



# ConsoliDATA

## REVOLUTIONARY MULTI POINT DATA INTEGRATOR

 **Access Multiple Data points from any of these and more...**



**...with a simple interface from either of these!**

## **EXAMPLES**

1. Consolidate legacy green-screen applications and web services, into a structured, user-friendly graphical user interface on your agents desktop.
2. Gather data from multiple sources and present it as a web service for use with applications and programming languages that support web services.  
*(Orchestration Designer, MPS Developer, etc)*

## **Can ConsoliDATA Work For You?**

Many call centers and IT departments still rely on multiple data sources.

Whether you are an IT professional or a call center agent, ConsoliDATA can find a way to make day to day tasks simpler by bringing disparate data together.

**ConsoliDATA can create modern data access points; such as a web service from your legacy data source or create a custom user front-end for your agents.**

**The Possibilities are Endless.**

# CLIENTS HAVE SAID:



“When data is easy to find calls flow efficiently!”

“Training time reduced by 75%!”

“50% increase in agent retention!”

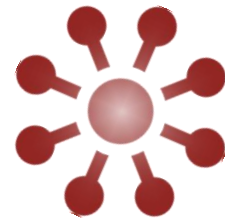
## ★ ConsoliDATA BUSINESS CASE 1

## BENEFITS ENJOYED



- ① Consolidation of legacy green-screen applications and web services, into a web interface on agents desktop
- ① Integrated email functionality
- ① Integrated call control functionality with the agents hard phone
- ① Provide caller authentication procedures in conjunction with screen pops
- ① Customized front end
  - Data arrangement based on Call Flow sequence

- + Shortened call completion time
- + Reduced agent frustration & increased confidence
- + Increased agent productivity
- + Reduced training time for agents
- + Increased authentication efficiency



**CONTACT M&C TO DISCUSS THE WAYS ConsoliDATA CAN HELP YOU!**

Individual Pricing will apply based on your specific requirements and environment.



### CONTACT US

[sales@m-cassociates.com](mailto:sales@m-cassociates.com) 

[www.m-cassociates.com](http://www.m-cassociates.com) 

631.467.8760 