



# GRIDMAX Telephony



**GridMax Telephony** developed using PERI iSystem integrates CTI, CIS and Call Center Application in a single application platform designed to complement Smart Grid solutions. It is an enterprise class, state of the art communication solution that integrates voice, video and data into a single, robust, reliable platform. Built on standard telephony protocols, the **GridMax Telephony** hosts a variety of solutions that cater to specific requirements of utilities and seamlessly bridges the communication and other gaps between utilities and customers.

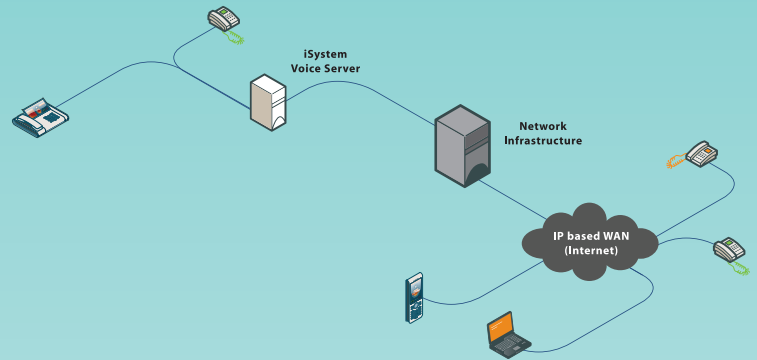
- Agent Performance Data
- Queue Statistics
- Multiple Queues and incoming lines
- Voicemail for individual agents, and after-hours automated voicemail
- Call distribution logic
- Auto-Attendant & Complex IVR
- Recording, Monitoring, and Barge features
- Smart Grid Applications and Telephony Integration
- Automated outbound calling and notification
- Secure and extremely cost effective



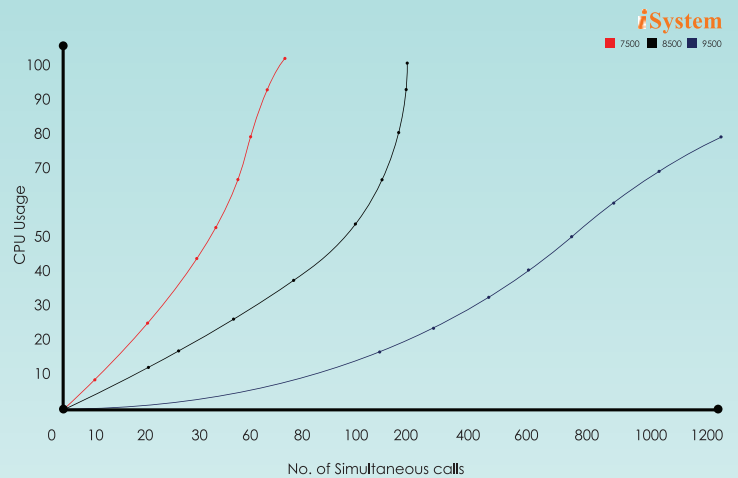
**GridMax Telephony** enables utilities to quickly and efficiently deploy Computer Telephony Interface (CTI). CTI enables a call center phone system with applications that feature outbound predictive dialing, inbound call distribution (ICD) and interactive voice response (IVR).

**GridMax Telephony** call center software supports application integration, automated calling, automated and manual notifications, inbound call center queues, IVR collected information and multiple phone system functions including payment processing.

**GridMax Telephony** empowers customers with self-help call center functions from a utility web site. With the IVR and Web enabling features, the call center can operate 24 by 7 without additional personnel expense.



Typical Performance Stress Tests



570 Broad Street  
Newark, NJ 07102  
Tel: +1.973.735.9500  
Fax: +1.973.735.9593

2880 Zanker Road  
San Jose, CA 95101  
Tel: +1.408.207.9600  
Fax: +1.408.207.9693

333 S. Grand Avenue  
Los Angeles, CA 90071  
Tel: +1.213.281.9313  
Fax: +1.323.315.2254

28B, B Building HuaQiang Plaza  
Futian District  
Shenzhen, China 518 000  
Tel: +86 755 8624 3622

4, 9th Avenue, Ashok Nagar  
Chennai 600 083  
Tel: +91 44 43406000  
Fax: +91 44 24893275