



**A New Way To Communicate**

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**E**pygi's headquarters is in Winter Park, Florida, where our sales, marketing, executive development and product design takes place. We also have an international location in Yerevan, Armenia, where our R&D and software development occurs. We believe in fostering a tight knit corporate community where innovative ideas are encouraged, curiosity is welcomed and teamwork is valued. Our employees are truly our greatest asset.

Epygi remains at the forefront of the telephony industry, due to our commitment to innovative R&D and product design. We are committed to improving the efficiency and productivity of your business through innovative products and feature capabilities.

Reliable, secure, easy to install and use, Epygi's products offer your company outstanding benefits and an unparalleled range of features. With Epygi, your company can improve its productivity, lower operating expenses and enhance its image. Not only do we personally manufacture all of our products, we also interact directly with our Distributors and Integrators, so that we can anticipate what our consumers want and need. This interactive strategy allows us to improve our products with new updates and requested features.

We are committed to unparalleled innovation, superior service and dependable manufacturing.

**Your business is our priority.**



**M**aking an informed choice

When choosing your first or next communications system it is important to start with the most important point, the user. What is it they need to get from the new system? What function do they perform? What business applications do they use? Are they static or mobile, do they operate in the office, out of the office or both? Armed with a profile of your users, it is much easier to see which applications, handsets and systems will work for your organisation. Here are the most commonly used applications:

### **Call Handling**

The first contact point for any customer needs to present your business in the right way. The PC-based console application provides everything needed for incoming call management, from call transfers, user availability to call recording and conference calls. The status of users are visually shown, allowing operators to provide a quick, accurate and informed service to callers.

### **Call Reporting**

What you require for your business will be different to others. To ensure that your requirements are catered for the Epygi system has a rich data output, providing extensive information of each call made and received. With today's communications being over IP networks, important information on the network quality is also included.

The data output can then be collected and collated with your choice of application, from a simple Excel spreadsheet to specialist 3<sup>rd</sup> party applications.

### **Cost Management/Fraud Protection**

The Epygi system has several tools that protect it against unauthorised use. The cost management facility can set predetermined cost limits by extension. A simple but very effective way of limiting your exposure to unauthorised usage. If a limit is reached an alarm is sent out by the system by email or SMS, and the handset is then blocked from making further calls. An administrator can reset the counter to allow resumption of normal usage.

### **Voice Messaging. (Including Auto Attendant)**

Essential for any business that requires out of hours operation, self-service capability and general messaging. The Voice Messaging features include voicemail, message forwarding, voice to email, conversation recording and an auto attendant that automatically answers calls with pre-recorded messages and self service prompts.

### **Voice Recording**

Voice recording on an IP based system can be costly and technically challenging. Not so with Epygi. A simple licence will enable voice recording with the recordings stored in the internal memory of the system, which can be expanded using standard SD memory cards, or stored externally on a Network Accessible Storage (NAS) device. This gives you the flexibility to store how much you want, wherever you want, without complexity or fuss.

The 3rd Party Call control interface delivers MiFID II and PCI compliance, in line with our business systems and processes.



## C ontact Centre

The perfect balance of performance and affordability for formal and informal contact centres.

The Epygi Contact Centre will grow with your business. It provides all the features and functionality you could hope for, but because it is fully scalable in size and functionality, you only pay for what you want. When your needs change or your contact centre expands, just add extra capacity or features. From simple to complex, the Epygi Contact Centre will work for you.

It all starts with getting callers to a free agent, efficiently and with sensible options for the caller. The Epygi system software achieves this and more with the ability for agents to log in or out of queues, for callers to hear messages whilst waiting in the queue, and the option to go to voice mail and leave a message. Supervisors can barge-in on an active call or enter using 'whisper' mode to assist an agent or for training. Calls can be recorded for compliance requirements or for review later as part of a training and improvement program.

The Agent Console adds an additional layer of functionality, giving greater visibility and control to the contact centre agents, supervisors and administrators. The application is feature rich and web based providing total flexibility on where it can be deployed.

The main dashboard provides a graphical view of all the queues and their status, including the important metrics for a contact centre.

The ability to efficiently make a high volume of outbound calls can be a priority for the contact centre. The Epygi Contact Centre has flexibility to deliver this as a separate function or blended with inbound calls. Useful for marketing campaigns, collection agencies, sales desks, etc.





## Voice and Video Conferencing

Many systems will have the ability to provide a simple voice conferencing facility. Epygi have expanded this facility to include a fully featured voice and video conferencing facility, without the need to use additional servers or third-party software. Having this facility at your fingertips and available to your whole business to take advantage of.

Epygi delivers conferencing solutions to meet any business need, from your smallest day-to-day discussions to your largest business-critical meetings. This solution will enable employees to collaborate and make the time spent on conference calls to be productive. With our high-quality video and audio capabilities you can give your remote team members the possibility of conducting real time discussions from anywhere.

- Web GUI management and administration
- Local and remote user access
- Ad-hoc or scheduled conferences
- E-mail notification to scheduled conference participants

Eye-to-eye customer consultations and productive problem-solving sessions can also be conducted with Epygi's reliable conferencing solution.

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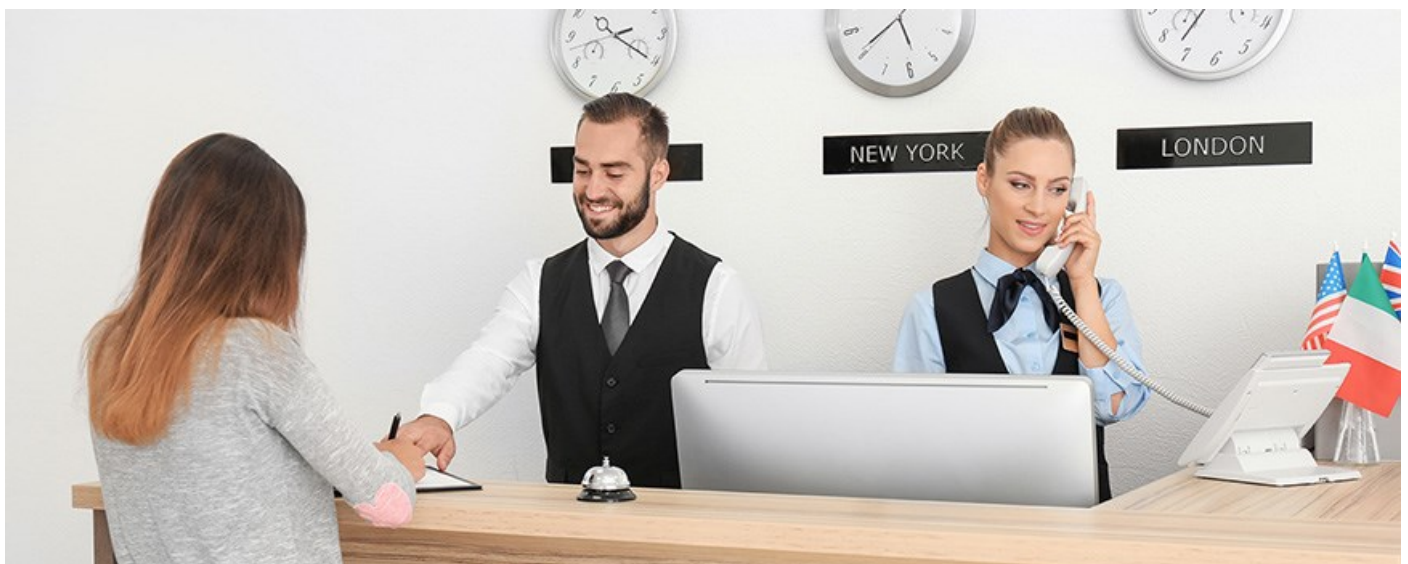
## otel/Hospitality

Whether you are running a small boutique hotel or guest house, or a large hotel, Epygi has a solution that will work for you.

The hospitality industry has specific requirements that the Epygi solution addresses with a dedicated application, to streamline hotel administration, and simplify the delivery of essential communication and hotel services.

If functionality is required above that delivered by the Epygi application, integrating your Front of House system with your Epygi solution using the open interface, provides a seamless, complete and integrated solution.

- Check-in/Check-out
- Call billing
- Set guest wake-up alarms
- Set room Do Not Disturb
- Set room status (dirty, clean, maintenance etc.)
- Check and report Mini Bar consumption





# D

## eployment options

Much is written about the benefits of hosted or on-premise deployment. Typically, these are written from the perspective of a provider that has a single option in their product portfolio.

The Epygi solution is available as an On-premise solution or as a Hosted solution, without any differentiation in functionality. The question then is 'what is right for your business'.

### The differences.

Hosted	On Premise
Pay per seat and per feature set per month for as long as you use the service.	Pay for system outright but leasing can reduce this to a monthly fee, typically over three to five years.
No ownership of the system	System is owned by you
Maintenance costs included	Maintenance contract required
Capacity can be reduced as well as increased	Capacity can only be increased
If a payment is not received the service is turned off	The system is a business asset under your control
Data security controlled by the hosting company	Data security is in your control

Both solutions have resilience and remote survivability options, Web GUI user and administrator access.

