

# Deaf to Deaf Call Centers

## VTCSecure

Equal & Effective Communication For All

vtcsecure.com



**VTCSecure is a global leader in communication access for those with disabilities. We are comprised of a hand-picked group of industry telecom experts, disability specialists and elite management who use the latest technology and implemented best practices to create the most advanced next generation communication solutions.**

SOLVES is a Software-Based, Video, Voice & Text Call Distribution Platform, and it is the backbone of VTCSecure's technology. It was crafted by engineers who have decades of experience developing and implementing numerous call center solutions who approached the development of SOLVES from an accessible solutions point of view. Its cloud hosted, web based, scalable, customizable, user friendly, and built on ITU standards so its reachable from most video endpoints in use today, including the endpoints the Deaf Community uses for VRS, as well as a click-to-call link on a webpage using WebRTC through a compatible browser.

## Deaf to Deaf Call Centers - Connecting the Deaf Community to Business

Deaf to Deaf Call Centers enable any company to provide direct video service to their deaf customers who use sign language to communicate. Customers will now be able to contact the service by any current VRS Provider issued videophone or even a click to call button on the company's website. Companies who provide direct, deaf to deaf customer service not only have higher customer satisfaction rates, brand loyalty in the Deaf community but shorter call times and less complaints due to mis-communication! This service provides TRUE accessibility to the Deaf and Hard of Hearing communities.



\*VTCSecure is the ONLY non-VRS provider to have access to the National iTRS numbering directory. This allows companies not only to take calls from a deaf users VP, which is their preferred communication device but companies can now, through VTCSecure, add their current marketing numbers into the iTRS database allowing any calls to them to bypass going to an interpreter and automatically be routed to the deaf agents.

# The SOLVES Platform Accessibility Like No Other

## Connecting to SOLVES

1. Agents, Admins & Supervisors connect through customizable secure web portals, no download required.
2. Standards based so SOLVES is interoperable from most video endpoints in use today.
3. Current VRS videophones can connect via phone number
4. WebRTC links can be added to webpages for no hassle, click to call.
5. VTCSecure's free open source endpoint for Android, iOS, Mac & PC can be customized & branded keeping your brand identity.



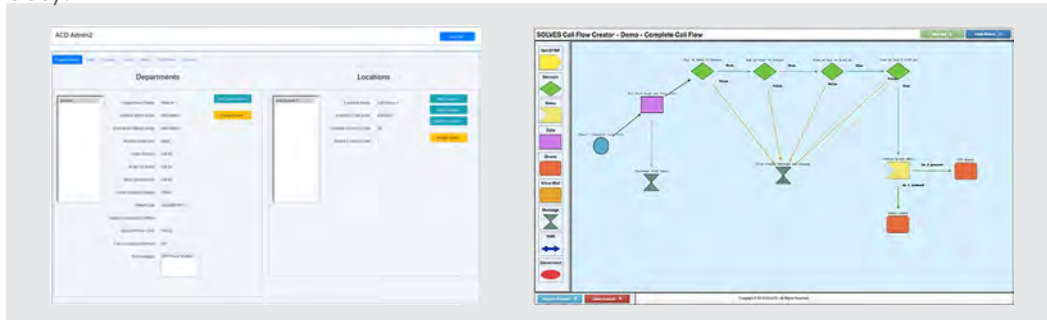
## Additional Features



- Reporting and Billing API's for CRM/DB
- Video Call Recording
- Instantly Deployable
- Cloud Hosted
- Standards Based

## Administration of SOLVES

SOLVES intuitive design combined with secure customizable web interfaces makes setting up of Agents, Administrators, Skills, Queues & Call Flows extremely fast and easy.



- Unlimited Queues, Skills, & Users
- Add Music, Pictures, or Videos, to IVVRs
- Create Hold rooms, Menus, Messages, Queues & Greetings with one click
- Supervisor ability to monitor calls
- Import users from .CSV
- Set multiple work & holiday hours in the same call flow
- Set time zones per queue
- Skills based call routing
- Visual Call Flow Creator
- Create unlimited custom IVVRs
- System wide messaging

## Supported Protocols

SIP, SIPS, WebRTC,  
H.323, IMS

## Supported Codecs

G.711, G.722, G.729,  
H.261, H.263, H.264, VP8,  
SIMPLE, Data Channel

## Supported Encryption

H.235, TLS, SRTP, 128 & 256  
bit, IKE/IPsec, DTLS, ZRTP

HIPAA & FISMA Compliant

## Key Agent Features

- Available, Un-Available, Break
- Transfer, Hold, Call Back
- Rollover & Re-queue
- CRM Access Via Screen Pop
- Consultative & Direct Transfer
- Agent messaging
- Multi Conference up to 20 Audio or Video users
- Flashing Ring Indicator
- And much more.....