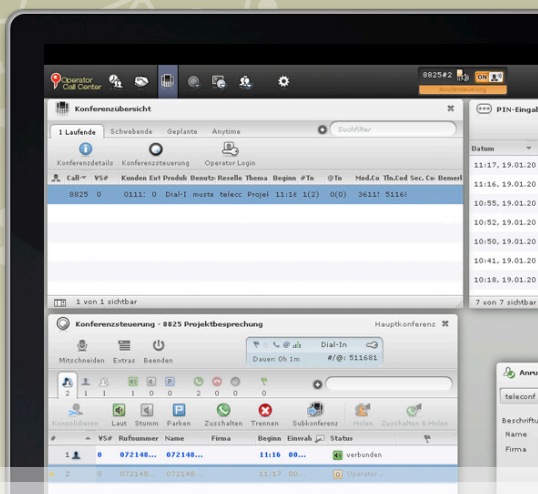


FOR CARRIERS AND CSPs

ATTENDANT SERVICES FOR PREMIUM SERVICE PROVIDERS

Lindenbaum Operator Call Center



Your Partner for high-quality conferencing solutions and services.
Reliable, fast and innovative.





EFFICIENT AND ECONOMIC LIVE OPERATOR SUPPORT

Efficient and economic live operator support for daily meetings and large event conferences. The web-based user interface of the OCC provides access to all functions required for their implementation.

OCC is a rich internet application that combines a call center with an integrated audio console. The modular structure of the GUI, which is based on modern web technology, can be adapted by the operator to his current requirements.

Features include: add, drop, move and change status of conference participants; book, modify and delete conferences; add, modify and delete accounts. In addition, the OCC can be easily used to support feature-rich event conferences and Q&A sessions.

MONITORING AND QUALITY MANAGEMENT

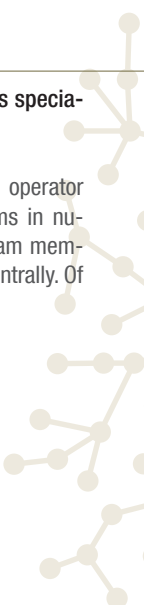
Set of tools to systematically assess and improve quality.

A comprehensive tool for the evaluation of conferences, including statistics and key data, allows you to enhance the quality and productivity of your Operator Call Center and thus ensure the provision of consistently high service for your customers. Additional tools are available for the documentation of operator services provided to your customer.

MULTI-CLIENT ENABLED AND DISTRIBUTED OPERATOR DESK

Operator services can also be provided by resellers operating as specialists in a particular market or language.

As an operator, you can assist resellers in deploying their own operator teams. Thus, internationally-operative resellers can deploy teams in numerous countries (for instance using native-language operator team members) yet are still able to organize, administer and evaluate them centrally. Of course the same option is available to you as an operator.



LINDENBAUM GMBH – CREATING NEW LOCATIONS FOR BUSINESS

The company name Lindenbaum is synonymous in English with the oak tree – a place for meetings, negotiations and the exchange of news throughout the centuries. In today's world of the Internet and Social Media, Lindenbaum GmbH enables new and efficient locations for business, independent of location, through feature-rich business conferencing solutions based on the Lindenbaum platform.

Its communication services for international service providers, including several renowned carriers, and middle- and large-sized companies are based on both innovative ideas and state-of-the-art technology. All telephone- and web-conferencing applications provided by Lindenbaum are scalable and adaptable to customer requirements, creating truly customised solutions.

Beyond the provision of its conferencing solutions, Lindenbaum offers its customers comprehensive and professional after-sales support in the integration of its systems into existing technical infrastructure and business processes. Moreover, close collaboration with partners ensures that Lindenbaum solutions remain in line with changing customer requirements and emerging technological trends.

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