

Consilium UniSocial™

Enterprise Social Media Solution

Enables Social Media channel for cost effective customer service, customer acquisition & retention

About Consilium Software

Consilium Software is the Unified Communications software company which is Enabling Unified Success™ in enterprises and contact centers – with solutions that combine industry-leading products from technology partners, innovative software applications and unmatched services expertise. Powered by communications convergence, collaboration and customer interaction optimization software, Consilium's solutions enable companies to improve communication flows, transform business processes and increase business efficiency.

The Consilium Advantage

Consilium uniquely helps clients get business results fast by focusing on their requirements first, creating solutions using the best and most appropriate technologies, and providing the finest technical services. The Consilium team is comprised of management, advisers and delivery leaders who have significantly shaped the global contact center industry for the last 20 years.

For More Information

If you are interested in learning more about how Consilium UniPresence™ can help you, please write to info@consiliuminc.com or visit www.consiliuminc.com.

Contact Us

Consilium Software's global corporate headquarters is located in Singapore, in the heart of the Asia-Pacific region, with significant presence in Greater China, India and Philippines.

Worldwide Headquarters

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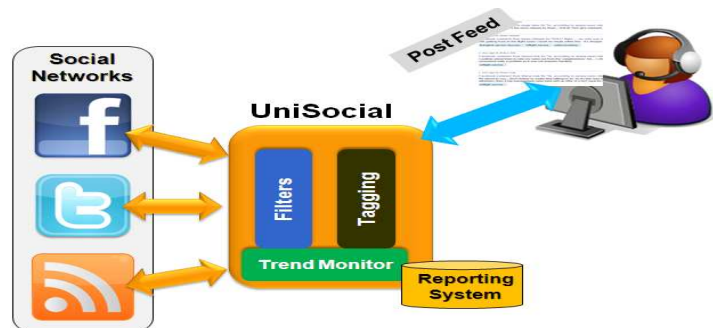
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Consilium Unisocial™ is an Enterprise social media solution aimed to provide an inexpensive customer service channel, customer retention, acquisition and enhancing the brand equity immensely by proactively responding to the customer preferences.

Features of Unisocial™

- It allows tapping on live feeds of the leading social network sites and provides customizable feed filters based on Dynamic keywords, Bayesian and Author.
- It features trend monitoring, storage of post data in a database for easy archiving and accessibility and workflow for specific agent routing.
- It provides a proficient way to reach out to customers, as it enables customized private message replying to the post by authors.
- It incorporates a highly efficient reporting mechanism on the basis of impressions, activity, keywords, tags, categories and number of likes vs. number of fans (in Facebook). It shows alerts or notifications on blocked followers and allows sharing of information between individuals or groups.
- It can be deployed in all customer environments regardless of the contact centre solution, It support two-byte character supporting languages such as Korean, Chinese etc..

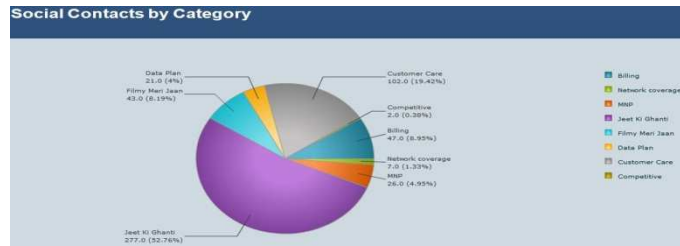


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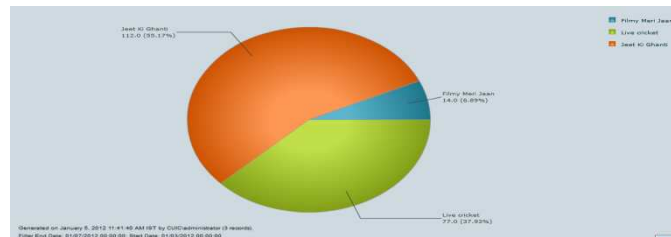
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Few Reports



Overview | Reports | Day wise No Of Posts

Post Date	No Of Posts
Jan 1, 2012	2
Jan 2, 2012	34
Jan 3, 2012	436
Jan 4, 2012	697
Jan 5, 2012	18



Benefits

- Real time monitoring of customer response
- Provides detailed insight into feedback posted on social media sites
- Enhances Brand Equity
- Integration to business processes
- Provides inexpensive customer services channel
- Enables a proactive response to customer preferences