sense for your organization. Group data based on real results and historical data, not guesses, to create dynamic workflows based on prioritized contact records.

- Strategic Campaign Management
- Group Data Segments
- Fully Customizable
- Data From Multiple Sources
- Prioritize Contact Records
- Control Outbound Costs



# Trusted by Industry Leaders

Authority Center clients include Fortune 500 companies across industries including customer service, healthcare, financial services, BPOs, education and fundraising.

From just a few agents to a few thousand agents, Authority Software provides purpose-built workforce optimization solutions that streamline contact center operations. Authority Center modules, including quality assurance, scripting, workforce management, speech analytics and patented PCI compliance, are all designed from the ground up within the same platform to remove complexity and work together seamlessly. With deployment in as little as one day, Authority Software is the fastest cloud-based workforce optimization solution provider in the industry.

# We'd Love to Meet You!

(954) 900-9973

[www.authoritysoftware.com](http://www.authoritysoftware.com)

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