



## About Vocalcom

Vocalcom provides leading-edge call center technology in the cloud that supports any communication channel and delivers an exceptional customer experience.

Connecting with customers has never been this more convenient, user friendly or cost effective. Vocalcom's Cloud based Contact Center Software is designed to manage interactions via an intuitive, collaborative application, regardless of the channel. This allows you to manage every interaction as if it were one conversation across channels of voice, video, chat, email or social.

If you're just starting out with a few agents or have a large base of 1000's of agents our software scales to help carry this conversation no matter where your agents are located. We're trusted by over 550,000 users across 47 countries. Vocalcom provides the world's most popular multi-channel contact center solution in the Cloud, highly recommended by 3000+ successful customers. Don't miss out on the opportunity to get started in no time. Deliver easy and cost-effective multi-channel customer service. We don't succeed until you do!

Visit [www.vocalcom.com](http://www.vocalcom.com)

# Gexel Telecom International

**Company Name:** Gexel Telecom International; [www.gexel.com](http://www.gexel.com)

**Location:** Montreal, Canada

**Customer business issues:** Gexel Telecom's problem was related to their in-house application that was developed based on their simple needs at the time. Their client base evolved in a matter of months thus deciding to keep their focus on call center services and not developing call center applications. They required IVR with outbound blending and the ability to record calls. The Hermes.Net product provided them with the scripting tool that replaced their in-house basic front-end application.

**Customer business type:** Gexel Telecom specializes in supplying interactive customer relationship management to enterprises here in North America. Founded in 1998, they have set new standards for the multi-channel, customer service center domain. Their goal is to provide you with leading edge tools and applications to improve your customer interactions and increase client loyalty. Their technology combines the interactivity of the Internet and the flexibility of a wide range of communications methods.

## Solution

Hermes.Net Standalone

HMP 3.0 Xmedia Server

Hermes.Net Scripter

Hermes.Net IVR

Vocalcom Media Center

4 sites using 550 agents

75% Inbound 25% Outbound/blended

Media: Telephone, email and Fax

**Vocalcom differentiators:** Gexel Telecom studied a wide range of other products prior to selecting Vocalcom as their preferred vendor. The key aspect was reliability, the fact that the system was feature rich and that this was a one-stop shop for their entire call center infrastructure.

**Professional Services:** Vocalcom provided installation, training and onsite assistance, to Gexel. Professional services included consulting to integrate with their legacy system databases.

**Competition:** Aspect, Interactive Intelligence, Avaya