

# Lead Management with ReMAP:LMS and Five9®

## IS THIS YOU?

A business that needs a customized call center management solution integrated with a dialer

## ReMAP:LMS & Five9

Leverage ReMAP:LMS lead management with Five9 and take control of your call center.

### Problem

- Call Center & Lead Management solutions in the market are too generic, disjointed and do not effectively support the unique needs of specific market segments and industries.
- IVR software while they handle call centers' needs to handle inbound and outbound calls from a telephony and call metrics standpoint, the domain knowledge associated with specific industries and markets is missing
- Such details are captured offline or through expensive custom built solutions

### Solution

- An Integrated Call Center and Lead Management solution
- Enables set up of your Call Center calling lists, users, campaigns
- Seamless transfer of call flow to a 'domain knowledge' aware lead management solution that allows agents to qualify a lead, gather information from caller, position products and services effectively and systematically take next steps – whether it is consummating a sale or transferring to a salesforce

### Features of ReMAP:LMS

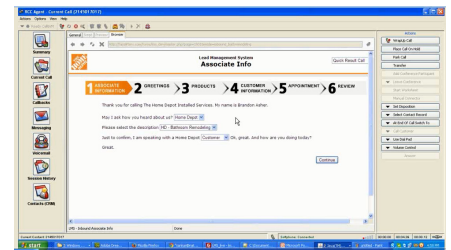
- Set up products, lead sources, coverage territories, call scripts
- Capture leads from multiple lead sources effectively
- Qualify leads; Schedule and Confirm appointments
- Log call detail, next steps
- Issue leads to a field sales force on a day-to-day basis
- Capture the disposition on leads run
- Analyze and publish market, resource and product performances
- Configurable, Cloud based

### Features of Five9 Contact Center System:

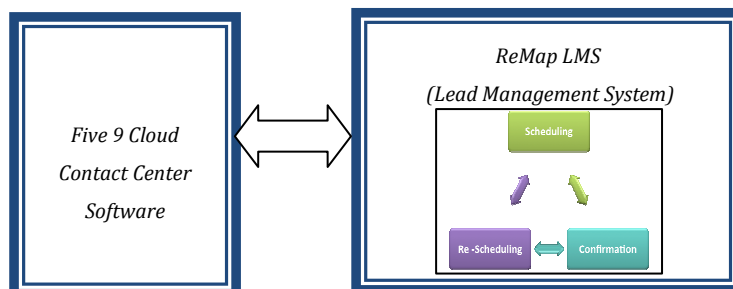
- Allows to setup call center operations
- Fast and Responsive Dialer system
- Well-handled call distribution system
- Configurable, Cloud based

### The Integrated ReMAP:LMS – Five 9 Solution Workflow

- List provisioning to Five 9
- List Management within Five 9
- Call sequencing from Five 9
- **Transfer of call to LMS Scheduling**
- **Handling of lead within LMS**
- **Domain specific call scripts with Intro, Product & Service detail, Customer Qualification, Next Steps and Log within LMS by trained agents**
- **Disposition management within LMS**
- Transfer control back to Five 9 to finish call and do next call

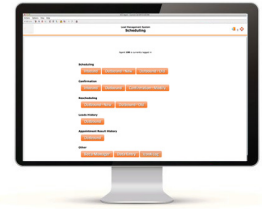


## More Leads, Higher Conversions, Greater Sales



# ReMAP:LMS Lead Management System

## Lead Management powered by ReMAP:LMS



### DRIVE LEAD FLOW

LMS drives both inbound and outbound leads through your workflow, validating business rules providing agents with only the information they need at the right point in call.

### WORKS WITH Five9®

LMS works seamlessly with the popular Five9® cloud-based IVR platform.

### TURNKEY SOLUTIONS

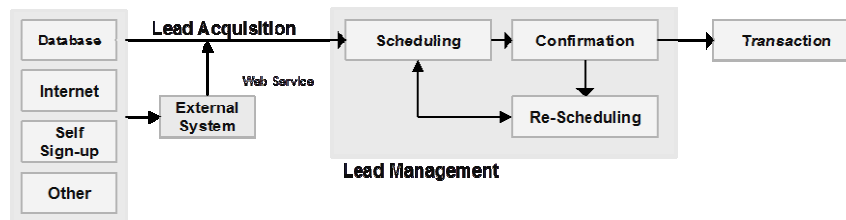
ReMAP's entire solution package includes distributing the lead, turning the lead into a sales order, configuring the product or service being ordered, and then coordinating logistics to fulfill the order material and/or service. Behind it all is our Analytics Management System to give you the intelligence you need to run your sales organization.

For more information on any of our products or services please visit us on the Web at:  
[www.remapweb.com](http://www.remapweb.com)  
[www.nathanresearch.com](http://www.nathanresearch.com)

**ReMAP** is a web based software portfolio of solutions (software-as-a-service, SaaS), a Management and Analytics Platform covering all aspects of operations of a retail services business which involves – Lead acquisition, Lead Management, Sales Presentation , Pricing and Consultative selling of services and Fulfillment involving procurement of Materials and Labor to complete projects. The complete portfolio addresses the entire business needs and workflows for such

into five major components – LMS, SMS, OMS, AMS and MDM. Typical use cases involve Home Remodeling, Construction, and Telecommunication/Home Theater installations which involve the material purchase, installation labor scheduling and project coordination.

**ReMAP:LMS** is a lead management system that accepts leads via multiple channels such as Call Centers, CRM systems, Storefronts – Physical and On-line, Scheduling systems, Affiliate Marketing sites etc. LMS manages the Lead flow into the phases of Scheduling, Re-Scheduling and Confirmation. It has built in APIs to exchange lead data with external sources.



## Features & Benefits

- Customized cloud-based solution to meet your security needs and budget.
- Inbound call scripts and management.
- Outbound call management.
- Robust analytics delivering key business intelligence
- Interface with external systems through XML or JSON APIs.
  - Custom interfaces.
  - Five9
  - Siebel
  - LDAP

SaaS Solutions  
AVAILABLE

- [Digital Lead Generation](#)
- [Lead Distribution](#)
- [Sales Management \(SMS\)](#)
- [Product Configurators](#)
- [Fulfillment Management \(FMS\)](#)
- [Analytics Management \(AMS\)](#)



17110 Dallas Pkwy, Ste. 201  
Phone 214.452.8427  
[www.nathanresearch.com](http://www.nathanresearch.com)  
[info@nathanresearch.com](mailto:info@nathanresearch.com)