



Consulting, Professional Services, Support & Maintenance  
for Contact Center Systems

## Corporate Overview

Product Support Solutions (PSS) is a global business solutions provider for the contact center with deep expertise in solving complex business challenges. We offer a unique portfolio of consulting, professional services, and 24/7 support and maintenance programs—all focused on maximizing the return on investment in IVR, CTI, and PBX technologies.

PSS services range from designing and implementing turnkey next gen IVR and CTI solutions to quick hit tune-ups that improve system performance. We help enterprise contact center customers preserve and improve their investments while transitioning to next gen and SOA-based technologies as their business priorities and budgets require.

### WHAT WE DO

- **Extend the Life of Your Current Contact Center Investments**  
Our legendary 24x7x365 comprehensive support can help you extend the life of existing equipment, preserving your capital for other projects. We know that “End of Life” does not always mean “End of Operational Value”—and have years of experience helping organizations extend the life of legacy equipment.
- **Transition to Next Gen When You’re Ready**  
PSS can help your contact center transition to VoiceXML, CTI, VoIP, SOA, and Web Services as rapidly or gradually as your business priorities demand. We protect and leverage your current contact center investments so you can upgrade at your own pace, and within your budget constraints...all without disrupting operations.
- **Partner with Leading Technology and Services Providers**  
PSS is currently providing services for premises-based and hosted contact center technologies from Avaya, Nortel, Genesys, West Interactive, Holly Connects, Convergys/Intervoice, Voxeo, Siemens, Cisco and others. PSS brings years of experience leading multi-vendor teams to solve complex business challenges.

### THE PSS DIFFERENCE

PSS focuses on the entire lifecycle of its customers’ system deployments, not just the first 10% that falls between the sale and cutover to production. We invest heavily in “**the other 90%**” of the lifecycle to make sure you get the long-term ROI you expect.

We have **customer service in our DNA** and will stop at nothing until our customers are satisfied.

As a result of this philosophy, commitment and business model, PSS is trusted by **150+ leading enterprise customers** across **5 continents** and **19 countries**. Some of the world’s largest financial institutions, healthcare systems, utilities, airlines, and government agencies continue to discover the PSS difference.

### Contact us today to learn more:

- Website: [psshhelp.com](http://psshhelp.com)
- Email: [sales@psshhelp.com](mailto:sales@psshhelp.com)
- Call: 877-289-7770
- Twitter: [www.twitter.com/psshhelp](http://www.twitter.com/psshhelp)

## PROFESSIONAL SERVICES

- ◆ Self-service application design, development & deployment
- ◆ Grammar development
- ◆ CTI queuing & routing applications
- ◆ Systems integration: Legacy, SOA, Web Services, WFM, Email, Chat, SMS, Reporting & Analytics, Social Networking/Media Monitoring/Listening
- ◆ Rapid development tools & alternatives
- ◆ Heuristic evaluations & application tuning
- ◆ Speech, DTMF and CTI application tuning
- ◆ Quality assurance testing
- ◆ Training

## SUPPORT & MAINTENANCE SERVICES

- ◆ Comprehensive, immediate coverage 24x7x365
- ◆ Extended-life support programs
- ◆ Scheduled platform maintenance
- ◆ Speech, DTMF and CTI application maintenance
- ◆ Heuristic evaluations & application tuning
- ◆ Grammar maintenance
- ◆ Development environment maintenance
- ◆ Proactive monitoring & quality assurance testing
- ◆ Web-based customer portal

## PRODUCTS

- ◆ **PSS FlexxBridge:** PSS developed FlexxBridge™ Integration Server software to help simplify the integration between IVR and CTI applications and back-end data sources. FlexxBridge provides a consistent SOA-friendly integration point that can be used by multiple IVR, CTI and even web applications.
- ◆ **PSS FlexxGate:** PSS's FlexxGate™ Media Gateway eases the transition from traditional analog or TDM networks to VoIP networks. FlexxGate allows the legacy and VoIP networks to coexist so companies can keep legacy equipment (e.g. PBX or IVR with circuit-switched telephony interfaces) in service longer by maintaining compatibility with new equipment.

## PARTNER TECHNOLOGIES

PSS supports a wide variety of contact center systems and has several strategic partners who help us deliver a suite of products and services for your contact center.
















PSS provides its contact center services to several federal agencies and their service providers. Our highly coveted GSA contract not only signifies our experience and qualifications, but it also makes the procurement process streamlined. Many state and local governments are able to purchase off the GSA schedule.

## Product Support Solutions

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