



a Civica Group company

CREATIVE MICROSYSTEMS, INC.
52 Hillside Court
Englewood, OH 45322
800-686-9313

ACCOUNT MANAGER		ORDER #	2740101812
Tom Johnston		DATE	October 18, 2012
800-686-9313		<i>Pricing Valid for 60 Days</i>	
CUSTOMER		CUSTOMER #	2740
City of Napoleon 255 West Riverview Avenue Napoleon, OH 43545		CONTACT:	Lori Rausch
		TELEPHONE:	419-591-2843
		FAX:	419-599-8393
		EMAIL:	lrausch@napoleonohio.com

Line #	DESCRIPTION	QTY	PRICE	EXTENDED PRICE
1	Authority Voice Connect (A)	1	\$600	\$600
2	Implementation/Training (B)	1	\$850	\$850
Subtotal Authority Utility Voice Connect				\$1,450
3	Authority Voice Connect Annual Fee (C)		\$600	
TOTAL				\$1,450

SPECIAL NOTES
Please Refer to Footnotes - Attachment A CMI Standard Terms and Conditions Apply

Your authorized signature or attached purchase order makes this a binding contractual agreement. Please fax signed order to 937-836-1036.	
	DATE
CUSTOMER SIGNATURE	PURCHASE ORDER #
PRINTED NAME	AUTHORIZED ORDER AMOUNT

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Authority Voice Connect

Tame the Phone Monster, Liberate Your Office

Authority Voice Connect will free you from countless hours spent on the phone with customers and enable you to complete tasks in a more efficient manner. *Imagine the amount of time you could have back if customers could manage and inquire about their accounts and you never have to say a word!*

CMI is pleased to offer proven Integrated Voice Response (IVR) technology tied to your critical applications. Use the system to help route callers to the proper personnel in your office. Better yet, use your data to provide customers with answers to common queries, such as, *"What is my account balance?"* without any staff involvement. You will gain more time to complete tasks, and your customers will have 24/7 independence to inquire and manage their accounts. *Everybody wins!*

Since Authority Voice Connect is a hosted solution from your software vendor, there is no need to purchase expensive phone hardware or to pay for expensive middleware to get to your data. Using our accumulated knowledge, we can have you up and running very quickly.



Key Benefits

- Increase collections and service efficiencies through on-demand customer calling.
- Detailed reporting of calls made and received, including outcomes.
- No expensive hardware to purchase or maintain.
- Handle inbound and outbound phone calls without picking up a phone.
- All calls made are logged, along with any responses you may have asked for, and results are delivered to you for further action.

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Tel: (800) 686-9313
Fax: (937) 836-1036
Email: sales@civicacmi.com
Web: www.civicacmi.com

How Does It Work?

Inbound Calls

An automated service answers your customers' most common inquiries, such as current balance, from any phone—24 hours a day, 7 days a week.

Outbound Calling

Authority Voice Connect allows for efficient, non-emergency outbound calling.

Pair your data with one of our pre-defined scripts, and the system will make the calls for you, and if necessary, gather data from these calls. Automating such common tasks as notifying customers of delinquent accounts or scheduling service calls will give your staff more time to complete critical functions.

For pricing or a demonstration, please contact the CMI Sales team at 800-686-9313.

About CMI

CMI is a full-service computer consulting, software development and systems integration company committed to providing complete and well-supported solutions to meet the needs of its clients. The CMI company philosophy dictates that long-term client relationships are established and maintained by providing value and protecting the client's initial investment. The company designs, markets, installs, and supports a variety of software products for Finance, Tax, and Utility Departments, Municipal and Mayor's Courts, and Public Safety agencies. The company has installed its systems in numerous governmental offices in Ohio, Indiana, Pennsylvania, Kentucky, Michigan, and Arkansas.

▼▼ Building Better Communities through Better Government Services

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