

good things come in small packages...

digital phone/fax system

fully-featured and integrated phone, fax and email system. Optional out-bound dialer, Interactive Voice Response, and call routing

web/email hosting, design and management

register/setup/design and manage your web site/email system

productivity applications

word processing, spreadsheet, presentation, database, drawing

CRM/Billing/ERP platforms

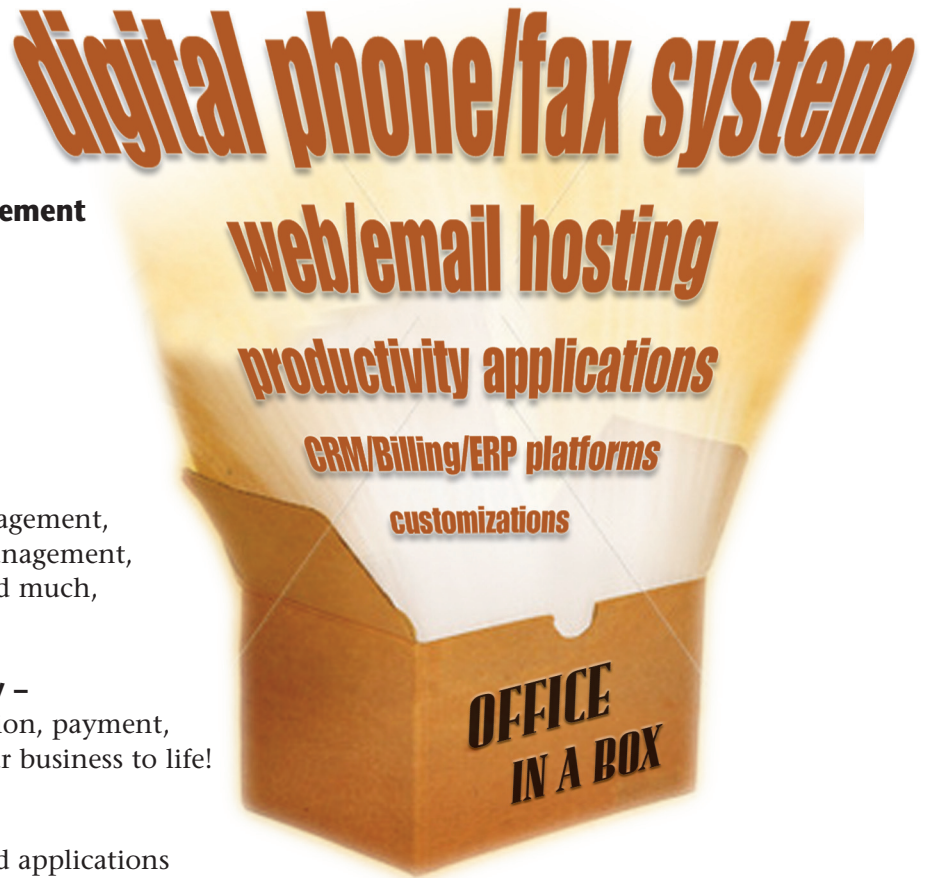
fully integrated customer relationship management, ordering, billing, accounting, inventory management, product catalogue, reporting, invoicing, and much, much more

other functionality can be added easily –

scheduling, ordering, registration, notification, payment, customer / contact management, bring your business to life!

customizations

with a library of pre-built, easily customized applications ready to go, our experienced software engineering team is ready to help!



now you can have big business technology at prices that fit your budget

... all from one provider



OFFICE IN A BOX



INFORMATION TECHNOLOGY SOLUTION PROVIDERS INC.
SOFTWARE DEVELOPMENT AND SYSTEM INTEGRATION

Information Technology
Solution Providers Inc.
www.itsp-inc.com
(416) 221-7042
info@itsp-inc.com

ITSP-Box Add-on Applications

PRODUCT FEATURES

Product Catalogue, Shopping Cart and Order Application

- Web tool allows:
 - product catalogue setup and management
 - tiered pricing, promotions and discounts set-up
- Product browsing and content management
- Full functionality of shopping cart and check-out
- Shoppers talk to sales person on-line while shopping
- Inventory and stock management
- Agreement generation and presentation
- Invoicing and shipping notification
- Available in both Web and IVR channels

Customer Service Alert and Notification

- Web Tools to allow users to set-up:
 - customers and account management
 - notification templates and rules
- Business rule engine allows users to set-up various alerts and notifications
- Supports email, SMS, fax, dialer and surface mail notification methods
- Extensive reporting tools to see the notification results
- Rule based user profile and security
- Work flow process to allow message versioning and approval

Account Inquiry and Payment Application

- Tools allow your customers to:
 - check their account status and balance
 - make on-line payments using credit and debit cards
 - report payments
 - change payment methods
 - update their account information
- Available in both Web and IVR channels

Registration and Appointment Application

- Web Tools allows users to set-up customers' registration information
- Tools to allow users to set-up resources and their available time windows
- Allows users to:
 - selectively display available appointment windows
 - query and select windows for their appointments
 - power users to overwrite appointment conflicts
- Available for multiple resources and sites
- Available in both Web and IVR channels

Interactive Voice Response and Out Bound Dialer

- IVR tools:
 - to support information inquiry and payment self-service functionality
 - for product ordering and shipment tracking
- IVR tools for intelligent call routing and queuing
- Click to talk with a live agent
- Out bound dialing for:
 - notification and customer contacts
 - Telemarketing
 - Collection Agencies

Other Available Applications

- Case Management and Call Tracking applications
- Agent Management System for collection agents
- Hospitality POS applications



INFORMATION TECHNOLOGY SOLUTION PROVIDERS INC.
SOFTWARE DEVELOPMENT AND SYSTEM INTEGRATION

Information Technology
Solution Providers Inc.

235 Yorkland Blvd., Suite 1001
North York, Ontario
Canada M2J 4Y8
(416) 221-7042
www.itsp-inc.com
info@itsp-inc.com