



# WEB ENABLED

What does "Web-Enabled" mean to your call center?

## AS SOON AS A PHONE AGENT SAVES THE CALL

Doyle-Logan software can make each call available to your client, as soon as a phone agent saves the call. Within seconds after each call is saved, the caller can get a confirmation or follow-up email custom designed for or by your client with logo, product photographs, all kinds of text, plus, links to additional information. Your client can also receive their own version of an after-call email with additional call data, as needed. The fulfillment center and the marketing office can also receive their own emails customized to their own needs. Or your client can use their browser to search the online file for any call taken in the last few weeks or months and can get summary reports of call activity for marketing, sales, inventory, accounting or management purposes live over the web.



### oHOST

PROVIDES CLIENTS AND THEIR AFFILIATES WITH INSTANT ACCESS TO THEIR ORDERS AND REPORTS, ALL AS WEB PAGES

READY FOR LINUX - APACHE OR WINDOWS - INTERNET INFORMATION SERVER

YOU CONTROL WHAT CONTENT IS PRESENTED TO YOUR CLIENTS AND WHO CAN ACCESS THE SYSTEM PER LOGON AND PASSWORD

### oMAIL

SEND CUSTOMIZED EMAIL AFTER EACH CALL

SEND REPORTS OR EXPORTS AS EMAIL ATTACHMENTS

### MAILQ

PROVIDE CALLERS WITH FOLLOW-UP CUSTOMER SUPPORT REGARDING THEIR WEB PURCHASES

HANDLE INCOMING EMAIL INQUIRIES AND ORDERS

# TST



TeleService Technologies

(888) TST-7011

TST is the distributor and support organization for Doyle-Logan Systems (DLS) Call Center / Order Entry software. Whether your call center has four, twenty-four, two hundred forty phone agents or more, DLS Call Center software can handle catalog sales, direct response TV, dealer locate, help desk, scheduling, lead generation, surveys, and all kinds of special applications.

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