

## INBOUND CALL AUTOMATION

**XO® Interactive (XOI)** is a leading Managed Service Provider (MSP) specializing in inbound voice self-service. XOI provides a centralized inbound solution to organizations with geographically dispersed points of presence.

### Value Proposition

The solution promises significant financial benefits:

- Eliminate dispersed technology, maintenance and the resources required for its support
- Ensure all calls are handled promptly and consistently with call recording, monitoring & storage
- Eliminate capital expenditures for upgrades or features
- Centralized/consolidate customer activity reporting as input for rapid deployment changes
- Leverage proven speech applications to complete transactions via automation at a lower cost
- Improve your customers overall experience
- Generate additional revenue

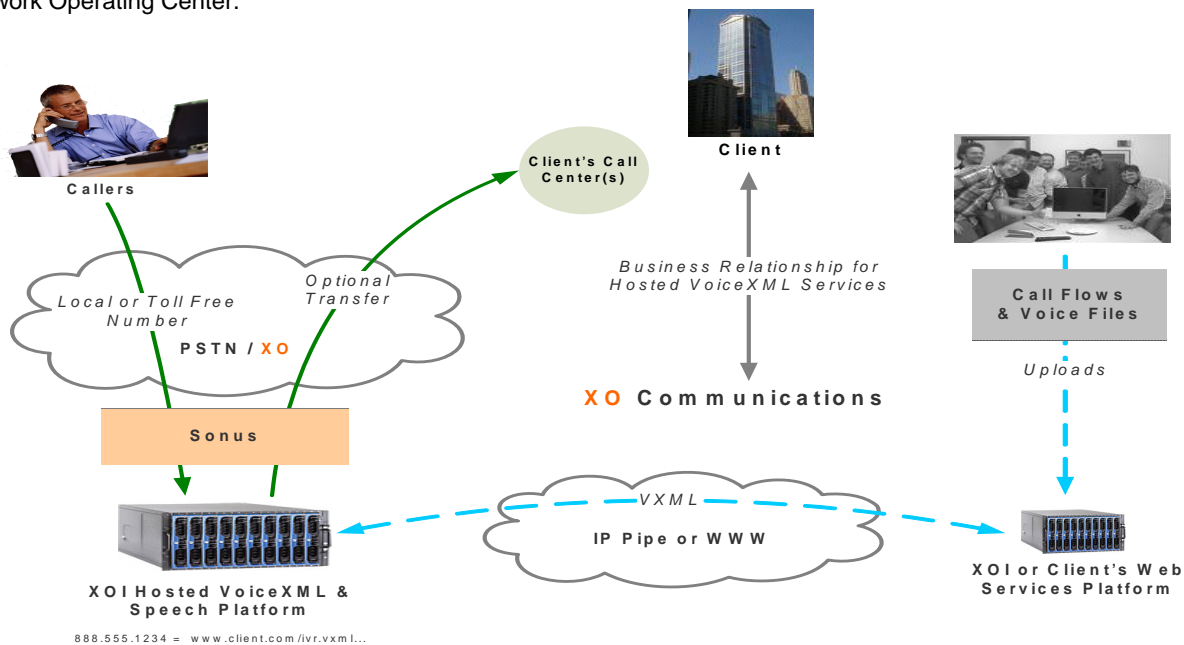
The XOI Inbound Call Notification service offers the same high quality as a complete end-to-end traditional call without the switching and cost limitations of an aging telephony equipment solution. Inbound Call Notification can increase revenue and improve overall total cost of ownership.

### Quality & Service

XOI focuses on customer satisfaction by reducing and even eliminating inbound calls that are dropped, misdirected, or poorly handled by leveraging one of the largest and highest quality domestic IP network in the industry from XO Communications. XO Interactive brings together advanced technologies and professional resources to deliver innovative client solutions.

Additional features such as speech recognition and enterprise queuing & routing allows local callers to tap into a variety of call options using a centralized, consistent menu. Callers can quickly and efficiently be routed to the most appropriate menu or location (i.e. closest store, centralized contact center, another location or another option) depending on your company's specific requirements.

XO Interactive provides customers with a dedicated support team from sales to post-installation support including a 24X7 Network Operating Center.



© Copyright 2008. XO Communications, LLC. All rights reserved. XO, the XO design logo, and all related marks are trademarks of XO Communications, LLC. All other trademarks are property of their respective owners.

XO Interactive is licensed under certain patents owned by Ronald A. Katz Technology Licensing, L.P.

