



Transforming
One-on-One
Experiences

It's never been easier to amaze your customers, empower your agents and achieve your customer experience goals.

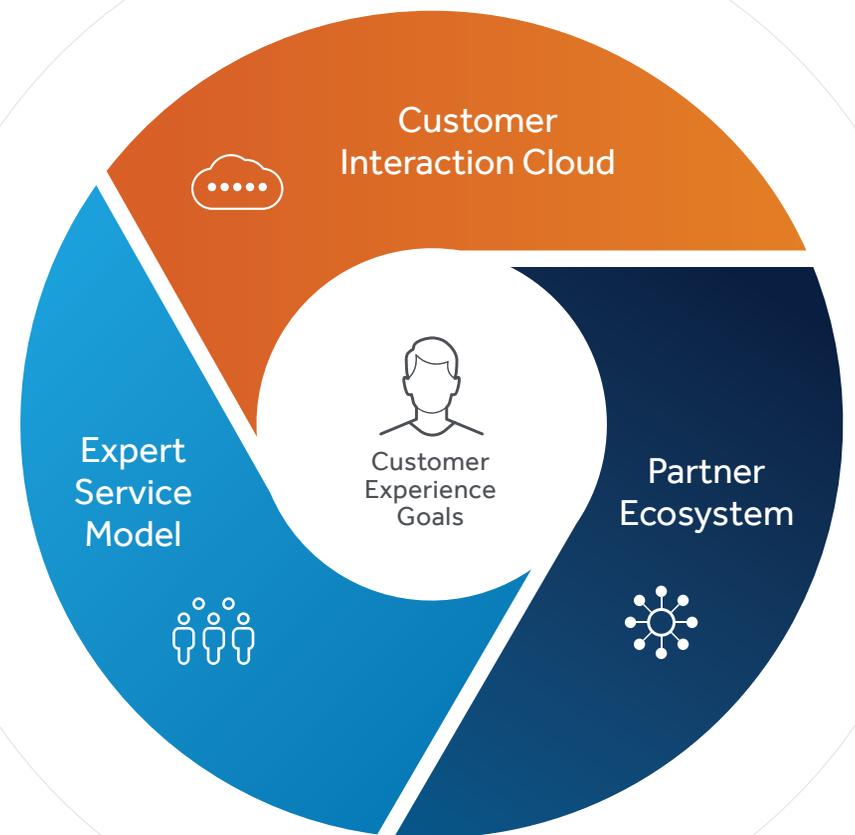
Power your business goals with amazing one-on-one experiences.

The digital age has made the customer experience the new battleground for brands everywhere. That means achieving your business goals all comes down to how well you win one-on-one customer interactions.

At inContact, we make it easy for contact centers to reach their goals by transforming one-on-one experiences. It's a simple idea, really—delight individual customers, differentiate your customer experience, drive revenue and marketshare.

It's an approach that's put us in front with more than 6 billion interactions across 100+ countries worldwide. And it's the reason why hundreds of leading brands trust us to transform the way they achieve their business goals.

Our **Technology** Our **People** Our **Partners**



We were born in the cloud and we never stop innovating in the cloud.

The inContact Customer Interaction Cloud is the most complete cloud-based contact center solution on the market today. With industry-leading flexibility and reliability, we make it easy and affordable for companies of all sizes to turn each and every customer interaction into an amazing experience.

Best-in-class technology is just the start.

We know that consistently hitting your performance goals takes more than technology—which is why we surround you with the best customer experience experts in the industry. People who can help strategically guide you along the way. And to make sure every base is covered, we help you partner with the top solution providers in the business.

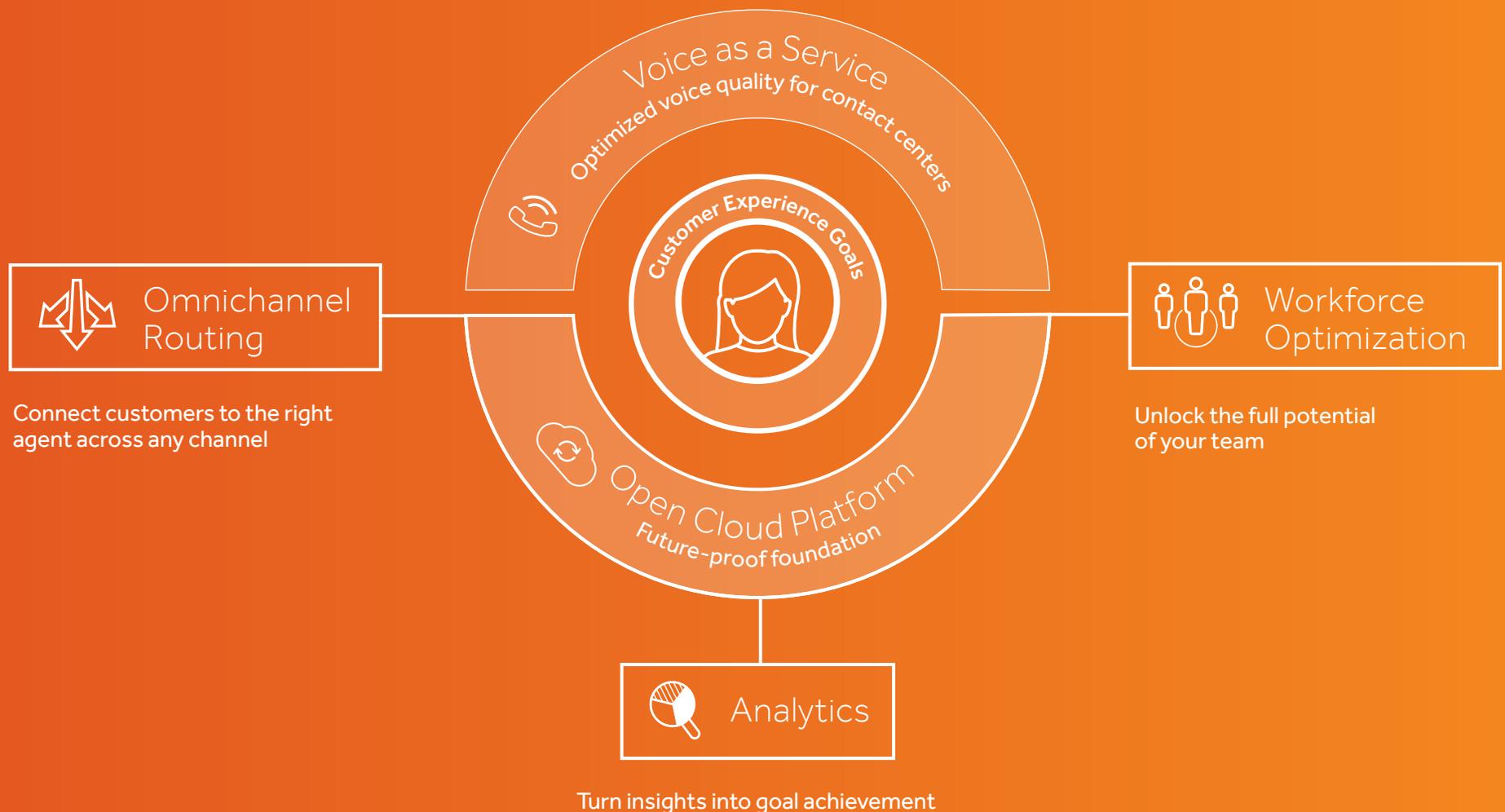
Through this powerful combination of **our technology, our people** and **our partners**, we bring together everything you need to achieve your goals and key business metrics. And of course, delight your customers every step of the way.

OUR TECHNOLOGY

Win on every front with every tool at your fingertips.

Our industry-leading Customer Interaction Cloud drives your success in every area that counts. Complete agility across every channel means your customers can connect however they want.

With Omnichannel Routing and Voice as a Service, you can create the optimal experience in every interaction. Workforce Optimization helps you transform your teams into customer experience pros. With Analytics, you get the data-driven tracking and visibility to drive performance. And it's all built on our global Open Cloud Platform with guaranteed 99.99% uptime.



OUR PARTNERS

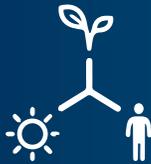
Supercharge your success with seamless solutions, services and relationships.

We've built an ecosystem of over 80 trusted, industry-leading partners so you can easily integrate supplemental solutions and services that fast-track your customer experience performance goals across the board.



Innovation Partners

Expand your capabilities with add-on features and components that integrate with our open cloud platform.



Ecosystem Partners

Connect all across the customer experience ecosystem with trusted leaders in CRM, UC and carrier networks.



Specialist Partners

Plug into deep knowledge and expertise with VARs, referral partners and specialists in implementation and consulting.

OUR PEOPLE

Shift goal achievement into high gear with strategic experts on all sides.

Even the best technology will only get you so far. So we back you up with a personal team of business and contact center industry experts with the knowledge, processes and best practices to help you achieve your customer experience goals.



Business Partner Service Team

Put our specialized expertise to work for your contact center. With our consultative approach, we help you develop and implement success strategies across all mission-critical areas of your operation.



Cloud & Contact Center Experts

Our technologists bring years of insight to the table and work closely with you for fast, easy deployments and ensure you always get the highest performance possible across all our solutions.



Global, 24/7 Support

We know your customer service center is mission-critical to your business, so we deliver around-the-clock support across every time zone.



About inContact

inContact (NASDAQ: SAAS) is the cloud contact center software leader, with the most complete, easiest and most reliable solution to help organizations achieve their customer experience goals. inContact continuously innovates in the cloud and is the only provider to offer a complete solution that includes the customer interaction cloud, an expert service model and the broadest partner ecosystem. Recognized as a market leader by Gartner, IDC, Frost & Sullivan, Ovum and DMG, inContact supports over 6 billion interactions per year for enterprise, midmarket, government organizations and business process outsourcers (BPOs) who operate in multiple divisions, locations and global regions.

About Laketec

Laketec is an Information Technology company Headquartered in North East Ohio. We are a team of 35 caring and capable individuals who hold customer satisfaction as our number one priority. We have built our reputation on 5 Core Values that are representative of our people, our products, and our processes.



Win every customer interaction

Deliver great customer experiences

Achieve your business goals

LAKETEC

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