S.O.L.V.E.S.
Secure On-Demand Live Video Enablement Solutions

S.O.L.V.E.S - (Secure On-Demand Live Enablement Solutions) secure, cloud hosted, web based, modular, customizable, video, voice, real-time text, and automated speech to text accessible communications solution.

SOLVES is the backbone of VTCSecure's solutions, it can run over top of existing systems and does not require any physical equipment or software downloaded to agent stations. It was crafted by engineers who have decades of experience developing and implementing numerous call center solutions who approached the development of S.O.L.V.E.S. from an accessible solutions point of view. Its cloud hosted, web based, scalable, customizable, user friendly, and built on ITU standards so its reachable from most video endpoints in use today, including the endpoints the Deaf Community uses for VRS, as well as a click-to-call link on a webpage using WebRTC through Firefox and Google Chrome.

Deaf to Deaf Call Centers- Connecting the Deaf Community to Business

In January 2017 the FCC released an order that grants VTCSecure as the first ever non-VRS provider to have access to the National iTRS numbering directory. Any company using the SOLVES platform by VTCSecure can provide direct video service to their deaf and hard of hearing customers through live Video, Voice, Real-Time Text (as well as TTY) and offer an automated Speech to Text Functionality while in voice or video call. Customers will now be able to contact the service by any current Video Phone issued by a VRS provider, as well as VTCSecure's free communication app PUC or even a click to call button on the company's website. **This will allow companies to be fully compliant with RTT (previously TTY) requirements that was released in Dec 2016 and give best possible service to their deaf and hard of hearing customers.**

Cloud Hosted
AWS, GCE, On Site or Hybrid

Multi-Tenant & Scalable

Standards Based
Video, Voice, Text, Real Time Text, Automated Speech to Text

Supported Protocols
SIP, SIPS, WebRTC, H.323, XMPP, IMS

Supported Codecs
G.711, G.722, G.729, H.261, H.263, H.264, H.265, VP8, VP9, SIMPLE, Data Channel

Supported Encryption
H.235, TLS, SRTP, 128 &256 bit, IKE/IPsec, DTLS, ZRTP,

HIPAA & FISMA Compliant

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S.O.L.V.E.S.
Accessibility Like No Other

S.O.L.V.E.S. was engineered with accessibility in mind making it the only choice to accommodate the Deaf, Deaf Blind, Blind, and Hard of Hearing Customers from one solution.

- Can be compatible with endpoints the Deaf Community use for VRS.
- Can be used to support Blind customers right from their mobile device.
- Automated speech to text can be used for Hard of Hearing Customers.
- Interoperable with many of the foreign language translation companies via audio or video.

Connecting to S.O.L.V.E.S.

- Agents, Admin & Supervisors connect through customizable secure web portals, no download required.
- Standards based so S.O.L.V.E.S is interoperable from most video endpoints in use today. Works with Avaya, Cisco, Lifesize, Lync, Polycom, and many more.
- P.U.C. (personal universal communicator) VTCSecure's free open source endpoint for Android, iOS, Mac & PC can be customized & branded keeping your brand identity.
- WebRTC links can be added to webpages for no hassle, click to call.
- PSTN inbound and outbound calling can be used simultaneously with video calls

Administration of S.O.L.V.E.S.

S.O.L.V.E.S. intuitive design combined with secure customizable web interfaces makes setting up of Agents, Administrators, Skills, Queues & Call Flows extremely fast and very easy.

*Unlimited Queues, Skills, & Users	*Set multiple work & holiday hours in the same call flow	*Skills based call routing
*Add Music, Pictures, or Videos, to Hold rooms, Menus, Messages, Queues & Greetings with one click	*Import users from .CSV	*Visual Call Flow Creator
	*Set time zones per queue	*Create multiple custom IVRs
*Invisible Manager	*Whisper & Coach for Supervisor	*System wide messaging

Reporting
Real Time, Historical, Call Detail, Customized Reporting, & Advanced Data Analytics

API's
Integration with CRMs, Databases, & Systems

Routing
Communication Modality, Language Flag Mapping, Automatic Queue Prefix

Video Call Recording
Recorded Calls Encrypted Directly to Customer Servers

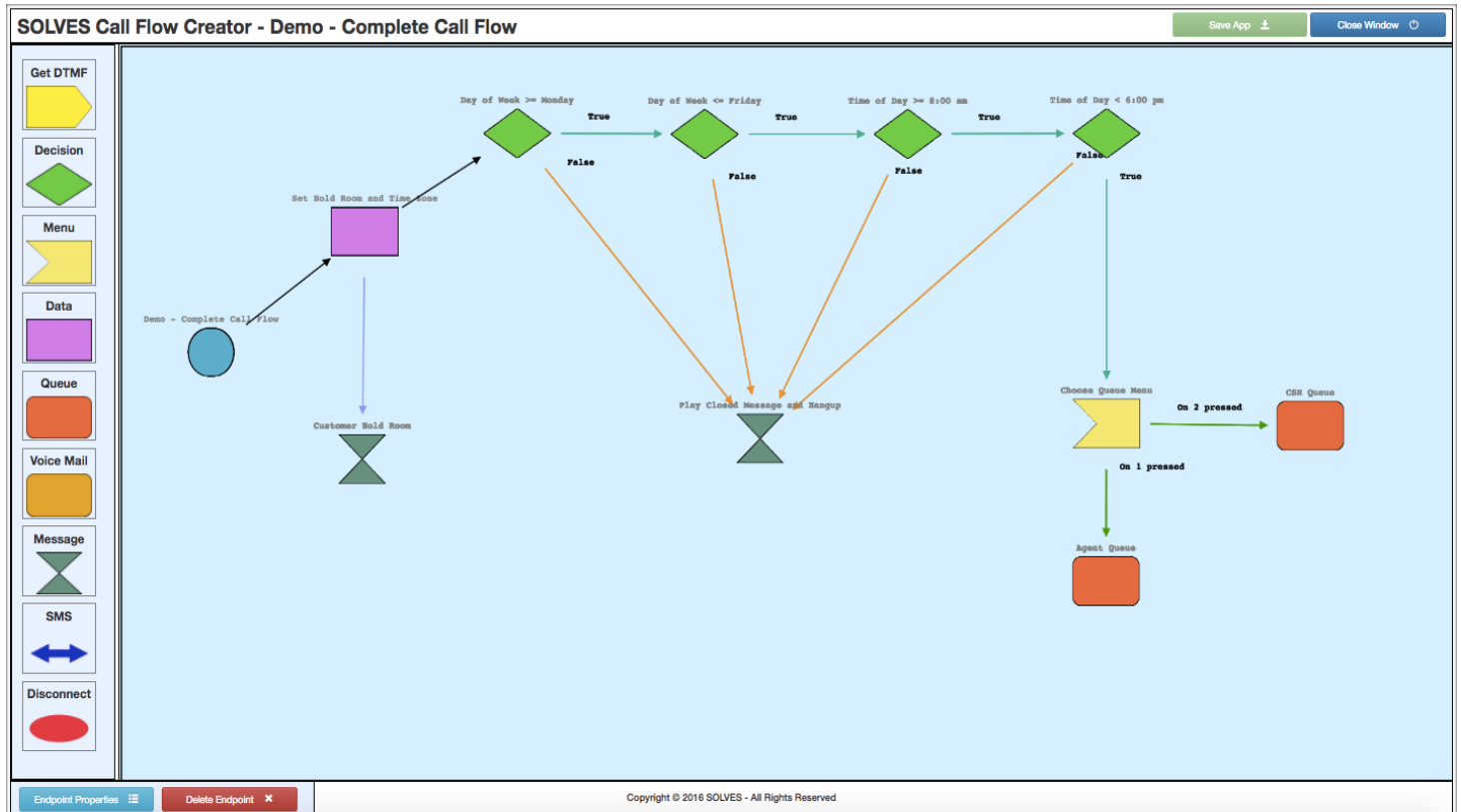## VPNs
Not Required, Available VPN or Private Network

Queuing
Automatic Call Distribution Longest Waiting, Fewest Answered, Prioritized, Simul-Ring, and Hunt

Billing
Customizable & Flexible Billing Usage Reports

S.O.L.V.E.S Visual Call Flow Creator

SOLVES Call Flow Creator - Demo - Complete Call Flow

Save App | Close Window

Get DTMF
Decision
Menu
Data
Queue
Voice Mail
Message
SMS
Disconnect

Day of Week >= Monday — True
Day of Week <= Friday — True
Time of Day >= 8:00 am — True
Time of Day < 6:00 pm
False

Set Hold Room and Time Zone

Demo - Complete Call Flow

Customer Hold Room

Play Closed Message and Hangup

Choose Queue Menu — On 2 pressed — CSR Queue
On 1 pressed
Agent Queue

Endpoint Properties | Delete Endpoint

Visual Call Flow Creator

Powerful visual tool that makes creating the most complex call flows quick and easy. Each endpoint is completely configurable, and call flows can have multiple queues, hold rooms, messages, business hours, SMS and video mail.

Key Agent Features

*Available, Un-Available, Resting

*Transfer, Hold, Call Back

*Rollover & Re-queue

*CRM Access Via Screen Pop

*Sharing of Desktop, Browsing, Pictures, & Videos

*Video Screen Layout Control

*Multi Conference up to 20 Audio or Video

*Consultative & Direct Transfer

*Agent messaging

*Flashing Ring Indicator

*Next Gen GPS & E-911 Compatible

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