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SPOK® SMART CONSOLE FOR FEDERAL AGENCIES

Improving the Way Your
Organization Communicates

YOUR CRUCIAL ROLE IN COMMUNICATION

Spok has been providing critical communication solutions for federal agencies for decades. We help agencies integrate technology, automate processes, consolidate operations, and standardize communications. For example, some agencies rely on Spok's call center automation software to make sure both internal and external calls are processed quickly and accurately. Others use Spok's emergency notification solution to alert the right people about a serious situation.

IMPROVING THE WAY YOUR ORGANIZATION COMMUNICATES

REDUCE COSTS BY AUTOMATING THE CALL CENTER

Best-in-class organizations rely on an operator console to automate functions in their call center. With this technology, operators no longer need to reference outdated directories and multiple databases. Instead, they have everything they need on their desktop.

These systems benefit different groups of people in different ways. Callers are pleased with efficient, friendly service and fast answers to their questions or requests for transfers. Management embraces how the system helps achieve goals like cost reduction, stronger productivity, and better customer service. Lastly, operators have easy-to-use technology to help them with their jobs, resulting in a decrease in operator fatigue and an increase in morale.

SPOK® SMART CONSOLE

Spok Smart Console is the foundation for critical communications for many well-known organizations spanning government, healthcare, corporate, and hospitality. These customers rely on Spok every day to reduce costs, promote safety, and improve caller and operator satisfaction.

GIVE YOUR OPERATORS THE TOOLS THEY NEED TO SPEED RESPOND

Spok Smart Console provides the information needed for your operators to process calls via their computer. Incoming calls pop up on their screens. Then, with great ease, operators carry out a wide range of critical functions such as efficiently looking up information, paging and messaging staff, transferring calls, and accessing and administering on-call schedules. Screen-based interactive functions display incoming calls, single-button call transfers, conferencing, speed dialing, and other telephony functions. In addition, features such as fully configurable displays and pre-recorded greetings ensure calls are handled professionally and consistently, any time of day or night.

INTELLIGENT, EASY-TO-USE OPERATOR CONSOLE

Spok Smart Console is the result of decades of experience within call centers, where top operators know what it takes to achieve success at every level. The application's simple user interface and command set make it easy for both expert and entry-level operators to use. Color-coded displays, tools and keyboard mapping capabilities easily identify critical actions and telephony functions such as answer, hold, transfer, conference, page, and release. Additional functions including macro-based call control, overhead page and speed transfer can be configured on the keyboard and the screen to address your unique business operations. Not only will your operators improve efficiency, but training time for new staff will be minimized.

CONFIGURABLE

Users can also take advantage of configuration tools to make the system look and operate in a way that works best for them. For example, many organizations leverage this configurability to address specific service requirements, enforce operator processes, or simply add their logo and colors so the solution fits in perfectly with their desired look.

Once staff members determine that they need to communicate with someone, perform a function, or administer an on-call schedule, there may be associated communications and business rules that must be followed. With Spok Smart Console, you can ensure these rules are adhered to properly. Primary, backup and tertiary communication rules and procedures must be available for access at all times. Individual communication preferences, such as "use my smartphone for these times/days/conditions and my office phone in these conditions," can make the difference between meeting response time objectives and creating unnecessary delays.

Through the use of flexible and sophisticated data records, configurable templates and well-designed intelligent workstation capabilities, you can effectively enforce correct business processes. When operators are equipped with the tools they need to consistently follow internal procedures for tasks such as on-call messaging, call escalations, and emergency notification, your organization can reach the highest levels of customer satisfaction while avoiding costly mistakes. Spok Smart Console also provides records of every transaction for audit trails and process improvement. If a situation arises, you can provide the correct documentation quickly and accurately.
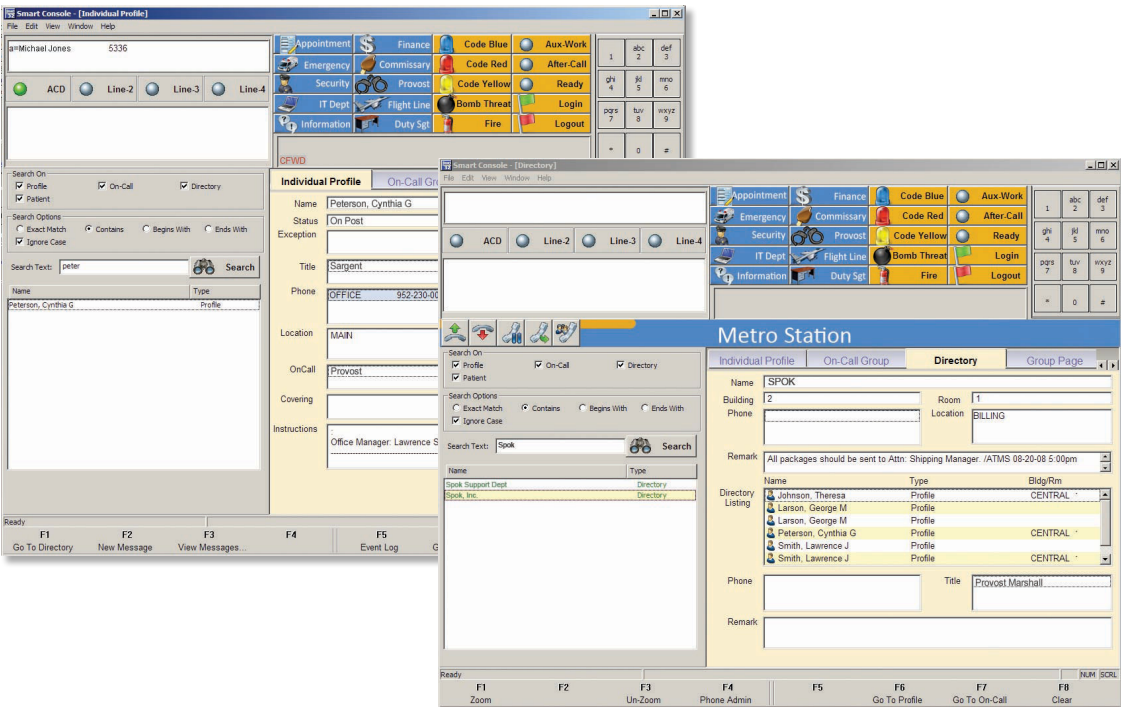
Easy to access directory information

BEST-IN-CLASS CAPABILITIES

To enable critical communications, Spok Smart Console provides many industry-leading features. This advanced communication leads to improved safety, higher caller satisfaction, greater workforce efficiency and satisfaction, and improved workflow.

DIRECTORY SERVICES

Help operators look up people and relay critical information immediately, resulting in higher efficiency. Spok Smart Console's sophisticated search tools enable the operator team to have all necessary information at their fingertips. Complete security, including role-based requirements, are fully addressed within the system. Administrative capabilities, both from authorized consoles as well as web-based administrative tools, are provided so that directories can be updated at any time by authorized individuals through password-protected screens that are quick and self-explanatory.

ON-CALL CALENDARS AND SCHEDULING

Maintain this critical information right from Spok Smart Console. Operators can easily manage on-call calendars and can also enable departments and individuals to maintain their own calendars by using web-based tools. By streamlining on-call management, you prevent costly mistakes in coverage tracking. The system also detects incorrect entries, such as duplicate coverage, and alerts you right away. Individual, functional and role-based scheduling tools provide efficient and effective access to the right people at the right time, and include exception handling, coverage and personnel status capabilities.

INTEGRATION WITH KEY SYSTEMS

Spok Smart Console integrates with your voice, data, and network systems. By having all of this information tied together, operators have a simple screen to perform actions from their desktop and do not have to fumble through multiple systems. Spok Smart Console can also be scaled to fit any organization with diverse communication switching systems, data centers, paging or messaging systems, or networks in various locations. It is also available with fully configurable, standards-based first and third party call control, which provides clear investment protection and maximum functionality with switch independence for evolving communications and IT infrastructure in dynamic organizations.

AUTOMATED GREETINGS

Ensure that each call is answered professionally via pre-recorded greetings in the operator's voice. Recordings can be time-of-day sensitive and can be tailored to greet callers differently based on where the call was routed. This feature also cuts operator speaking time considerably.

VOICE-ASSISTED TRANSFER

This feature can be used to inform callers of selected numbers or extensions to which they are being transferred, freeing the operator immediately for the next call.
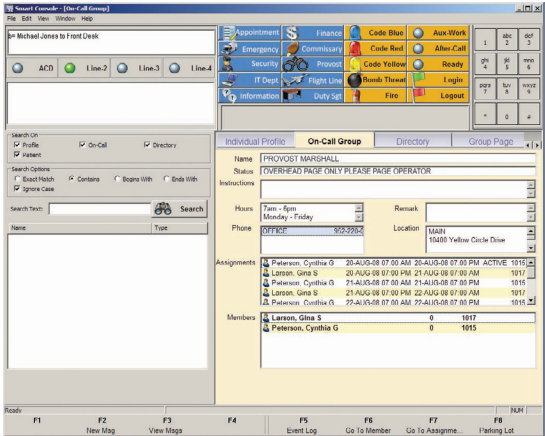
Easily manage on-call calendars
with Spok Smart Console

CALL PARKING

Allow operators to enter a caller's name and other notes into the system when parking a call. When a paged party calls in, any operator in the group can view the information to finish processing the call without asking the caller to repeat his/her information.

CALL RECORDING OPTION

Enable all calls in or out of your contact center to be recorded and logged. Each recording is tagged with the name of the operator who handled the call to make searching easy. Spok's call recording system also offers quality management tools, such as call scoring, real-time line status and audio monitoring. Spok's call recording system is also JITC certified.

Log messages free-form or use configurable templates

MESSAGING OPTIONS

Enable operators to send messages — via wireless device, email, fax, printer or pager — to any destination at the touch of a keystroke. Operators can write messages free-form or the system can walk them through configurable templates to help them obtain vital information and follow established procedures. All transactions and messages are logged, including the time, date, operator name, IP address and message text information. Unanswered, outstanding messages can be viewed at the touch of a button. Time thresholds can be set to notify the proper personnel if messages are not read or answered in an acceptable timeframe.

## BEST-IN-CLASS PAGING AND SMARTPHONE MESSAGING OPTIONS

Support current and evolving paging protocols including: TAP, TNPP, SMTP, SNPP, WCTP, SMS and SMPP. Spok fully supports alpha-numeric, numeric, voice, tone, two-way pagers, cell phones and smartphones with messaging built in. Centralized and consistent device compatibility provides system-wide distribution of all messaging requirements across the organization, and leverages the same database and system infrastructure for all origination points — including messages generated through Spok Smart Console, the web, IVR and speech recognition, cell phones, alphamates or other input devices. Paging options include configurable retry and automatic recall mechanisms, priority paging, two-way paging, paging escalation, group paging, and automatic coverage.

SMART ALERT

Provides a sophisticated capability for alerting select operators, supervisors and managers with critical system information such as alarms that can affect call center operations. The Smart Alert functionality includes the ability to decide what specific information should be provided and to whom.

INTEGRATED CHAT CAPABILITIES

Provide authorized and individualized communications within the call center. This feature facilitates efficient and effective intra-team communications throughout the shift, and can be used for broadcasting tips, daily messages, situational updates or any other information that a supervisor or manager chooses to allow within the operator team.
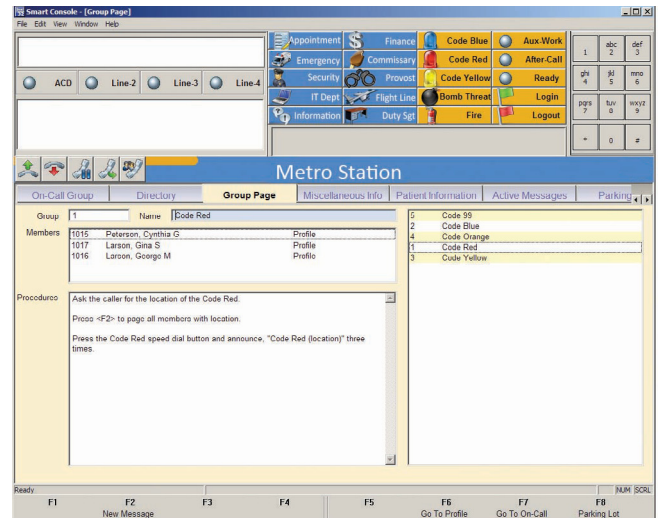
MEETING HIGH SECURITY STANDARDS WITH THE RIGHT CERTIFICATIONS

Federal government agencies require the highest standards in systems and processes throughout their enterprise to achieve secure communications. Many Spok solutions have completed the highest level of testing and certification as required by federal agencies and the U.S. Department of Defense (DoD).

• Department of Defense (DoD) Approved Products List (APL)
• Joint Interoperability Test Command (JITC) Certified
• Information Assurance (IA) Accredited and Certified
• Department of Defense Information Assurance Certification and Accreditation Process (DIACAP) Certified

ADDITIONAL SPOK SOLUTIONS

Using Spok solutions, operators connect people in a way that is accurate, fast, reliable, and professional. Leading organizations have found that by taking advantage utomation solutions—like speech recognition and web portals—the overall value to the organization is increased. That's why Spok provides a full suite of critical communication solutions with Spok Smart Console as its foundation. Additional solutions include:

WEB-BASED DIRECTORY, MESSAGING, & CALENDARS

Keep personnel and on-call scheduling information current by allowing users to log on anywhere, anytime to perform a variety of important updates, do scheduling, send messages, and perform directory searches. (JITC certified)

MORALE CALL

Allow deployed soldiers to perform their missions while staying connected with their loved ones back at home. This automated speech recognition system is installed state-side. (JITC certified)

SPEECH RECOGNITION

Enable your organization to process routine phone requests including directory assistance, messaging, and paging—independent of live operators and with more ease-of-use than touchtone menus. (JITC certified)

ENCRYPTED SMARTPHONE AND TABLET COMMUNICATIONS

Simplify communications and protect sensitive information by using your smartphone or tablet for secure text alerts, updates, and much more.

EMERGENCY NOTIFICATION AND INCIDENT COMMUNICATIONS

Deliver the right information to the right people at the right time for any critical event. Quickly and reliably initiate, monitor, and manage notifications of all types, automatically delivering the message, collecting the responses, escalating if needed, and logging all activities for reporting and analysis. (JITC certified)

CONTACT CENTER RECORDING, ACCOUNTING, AND QUALITY MANAGEMENT

Record, monitor, and score your operators' conversations to improve call handling and overall customer service for all callers. Additionally, call accounting provides a wealth of information about every call being made and received by your organization. (JITC certified)

ENHANCED 9-1-1

Help pinpoint a 9-1-1 caller's exact location and pass it along to the public safety answering point (PSAP). This kind of reliable, automatic transfer of information will help you provide vital, lifesaving information and notify the appropriate onsite personnel that an emergency call is in progress.

9-1-1 CALL CENTER OPERATIONS/PUBLIC SAFETY

Enable more accurate and faster emergency dispatching by giving your public safety answering point (PSAP) call-takers the speed and flexibility to field emergency calls with an intuitive system that integrates with the underlying phone system, database utilities, mapping systems, and other resources. (JITC certified)

ALARM MANAGEMENT

Integrate your critical alert and alarm systems (security, fire, doors, etc.) with the mobile communication devices carried by your staff, allowing the right people to receive notifications and take fast action.

BOTTOM LINE

- Spok is an industry leader in critical communication software
- Spok is committed to providing highly secure, reliable solutions to government agencies; Spok Smart Console and many other applications are JITC certified
- Top organizations in many industries rely on Spok to deliver critical communications every day
- Spok Smart Console makes sure your contact center runs the way you want it to—efficiently and accurately
- Spok Smart Console is a key system to your strategy of providing excellent customer and staff service, higher productivity, and cost control

ABOUT SPOK, INC.

Spok, Inc., a wholly owned subsidiary of Spok Holdings, Inc. (NASDAQ: SPOK), headquartered in Springfield, Va., is proud to be a leader in critical communications for healthcare, government,public safety, and other industries. We deliver smart, reliablesolutions to help protect the health, well-being, and safety of people around the globe. More than 125,000 organizations worldwide rely on Spok for workflow improvement, secure texting, paging services, contact center optimization, a nd public safety response. When communications matter, Spok delivers.

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