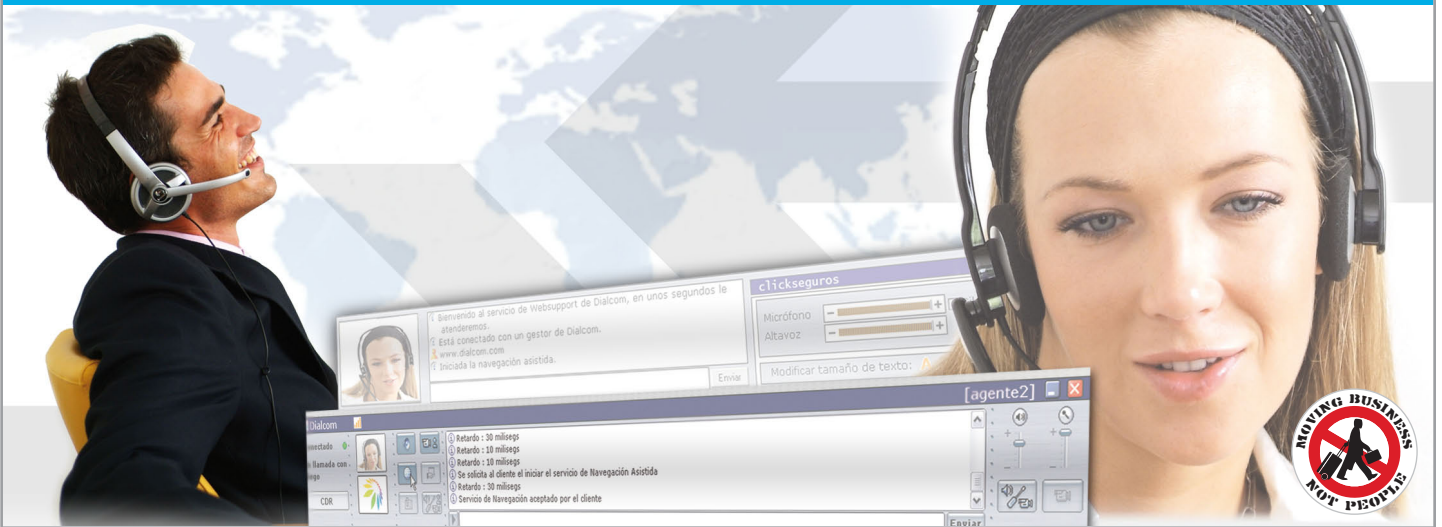




"The Human Touch On The Net"

Spontania WebCall brings video and collaboration services to your existing Contact Center infrastructure. Enhance your customer interactions and remote support with on-line and real-time multimedia capabilities.



Choose spontania Webcall:

- ➔ Boost your on-line sales and prevent abandoned shopping carts
- ➔ Provide organizations with new capabilities for remote technical support or customer care to multiple users
- ➔ Increase efficiency by bringing real-time collaboration to your existing IT Infrastructure using any device and any network
- ➔ Reduce Costs of your Technical Support Team
- ➔ Low integration and deployment costs
- ➔ Explore new business opportunities

Competitive Advantages:

For your company:

- Speed up support processes: Helpdesk, Sales or Training
- Lower misfiling rate and costs associated with manual data management
- Increase first-time call resolution
- Faster problem definition and resolution via remote access

For your customers:

- Multimedia Contact Center at the click of a button
- Real-time and personalized online support
- Access from any device and any network

Awards 2008!



- "Optimization of a new channel with Customers"

The Banker

- "Technology Project of 2008 more effective"
- "Customer Service through new channels"

With SpontaniaWebCall 1 out of 4 interactions on our portal results in a deal closing with a client. Customer Satisfaction is above 86% and we achieved our ROI within 6 months. CRM and Contact Center integration have played a key role in the successful deployment of the service: it is transparent to our employees and customers and aligns with the existing business rules of our other banking channels.

Jorge Andreo- Video Call Project Manager Bankinter

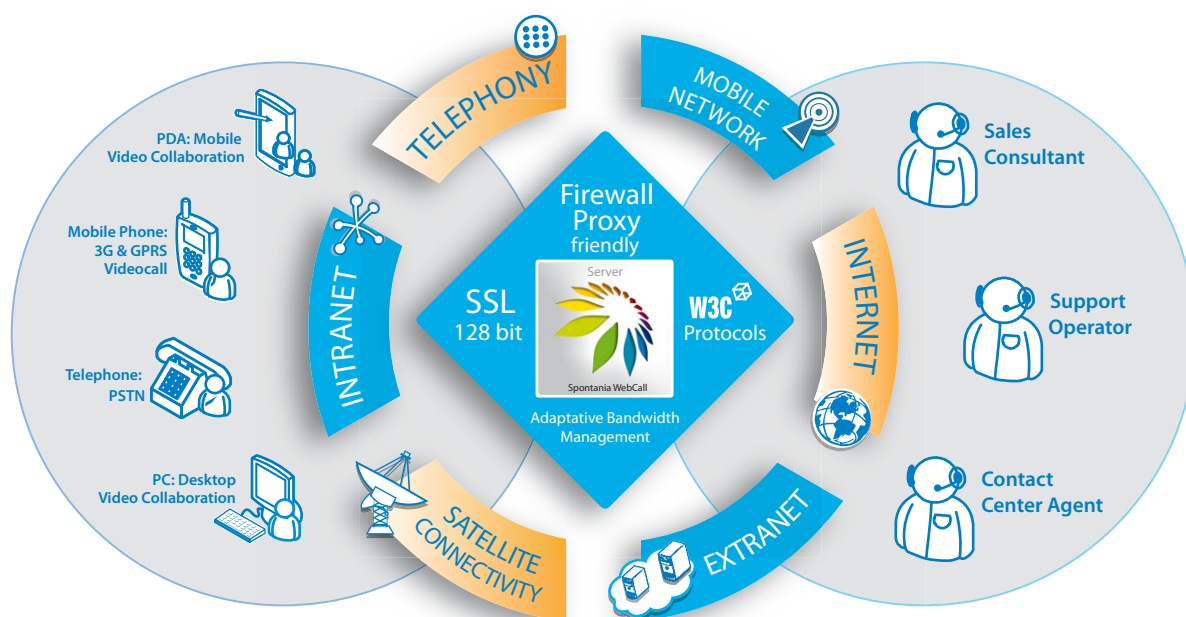
Some of our success cases:

adidas | AXAWinterthur | bankinter | Carrefour | Endesa | Groupama | Manpower | Repsol YPF | Telefónica

Our Services: the "click and it happens" user experience

COMMUNICATION	COLLABORATION	ADDITIONAL MODULES
<p>Crystal Clear Voice</p> <ul style="list-style-type: none"> Full Duplex Audio Conferencing Integrated Fixed and Mobile Telephony <p>Rich Video Experience</p> <ul style="list-style-type: none"> Desktop Videoconference 3G Videocall IP PDAs & Smart Phones <p>Other Services</p> <ul style="list-style-type: none"> Chat 	<p>Interactive Services for Real-Time Collaboration</p> <ul style="list-style-type: none"> Co-Browsing Spontaneous Application Sharing Remote Control Configuration of devices and peripherals 	<ul style="list-style-type: none"> Session Recording: record, store and edit the entire meeting, and reproduce as much as needed Mobility: extending the meeting to IP PDAs & Smart Phones Integration: 3rd party Contact Centers

Our Architecture: Adaptability - Scalability - Easy Administration



Security - Interoperability - Service Orientation

- IP Centric Solution accessible from any device over any network
- Secure communication & collaboration system with 128 bit SSL Encryption
- Patent pending ABM® (Adaptive Bandwidth Management) technology ensures optimal real-time experience on all devices regardless of the network
- Flexible, mobile and accessible across geographies and devices
- Proven stability over Internet connections with lower than 50 kbps per user
- Architecture supporting secure and flexible inter-enterprise collaboration: Firewall, Proxy and NAT friendly
- Interacts with ACD and CTI, maintaining pre-existent call-flow
- SIP/IMS integration