

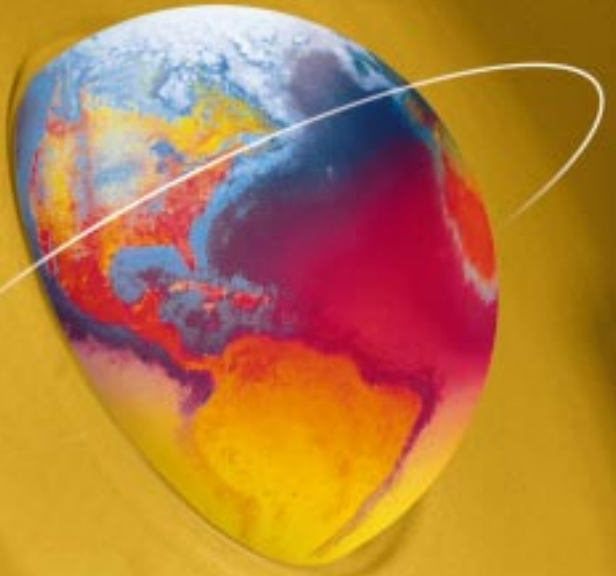
BUILDING GLOBAL
RELATIONSHIPS

VOICE + DATA

TELEPHONY

CallCenters

Enter



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graph TD; A[SCALABLE CALL CENTER SOLUTIONS] --- B[INTERNET, VOICE AND DATA INTEGRATION]; B --- C[CTI TOOLS]; C --- D[CALL CENTER MANAGEMENT];
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SCALABLE
CALL CENTER
SOLUTIONS

INTERNET,
VOICE AND DATA
INTEGRATION

CTI
TOOLS

CALL CENTER
MANAGEMENT



D I G I T A L S O F T W A R E I N T E R N A T I O N A L

B U I L D I N G G L O B A L R E L A T I O N S H I P S

DIGITAL SOFTWARE INTERNATIONAL IS A LEADING PROVIDER OF TELEPHONY APPLICATIONS FOR QUALITY-CONSCIOUS CALL CENTERS. APPLYING THE LATEST IN COMMUNICATIONS TECHNOLOGY, DIGITAL SOFTWARE INTERNATIONAL DEVELOPS SOPHISTICATED CALL CENTER SOLUTIONS THAT BRING PEOPLE TOGETHER.

BUSINESS PHILOSOPHY

The world today is one big global village. Digital Software International (DSI) designs products that plug you into this new paradigm. When you choose DSI, you are connecting to the world.

Things change - often. At DSI we protect your investment by embracing industry standards that are safe, proven and stand the test of time.

You change - we understand that. Our flexible products are designed to adapt to your ever-changing needs. Empowering you to steer your own course is paramount to DSI.

Your decision to partner with DSI is a wise choice. We take pride in the fact that we have been conducting business in a fair and ethical manner since our founding in 1986.

MISSION

DSI's mission is to deliver advanced products and services using leading technology and to provide you a rapid return on your investment.

OUR MARKET

DSI designs scalable call center solutions for organizations ranging from customer care departments to multi-site

Global 1000 corporations.

DSI products are powerful

industry-standard based

tools that empower you to create fully customized solutions.

DSI customers include leading corporations in call center outsourcing, consumer services, retailing, distribution and business to business industries. Regardless of your computer telephony needs, DSI is your total solution.



SERVICES

DSI's staff of business and technical experts provide valuable services including:

Project Management: DSI's project management specialists will help you understand the detailed requirements of call center integration. Services include a comprehensive needs assessment, identification of job requirements, designing prototypes, overseeing project development and implementation, and providing ongoing support as needs change or as new releases of our software become available. Our goal is to be your partner, enabling your organization to unleash the full power of DSI's applications and tools.

Training: Our educational specialists will help your staff unlock the full potential of DSI's software. Whether you need to train a few new employees or an entire department, the DSI education team will accommodate you.

Our staff offers on-site training at your facility or in-house training at DSI headquarters.

With a goal of achieving understanding, the DSI educational staff spends time to make sure every user understands our products. Courses include interactive instruction and detailed support materials.



PRODUCT + SERVICE OFFERINGS

- Desktop Applications
- CTI Tools
- Interface Tools
- Management Tools
- Programming Tools
- Call Center Development Tools
- Project Management
- Custom Programming
- Training
- Installation and Maintenance
- Web and Phone Support

management

APPLICATIONS



Maintenance and Support: At DSI, we are constantly improving our products. When you subscribe to the DSI maintenance plan, all product upgrades are included, increasing your return on investment.

The DSI technical staff provides telephone and Internet support, helping you tap the power of your DSI investment.

Building global relationships begins with you. Contact Digital Software International today by calling toll-free at 800-331-6735 or via the Internet at www.digisoftware.com.



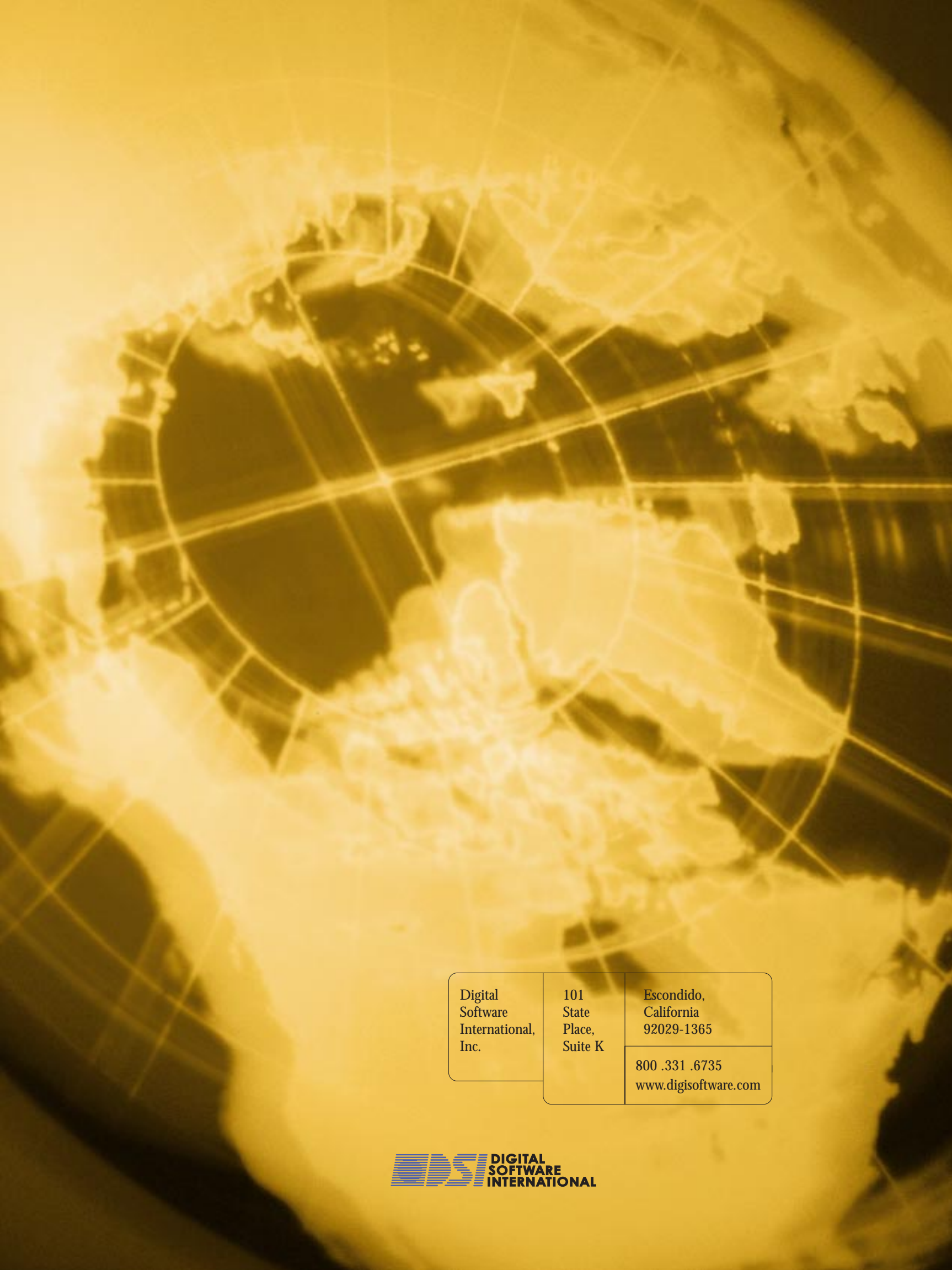
intelligent

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solutions





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