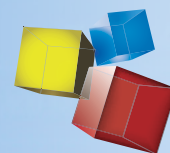


Transcend United Technologies: Database Integration



TRANSCEND
UNITED TECHNOLOGIES
Your Blueprint for Simplifying IT

www.transcendunited.com

Quicker decision making for your users

Empower Employees to Provide World Class Customer Service

Today's marketplace is more competitive than ever to attract, gain and retain customers and there's no doubt everything counts. Companies are seeking innovative ways to truly prove their points of difference and commitment to their customers. Your customers have more choices than ever before in seeking products and services they desire. Additionally, their employees are more empowered to make decisions. However, they are shackled by the numerous systems and sheer amount of data they are required to shift through to make even the simplest of decisions, thus brewing frustration. This frustration leads to chaos which can inhibit your organization's ability to innovate and increase market share.

Transition Chaos to Order

On an incoming call, LiquidPop performs a lookup on your existing database and presents the user with key information about the caller on their PC, enabling your users to make quicker decisions on all calls and instantly gain access to key client data which gives your customers a higher level of service.

Information presented includes not only the customer and contact information, but also account balance, terms, last contact date, sales opportunity information, or virtually any information you wish to see.

BENEFITS

- *Enhance the customer experience*
- *Increase customer service levels*
- *Maximize efficiencies*
- *Access customer data quickly*
- *Improve customer call handling*

Router E
Spoke PE Router

VRF
Table

VRF
Table

Router F
Spoke PE Router

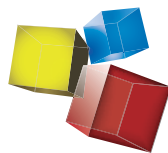


Router CE1
Spoke CE Router



Router CE2
Spoke CE Router

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Corporate Headquarters:

460 East Swedesford Road, Suite 1080, Wayne, PA 19087

Phone: 1-800-800-0353

www.transcendunited.com