

# Portable Contact Center Political Poles and Campaigns

Hypermedia's powerful SMS and voice platform enables political organizations to set up a modern contact center in a matter of minutes.

The PCC (Portable Contact Center) dramatically shortens campaign and pole time, improves productivity and reduces operational and communication expenses.

Hypermedia offers a unique solution for political organizations wishing to launch campaigns, poles and surveys.

The PCC is a multi-media independent system that can be deployed in a few minutes virtually anywhere irrespective of wire-line connectivity.

PCC provides all the needs of contact center by deploying SMS, IMR, VMR and Voice functionalities. The PCC routes outgoing calls and SMS in the most cost effective way through cellular networks, achieving higher response rates by presenting

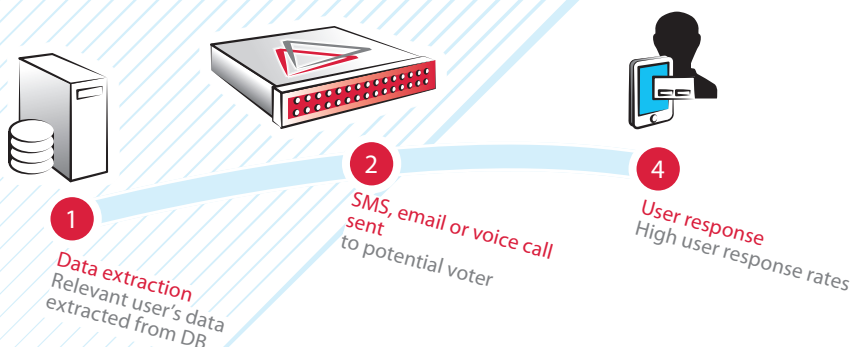
mobile caller IDs. Robust statistics and customized report engine enables real time and on going results.

PCC can operate as a standalone CPE or an add-on to an existing contact center environments. Contact centers that do not have SMS campaign capabilities can upgrade respective abilities by adding the PCC.

Hypermedia understands the importance of availability for "On The Go" during political campaigns; therefore; the PCC also offer full mobile capabilities integrated in to the contact center supporting Multi tenancy, "Home Agent" and "Agent on the go"

## Solution Highlights

- ▶ Portable, "out of the box" Contact Center
- ▶ Database Security - maintaining database integrity
- ▶ Quick setup
- ▶ Shorter campaign cycles and increased response rate
- ▶ Two way communication
- ▶ Interactive Message Response (IMR)
- ▶ Reduced operating expenses
- ▶ Messaging and voice capabilities
- ▶ Cost effective communication rates



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