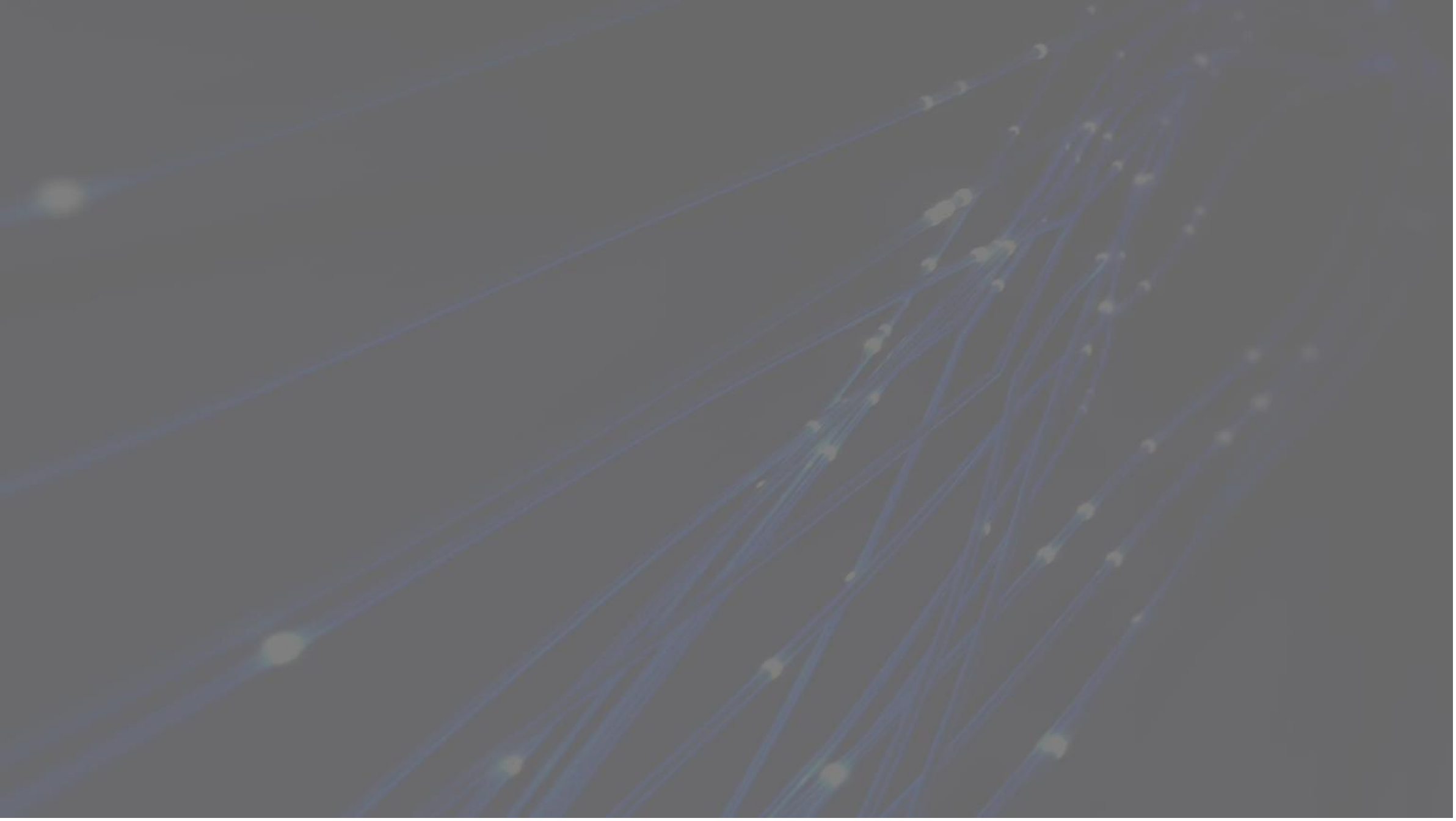
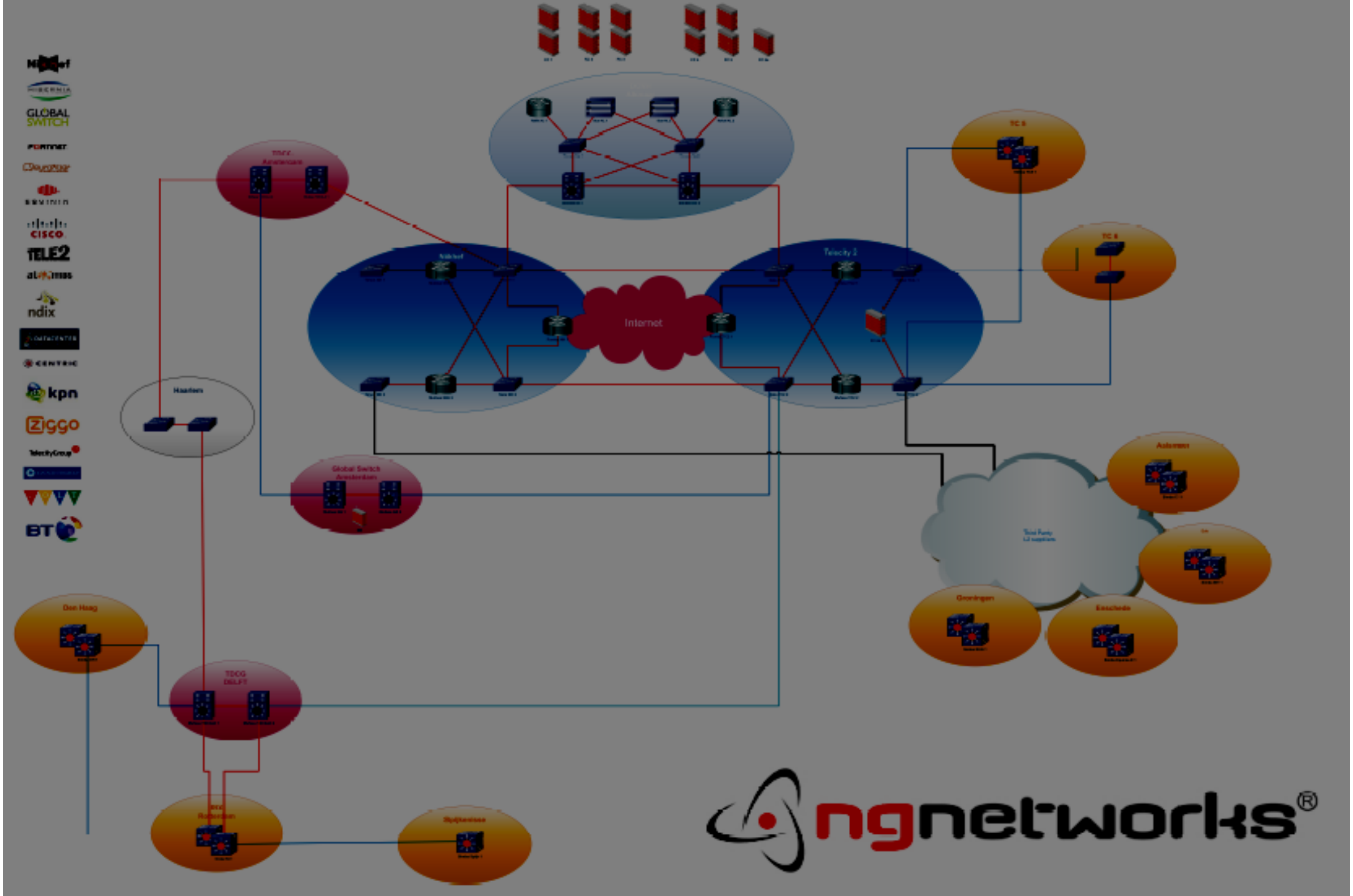
blu networks

Full service provider of integrated communication services

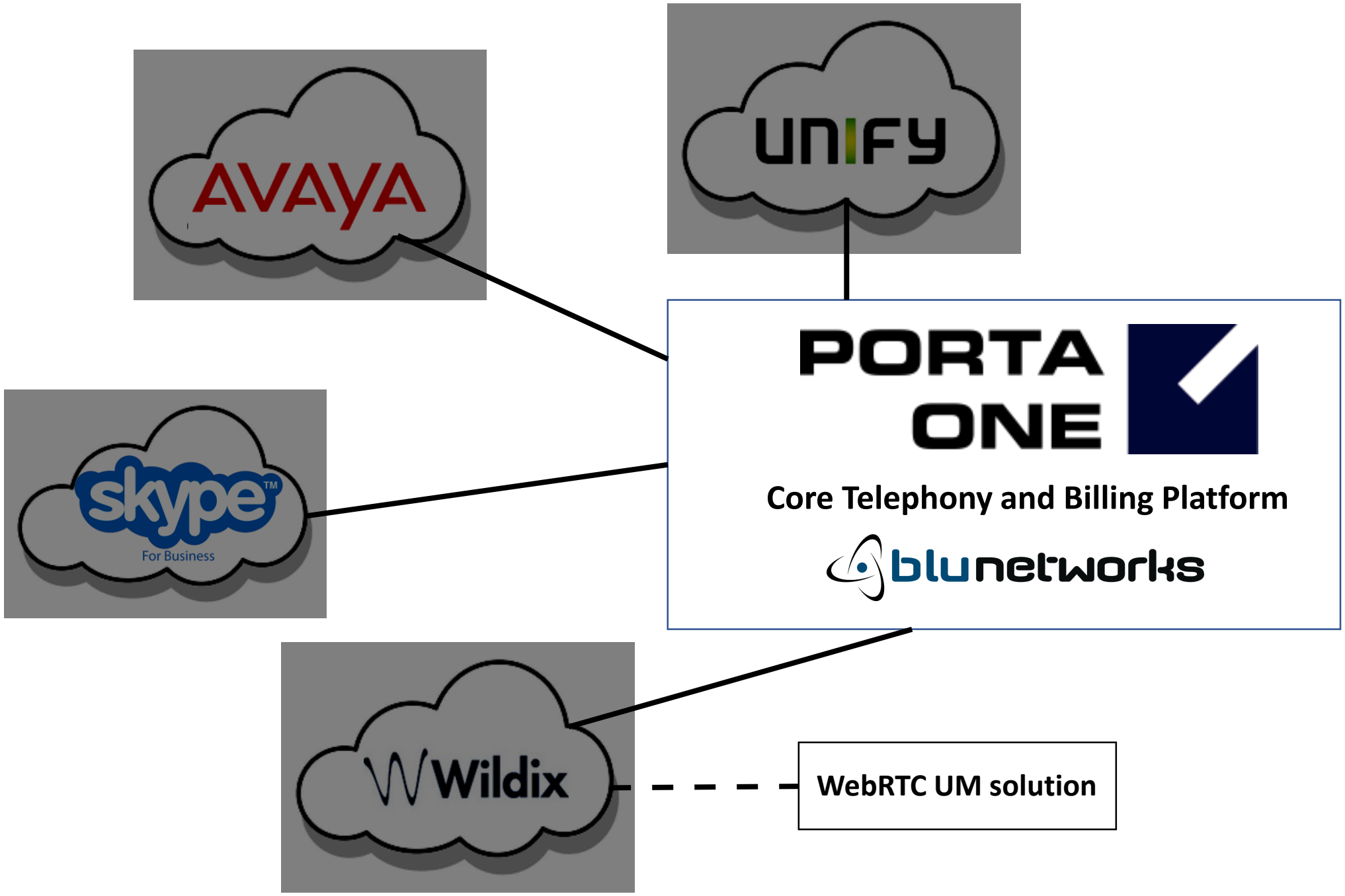
- Voice services: Traditional (CPS/WLR, VoIP (Hosted Telephony), Fixed-Mobile Integration, WebRTC
- Established September 2009
- Subsidiary

- Data services: Internet, IP-VPN, monitoring, colocation, redundancy
- Established July 2012
- Indirect sales channel: >100 dealers
- Two locations: Meppel and Alkmaar, 35 fte
- 3,500 b-to-b clients, SME up to >1,000 staff

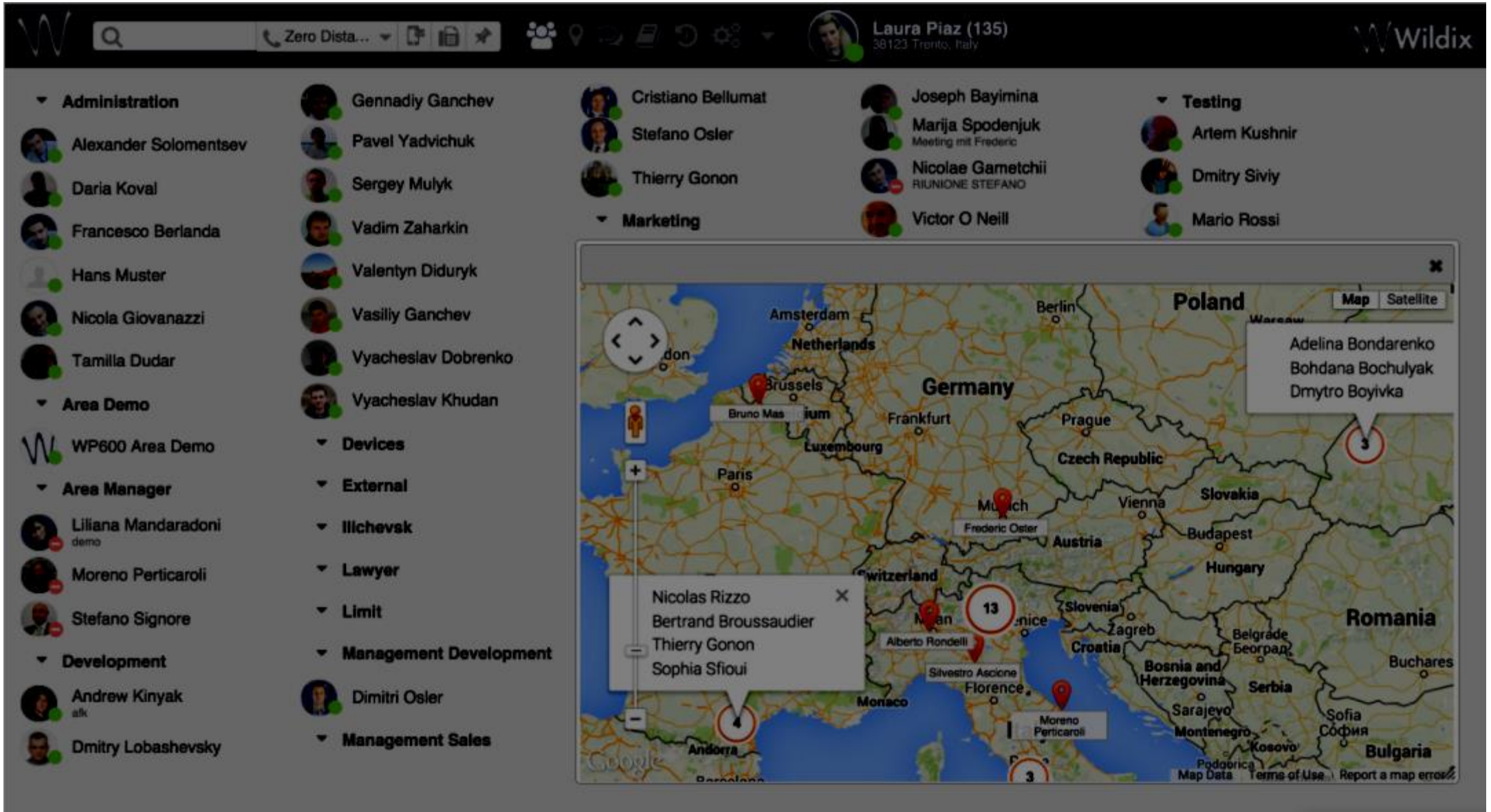




Internet
Haarlem
Global Switch Amsterdam
Den Haag
TDCG DELFT
Telecity 2
Groningen
Enschede
ngnetworks®


AVAYA
UNIFY
skype
For Business
PORTA ONE
Core Telephony and Billing Platform
blunetworks
Wildix
WebRTC UM solution

WebRTC UM solution

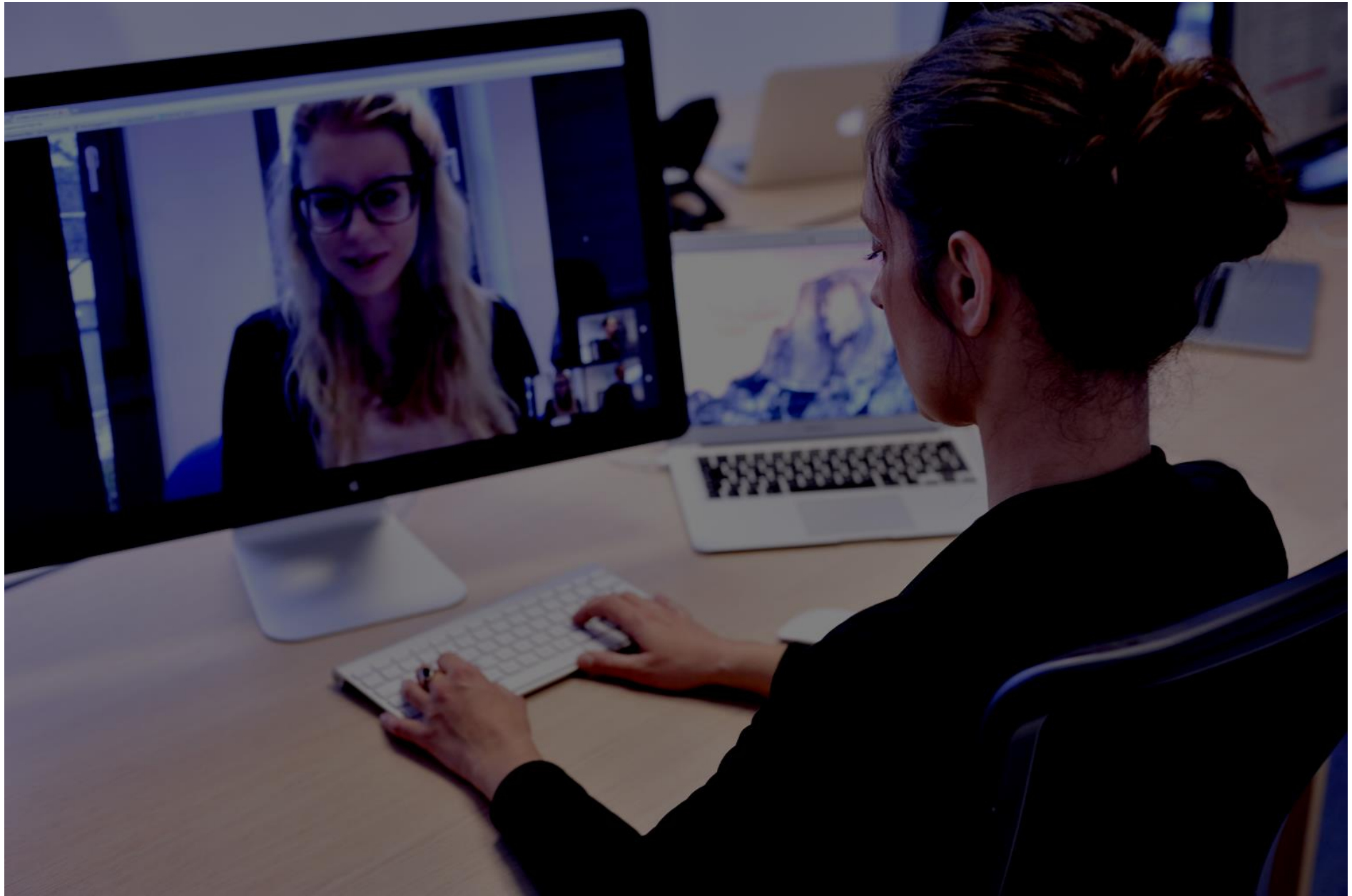


WebRTC UM solution

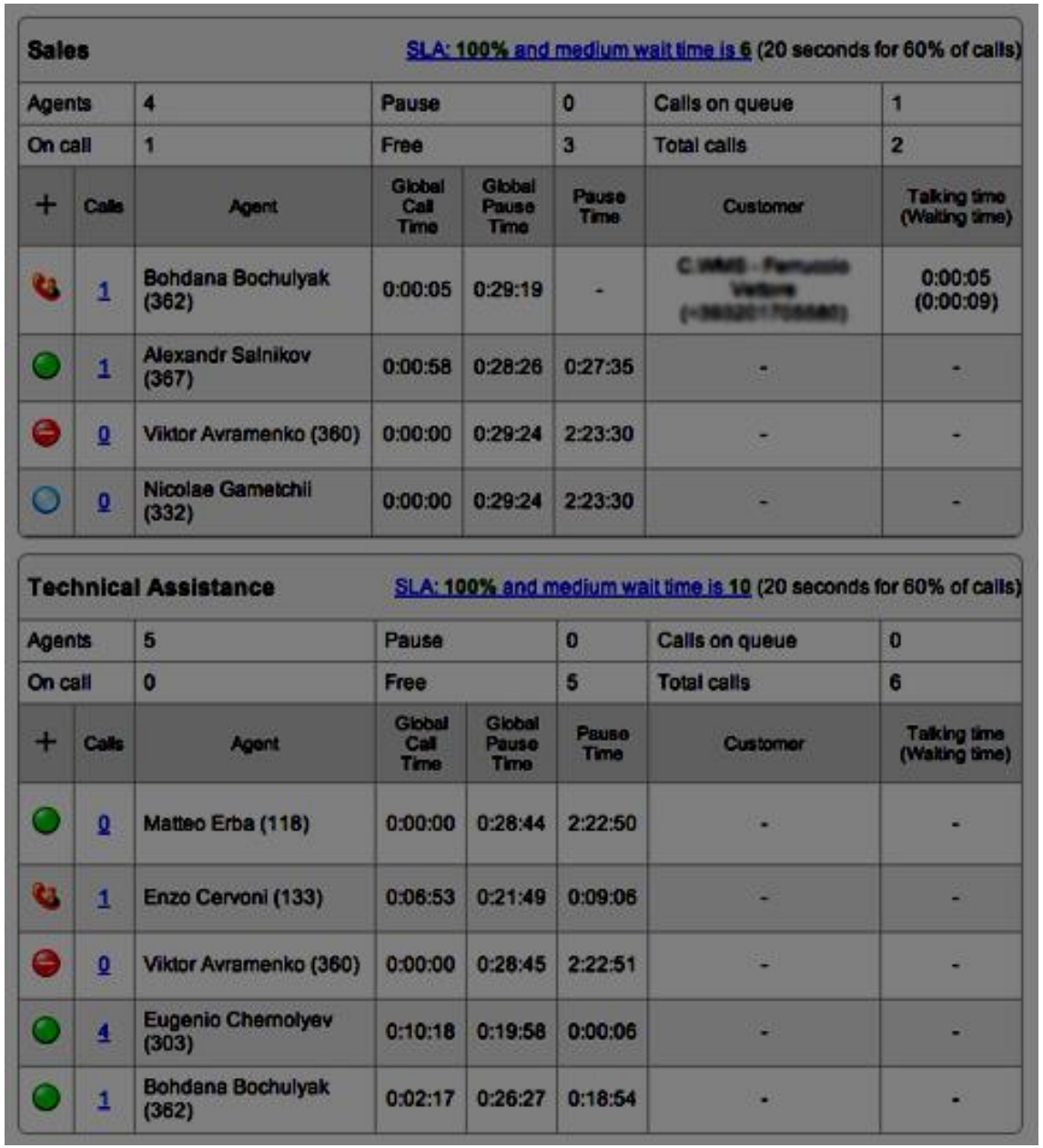
Features include:

- File sharing
- File transfer
- Screen sharing
- Video conferencing
- Call center wallboard
- CDR view
- Etc.

Videoconferencing



Callcenter wallboard



Sales — SLA: 100% and medium wait time is 6 (20 seconds for 60% of calls)

Agents	4	Pause	0	Calls on queue	1
On call	1	Free	3	Total calls	2

+	Calls	Agent	Global Call Time	Global Pause Time	Pause Time	Customer	Talking time (Waiting time)
	1	Bohdana Bochulyak (362)	0:00:05	0:29:19	-	[redacted]	0:00:05 (0:00:09)
	1	Alexandr Salnikov (367)	0:00:58	0:28:26	0:27:35	-	-
	0	Viktor Avramenko (360)	0:00:00	0:29:24	2:23:30	-	-
	0	Nicolae Gametchii (332)	0:00:00	0:29:24	2:23:30	-	-

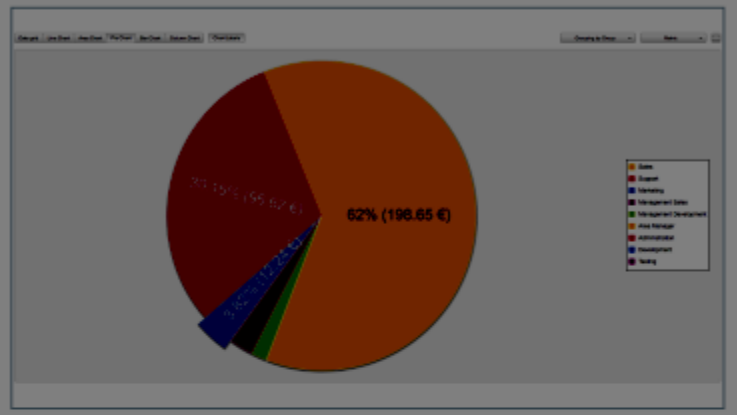
Technical Assistance — SLA: 100% and medium wait time is 10 (20 seconds for 60% of calls)

Agents	5	Pause	0	Calls on queue	0
On call	0	Free	5	Total calls	6

+	Calls	Agent	Global Call Time	Global Pause Time	Pause Time	Customer	Talking time (Waiting time)
	0	Matteo Erba (118)	0:00:00	0:28:44	2:22:50	-	-
	1	Enzo Cervoni (133)	0:06:53	0:21:49	0:09:06	-	-
	0	Viktor Avramenko (360)	0:00:00	0:28:45	2:22:51	-	-
	4	Eugenio Chernolyev (303)	0:10:18	0:19:58	0:00:06	-	-
	1	Bohdana Bochulyak (362)	0:02:17	0:26:27	0:18:54	-	-

CDR View

Tool for call traffic monitoring at 360 degrees (quantity, duration, type, costs of calls, peak hours), helping you to calculate the company productivity and optimize the business strategies.
Without monitoring, control and analysis there is no strategy. Wildix offers efficient reporting tools that provide you with the information relative to the call activity of the employees, such as number, duration, type and costs of all the calls received and made by your call agents.



Technical Specifications

OS	
Mac OS X 10.8 and higher	Microsoft Windows 7 and higher
Web browsers	
Google Chrome / Safari / Mozilla Firefox (dernière version)	
Access	
Available in offline mode Possibility to limit access via ACL groups	Access from Wildix Collaboration in a separate browser window
Wildix applications	
Collaboration	Installation of CDR-View launcher (Integration Utility) via Wildix Collaboration
Filters	

blunetworks

Thank you for your attention

Visit us at www.blunetworks.nl