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Business ConneCT

Contact Center for better service to your customers

BCT Contact Center

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Contact Center for better service to your customers

Motivated employees & satisfied customers

- Single telephone number for a variety of services
- Multi-media access
- Guarding service levels across all channels
- Consistent customer experience
- Customer specific, smart, routing
- Manage & report on all channels

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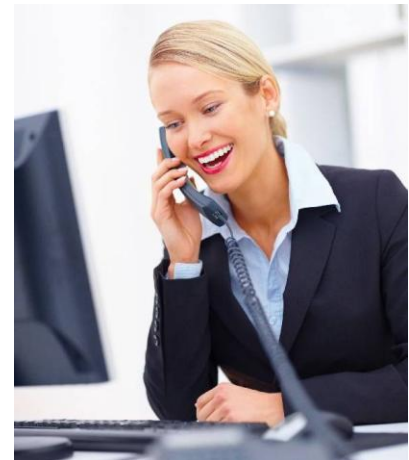# Contact Center

Out-of-the-box ready-to-go Contact Center

- One box solution
- One point of management
- Complete set of features
- Modular – buy what you need
- Integrated solution for part time users: agent – operator – employee
- Unified Communication solution
- Easy to install
- Easy to self-maintain
- Excellent price / performance

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Contact Center

Multi-media Contact Center with advanced routing features

- Advanced routing of voice, voice-mail and e-mail…
- Possibility to chat and SMS…
- Identifies and verifies customers…
- Rich presence information available to agents…
- Easy search function
- Rich supervisors' monitoring and reporting functionality
- Integrated IVR or IVR-less solution
- Legacy and database integration
- Multi language system

    BCT Contact Center

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Contact Center Features

Routing
- Call routing
- Email routing
- Outbound routing
- Skill based routing
- Identification routing

Call Flow Modules
- Clock Date and Time
- Customer Identification
- Automated Attendant
- Greeting and Queue announcements
- Customer Applications
- Voice Mail

Roles
- Desktop Agents
- Phone based Agents
- Supervisors

Monitor
- Dashboard/ Real-time statistics
- System monitoring
- Floor plan
- Ad-hoc Call Recording
- Wallboard
- Alarming
- Reporting

Unified Communications
- Collaboration and Presence
- DECT- and Mobile SMS messaging
- Instant messaging
- Company & External & Web directory
- Multi language support

Integrations
- External application integrations
- Database integrations
- Outlook integrations

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Contact Center Features

Client applications / roles

- Agent
- Supervisor
- Administrator

Contact Center features

- Automated Attendant / IVR
- Intelligent call router
- Voicemail / Unified Messaging
- Identification module
- E-mail router
- Outbound Services
- Wall board
- Ad-hoc Call Recording

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Three Roles in the Contact Center

Agent

Supervisor

Administrator

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Agent

Handles calls and emails made to the Contact Center, as well as left voicemails*

Handles outbound service calls

Comes in two different types:

- Phone Agent
  Can receive routed calls on his telephone.

- Desktop Agent
  Uses Agent Desktop Client
  to manage Contact Center Calls

(*) Employee role required

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Desktop Agent

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User Presence status

PC states:
- Offline: the user has not started the Desktop Client
- Online: the user has started his Desktop Client
- Away: the user has started his Desktop Client
and has not used his PC for over 15 minutes

Phone states:
- Idle
- In a call
- Ringing
- Forwarded
- Forwarded to Voicemail
- DND

States are visible for every contact in the Client.

User Phone	User Presence on PC		
	Online	Away from computer	Offline
Idle			
In a call			
Ringing			
Forwarded			
Forwarded to voicemail			
Do not disturb			

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NEC | Alice Andrews Agent ▾

Talk — Customer Service

Connected to...   🕐 07:26

Isabelle Ivanovic (78621)
ⓘ Sunhill Public Relations

Sunhill Public Relations	
skill	Customer Service
language	russian
E-mail	isabelle@sunhill-pr.com

For
■ **Eastern Europe Travel (1700)**
ⓘ Active Leisure Holidays, Emea

No. ▼

Routed Call Details

Full Call Control

Hold / Transfer

End

Call type
Successful ▼

After Call Work time & Call type

Agent Presence
● Ready
○ Not ready ▾

Agent presence

Directory

a|

		|dar
🔷 Alice Andrews	1000	ⓘ
✉ Arron Block	1010	🟨 Absent until: 6/5/2011 ⓘ
▢ Airline Reservation Heathrow	+44209929702302	ⓘ
🟩 Barbara Fizer	1013	🟨 Lunch until: 12:30 ⓘ

Customer Services

🔷 Alice Andrews	✅
🟩 Bethany Baker	🕐
Cindy Charlton	✅
David Denson	✅
🟨 Ethan Edwards	🟨 ❌
🔷 Fred Forrest	✅
🟧 Gavin Gayle	🟨 ❌
🔷 Hannah Henson	✅
🟨 Ian Irving	🔘
🟧 Jadyn Jones	❌
➡ Karen King	🔘
🟩 Lea Livingston	✅
🟧 Madeline Macdonald	📒 🔘
🟩 Orlando Olivera	✅
🟧 Pedro Ponzo	✅
🟩 Terry Tanaka	🕐
✉ Ursula Ushi	🟨 🔘

Real-time group statistics

Customer Services

👥	👥🕐	👥	👥➡	🤝
1	00:09	10	157	82

Contact Center features

- Log on-off
- Call control
- Ad-hoc Call recording
- Set ready / not-ready with reasons
- Call transfer with directory support
- Group Display of other agents
- On-line graphical group statistics
- Call type (also during the call)
- Call qualification
- After call work time (ACW), can manually be ended

- Longest idle call router
- Multi-services
- Multi-group membership
- Time based routing with advanced features
- Auto Attendant / IVR
- Contact Identification,
- Identification routing
- Skill based routing
- E-mail routing
- Outbound

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Agent Presence status

Presence status of Contact Center Agents is visible in the Agent Group

Agent State	Icon
Ready	✅
Not Ready	❌
After Call Work Time	🕐
Logged Off	⏻

Customer Services

Alice Andrews
Bethany Baker
Cindy Charlton
David Denson
Ethan Edwards
Fred Forrest
Gavin Gayle
Hannah Henson
Ian Irving
Jadyn Jones
Karen King
Lea Livingston
Madeline Macdonald
Orlando Olivera
Pedro Ponzo
Terry Tanaka
Ursula Ushi
Werner Wohlfart
Zenith Zenoni

Customer Services

1   00:09   10   157   82

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Agent ACW / Wrap-up and Ready/Not Ready

After Call Work (ACW) / Wrap-up time indication and override

- Shows the remaining time until ACW ends
- Gives the Agent time to prepare for the next call
- Especially useful in combination with Auto Answer
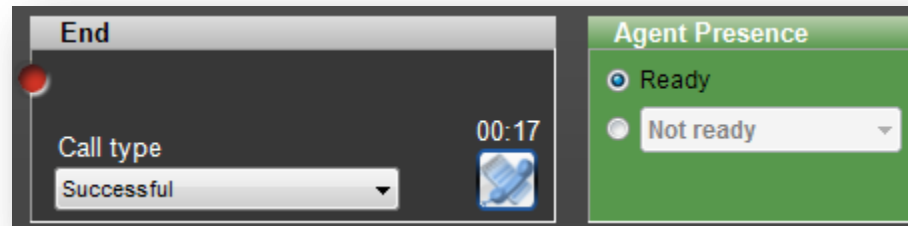
Not Ready time indication

- Shows how long the Agent has been Not Ready
- Helps the Agent to meet set targets

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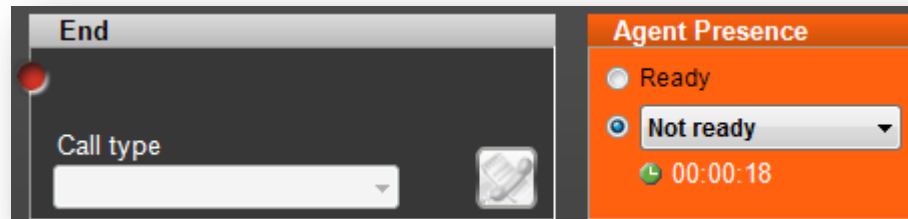
Ad-hoc Call Recording

Start/Stop recording an active call via the record button 🎙️

Recordings are accessible via the recordings TAB 🎤 in the Desktop Client
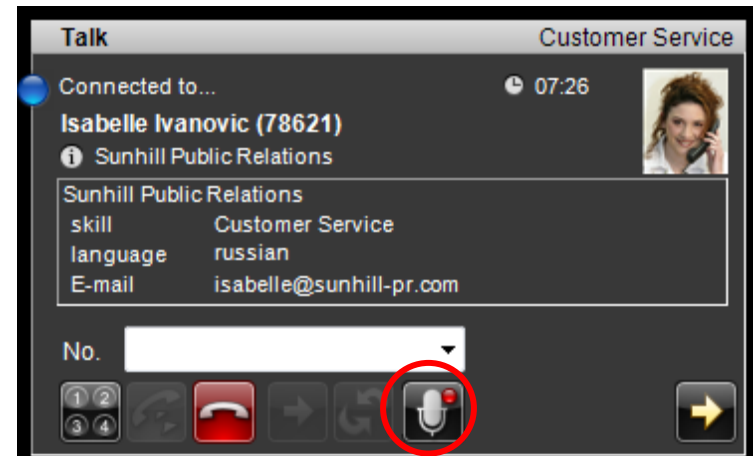
Recording is done via a Voice Servers' 3-party conference call

Playback via Phone and PC

Applications:
- Recording Operator threats
- Logging order confirmations
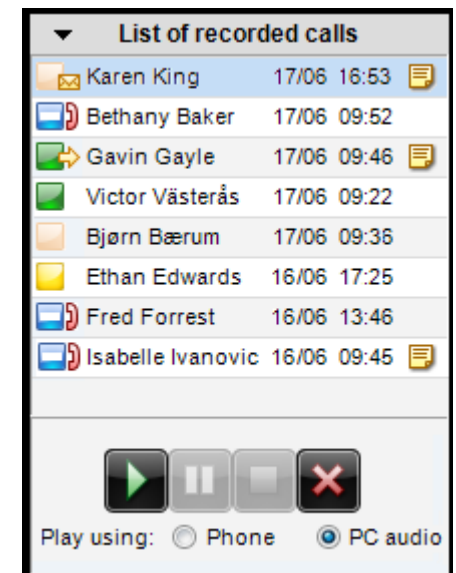
Directories

- Three types:
  - Company with up to 4000 Company Contacts
  - External with up to 18000 External Contacts
  - Personal with up to100 Contacts per User

- Two directory applications
  - Integrated directory for easy search and dial
  - Full directory application with comprehensive configuration features and data

- Easy access to any web directory directly from Agent portal

- Import data from legacy databases

- Real-time data synchronization with Active Directory (via the license-free Aranea software module).

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Directories

- Company, External and Personal Directory
- Name and number search
- Search while you type
- Accent insensitive search
  - e.g. ä à å ç ë è é ï ü æ
- Rich presence info
- Several ways to start a call, incl. Hotkey Dialer

Access to search the Full Directory
(See also the next slide)

User Presence and Telephone state

Calendar State

Presence Note

Retrieve all info about person

Full Directory including Photos

- **Free choice of search fields**
- **Free choice to display fields**

Hotkey Dialer: dial from any application

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Outlook Integration: Dial from Outlook Contacts
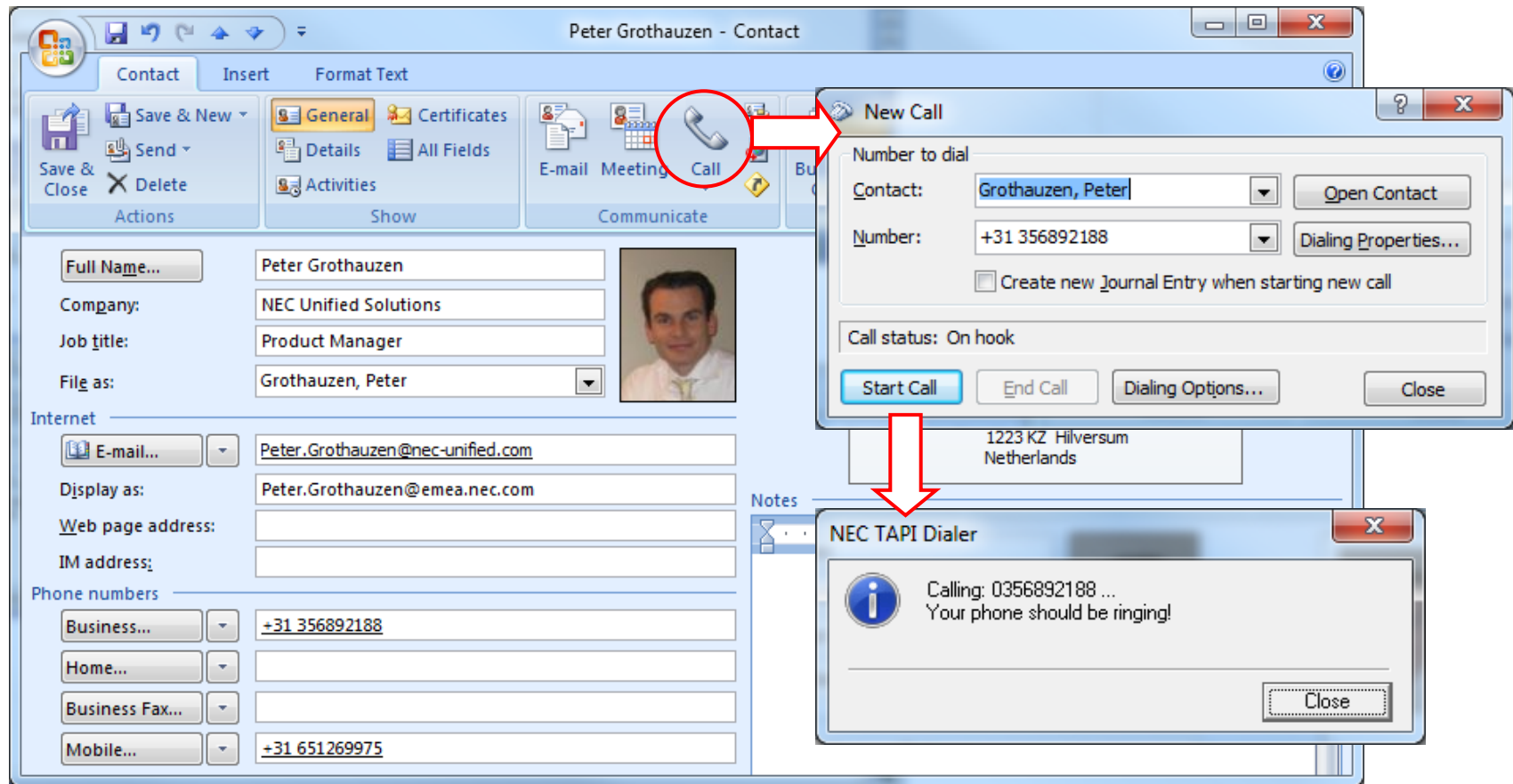
Or any other TAPI enabled application

Outlook Contact Pop-up

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Messaging – To Phones

From PC to (IP-)DECT and Mobile Phones (SMS)

- Guaranteed message delivery
- Emergency Notifications
- Text Messaging costs less than call to mobile
- Less intrusive than calling by phone
- Reach people who are unable to answer the phone
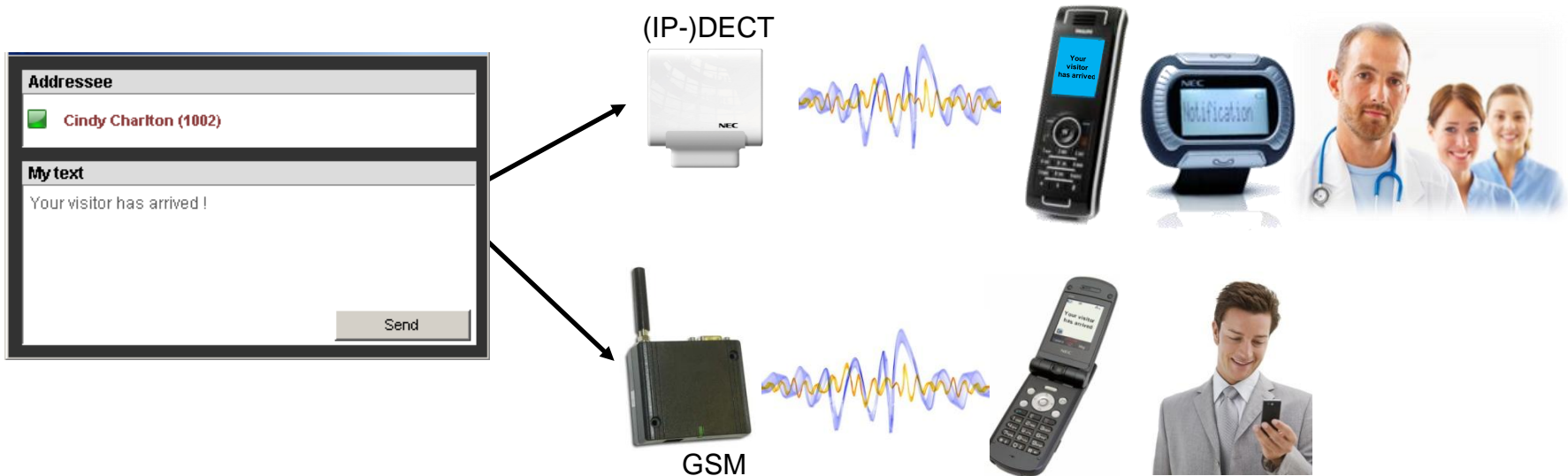
(IP-)DECT

GSM

Addressee

Cindy Charlton (1002)

My text

Your visitor has arrived !

Send

Messaging – To Phones

Send messages to DECT phones

Send SMS messages to mobile phones

- Available to all roles: Operators, Employees and Agents
- From anywhere in the client: directories, call lists, group lists...
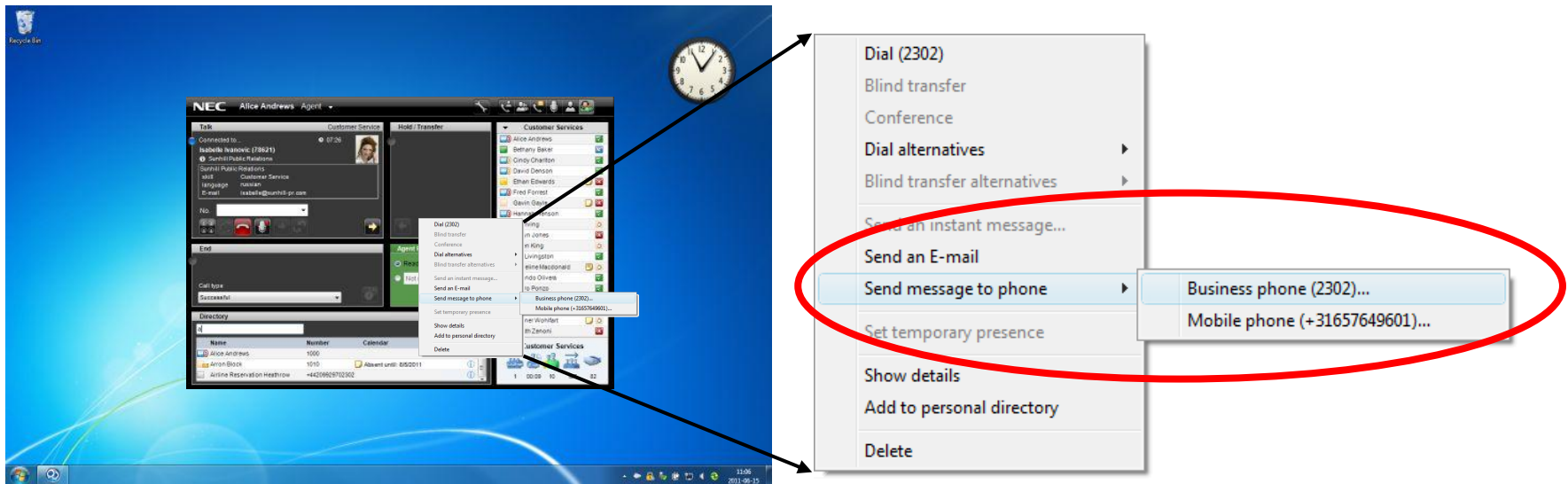
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Messaging – To Phones

Send messages to DECT phones

Send SMS messages to mobile phones

- Available to all roles: Operators, Employees and Agents
- From anywhere in the Desktop Client: directories, call lists, group lists...

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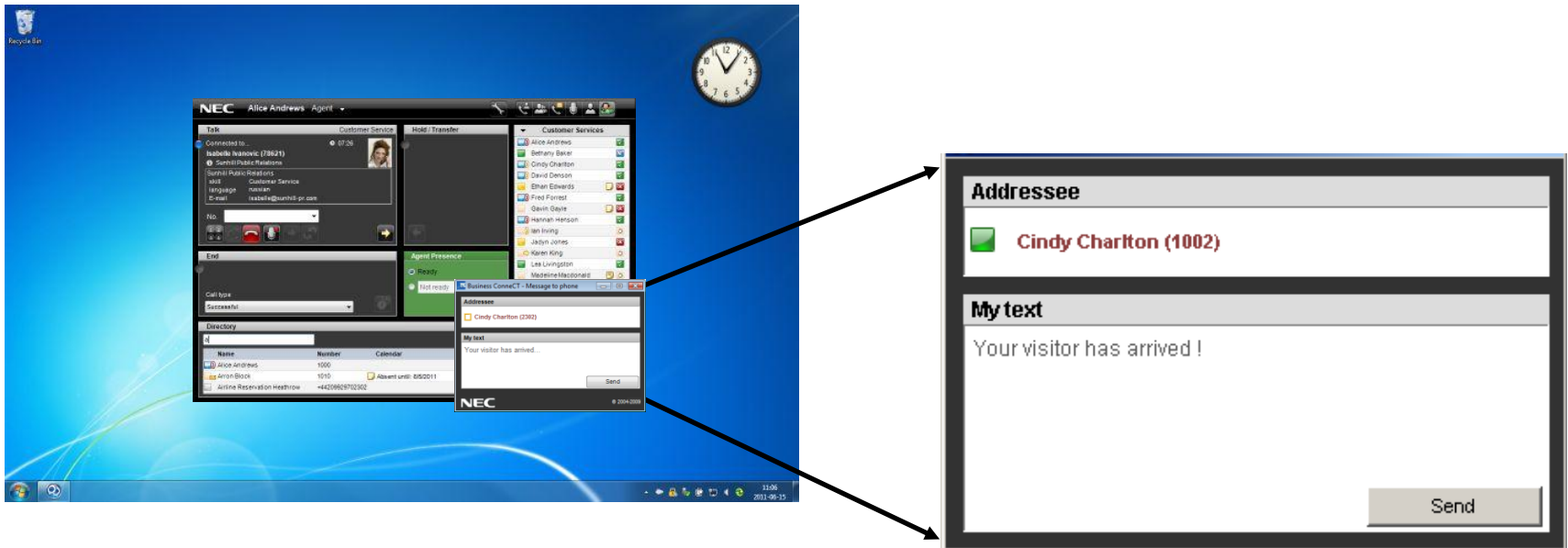
Messaging – To Phones

Small popup confirmation of successful delivery
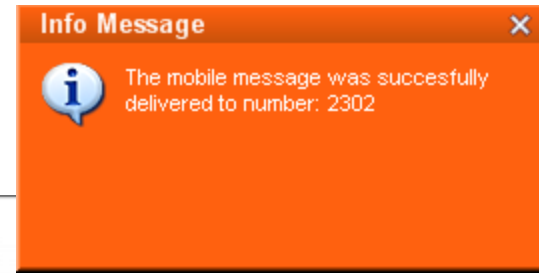
Messaging – IM

Secure Instant Messaging between Desktop Clients

- Less intrusive than calling by phone
- Alternative way to reach someone while person is busy on the phone
- Save telephone costs when communicating with home / remote workers
- Cost effective alternative for Microsoft Lync

Transfer Files between desktops

- Instant delivery
- Any type of file
- Instant delivery
- No need to use E-mail
- Well suited for sending Large Files
- Prevent unnecessary storage on the E-mail server

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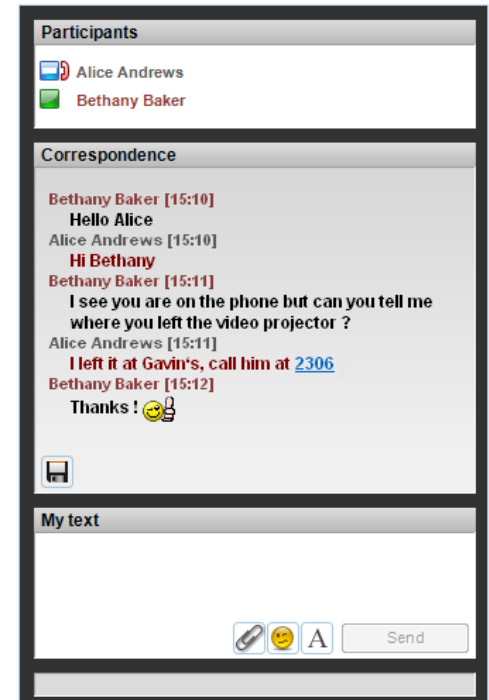
Messaging – IM

Instant Messaging and File Transfer between Desktop Clients
- Make use of emotion icons
- Conversations can be saved
- Small popup on incoming messages
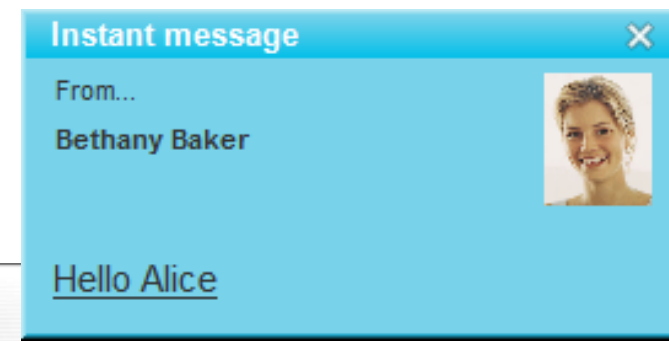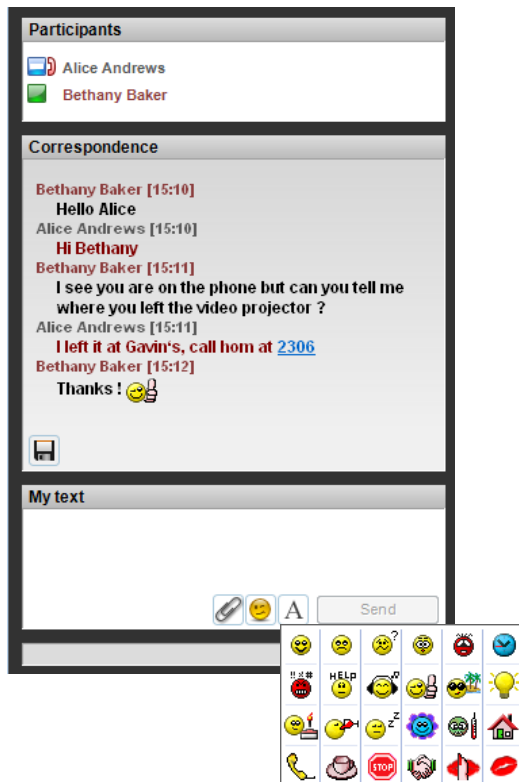
Contact Center Agent – additional features

- Can use any type of phone: Analogue, Digital, IP, DECT
- Can use any of the free-seating extensions
- Remote access with (S)MA on iS3000 and ME on SV8100

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Three Roles in the Contact Center

Agent

Supervisor

Administrator

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Supervisor

- **Manages agents and groups**
  - Creates, deletes, modifies,
  - Assigns agents to groups,
  - Manages skill sets per agents etc.

- **Monitors the Contact Center behavior**
  - via real-time call, agent, queue and channel monitors
  - via dashboard, wallboard or floor plan

- **Generates statistical reports**
  - Immediate or scheduled
  - Print, publish, export or email
  - call traffic, agents performance, caller's behavior, call duration, failed or lost calls, etc.

- **Is alerted to take action when alarm occurs:**
  - when agent is not-ready or busy for too long
  - when queue is too long
  - when number of working agents or service level is too low
  - when email is not responded in specified time

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Supervisor

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Dashboard

Real-time, customized graphical presentation of the Contact Center performance and activity

Dashboard views:
- Queue length,
- max time in queue,
- agent call duration,
- total calls,
- performance
- agent status

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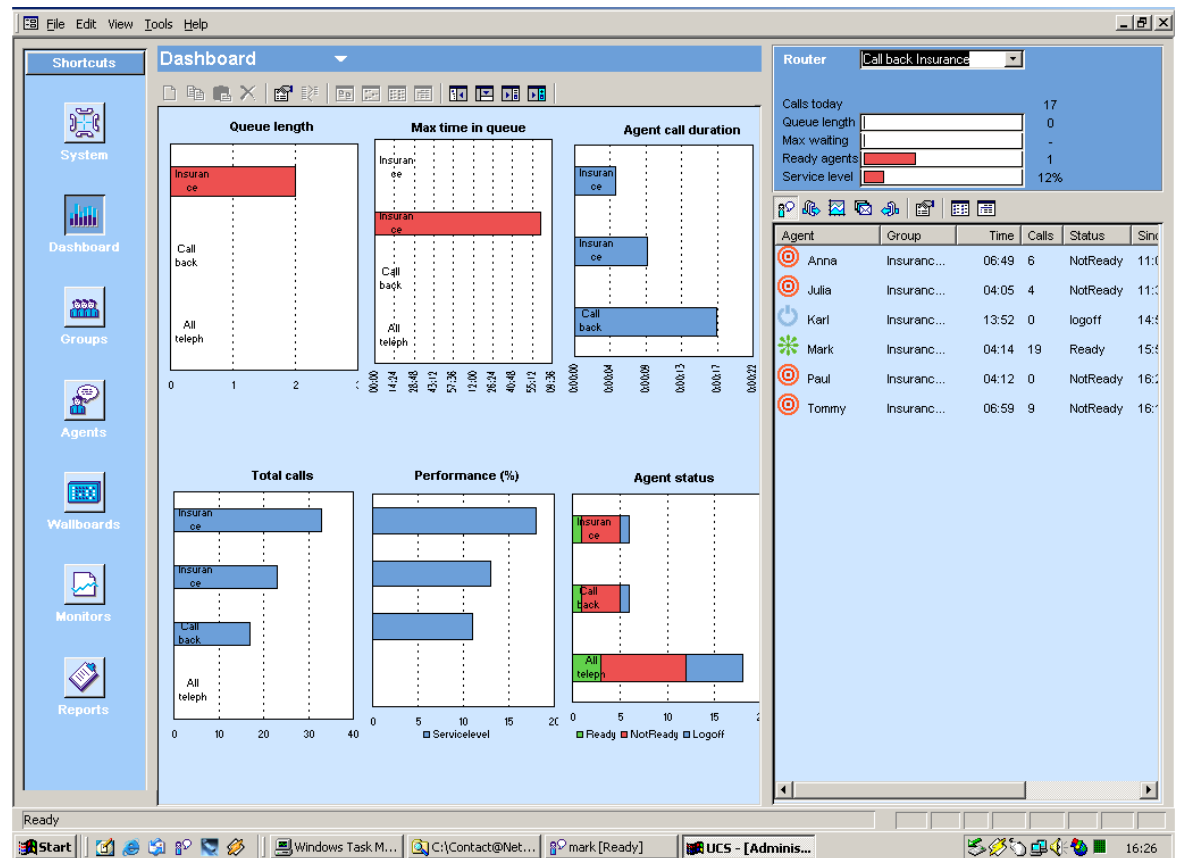
Floor plan

- The Floor plan visualizes the call center agent seating layout and shows the agent presence status

- Alarms can be set to indicate that agents exceed a certain Not-ready time or Talks time (busy)

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Router Monitor

Monitors the status of routers:
- Individual agent status
- Per each agent group
- Queue activity
- Service level regarding queuing and answering time

Agent group monitoring
- Ready / not-ready / logged off
- Idle, ringing, busy
- After Call Work time

Router	PBC - Dispatching
Calls today	109
Queue length	1
Max waiting	01:07
Ready agents	2
Service level	67%

Agent	Group	Time	Calls	Status	Since
Marianne	PBC Disp...	01:36	52	Working	14:01
Maud	PBC Disp...	12:34	5	NotReady	12:33
Sandra	PBC Disp...	54:27	0	logoff	17:01
Serap	PBC Disp...	00:46	44	ACW	14:02
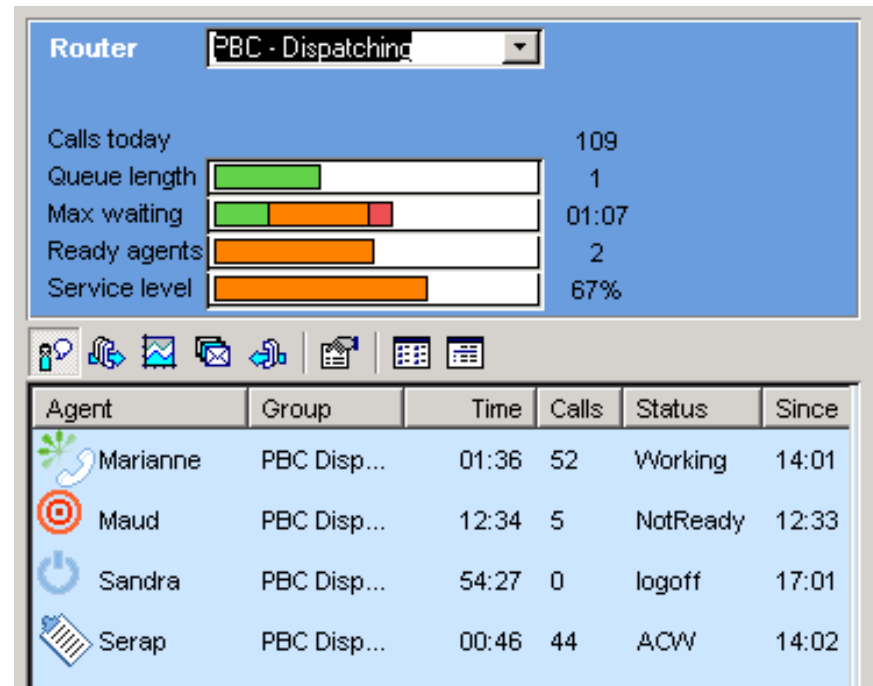
Agent activity
Queue information
preformance graphs
email activity
outbound activity

Router Monitor

Other router monitors:
- Group performance graphs
- Email activity
- Outbound service activity

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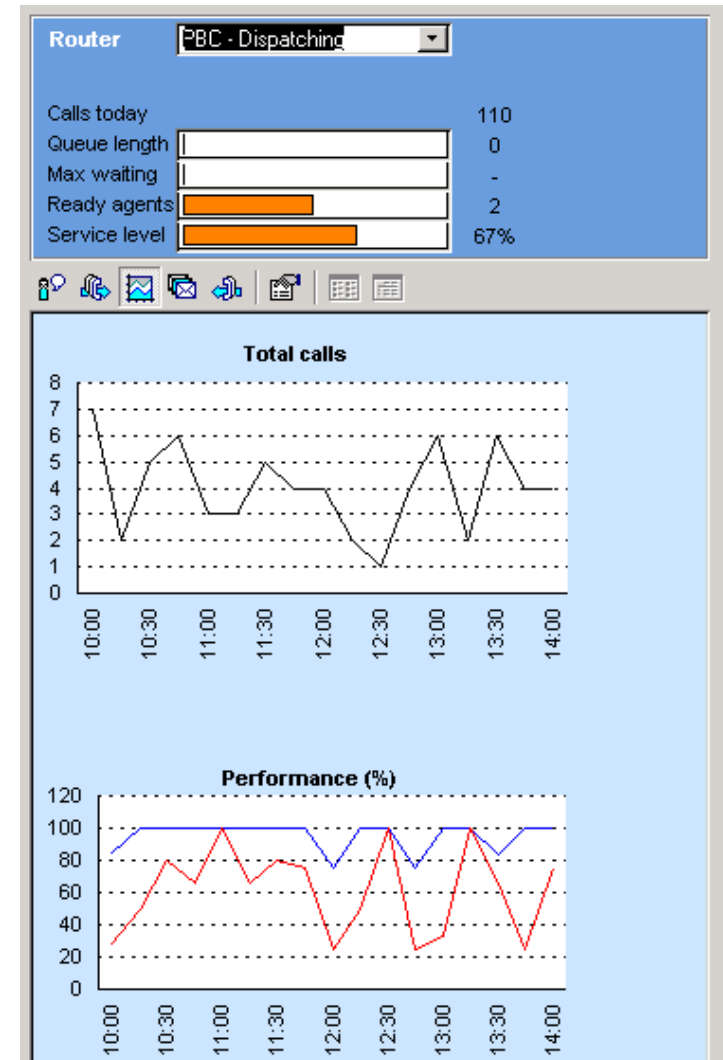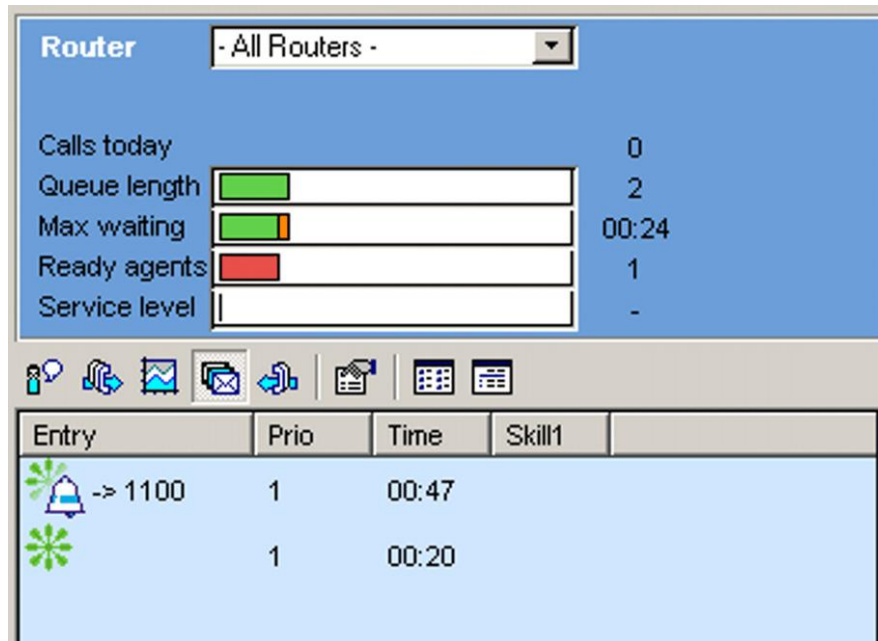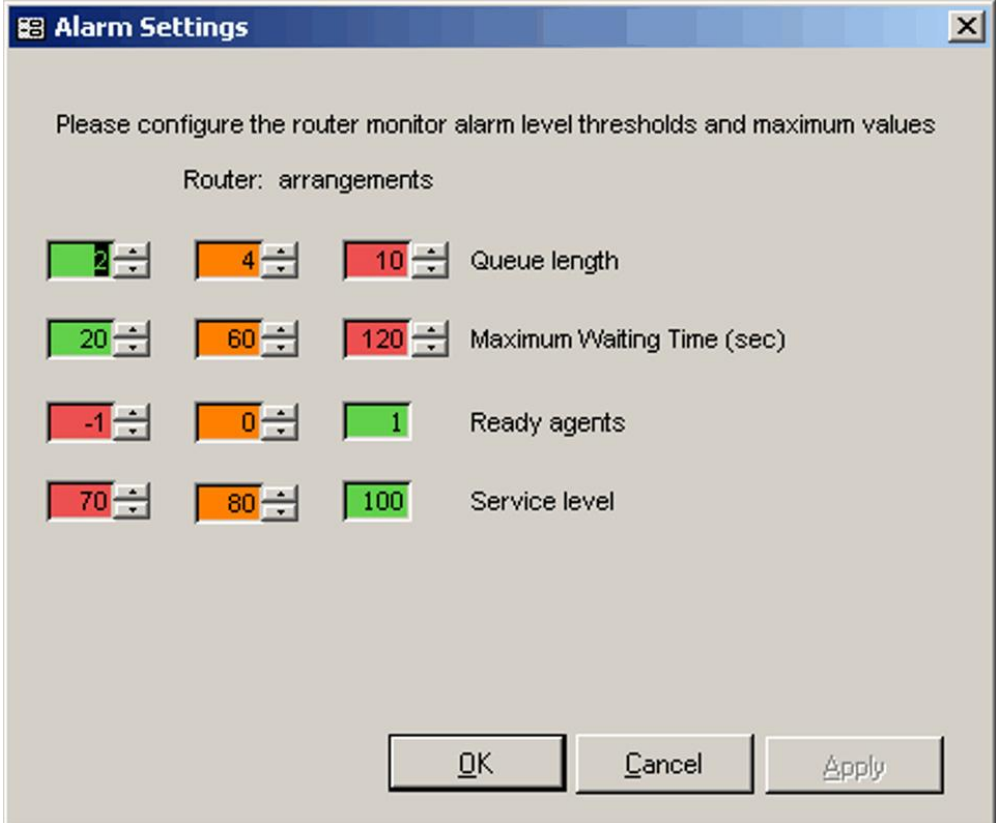
Router Monitor

Four types of alarms can be set for the Router monitor:

- Queue lengths
- Maximum waiting time
- Number of ready agents
- Service level

Alarm thresholds:

- Orange:
  Needs attention

- Red:
  Needs urgent attention

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System Monitor

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Email Monitor

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Reporting

Caller's behavior

- Identify peak hours
- Queue/Option Menu Usage:
  - Queue - abandoned,
  - Queue - cancelled,
  - Request for call back
- Average call duration

Agent performance

- Time logged in
- Total hours 'worked'
- Number of calls
- Call duration
- Response time
- Calls missed
- Outgoing calls
- DDI calls

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Reporting

Starter analysis

- Calls made to the starter
- Time the call is parked on the starter
- Abandoned calls
- Calls handled by the starter

Router analysis

- Calls offered to the router
- Calls answered by the agents
- Calls aborted via an option menu
- Calls disconnected while in queue
- Queue time-out calls
- Call-back requests
- Rejected/re-routed calls due to No agent or Full queue

Performance analysis

- Response time
- Duration of routing
- Service level etc.

Outbound services

- Number of calls per service
- Not-answered calls
- Calls on busy extension
- Calls ended in error situation
- Successful calls

Email services

- Received emails
- Number of waiting emails
- Emails diverted to supervisor because reply time expired
- Emails forwarded to agents
- Not-answered emails
- Answered emails
- Reply time
- Average answer time

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Reporting

And many more reports:

- Abandoned calls analysis
- Skill usage
- Call types
- Not-ready reason usage
- Agent email performance
- Identification service
- Event Log
- Usage of system and application prompts
- Message-box resource statistics
- Usage of External User application
- Answered Calls list
- Abandoned Calls list

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Reporting

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Reporting

All Reports can be scheduled and send to Printer, Screen, Web-page and e-mail

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Three Roles in the Contact Center

Agent

Supervisor

Administrator

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Administrator

Defines and manages

- Call flow and routing decisions
- Pilot numbers ('starters')
- Clock settings
- Auto attendant
- Identification profiles
- Email profiles
- Router and agent groups
- Skill sets
- Voicemail set-up
- System languages
- Announcements and Prompts

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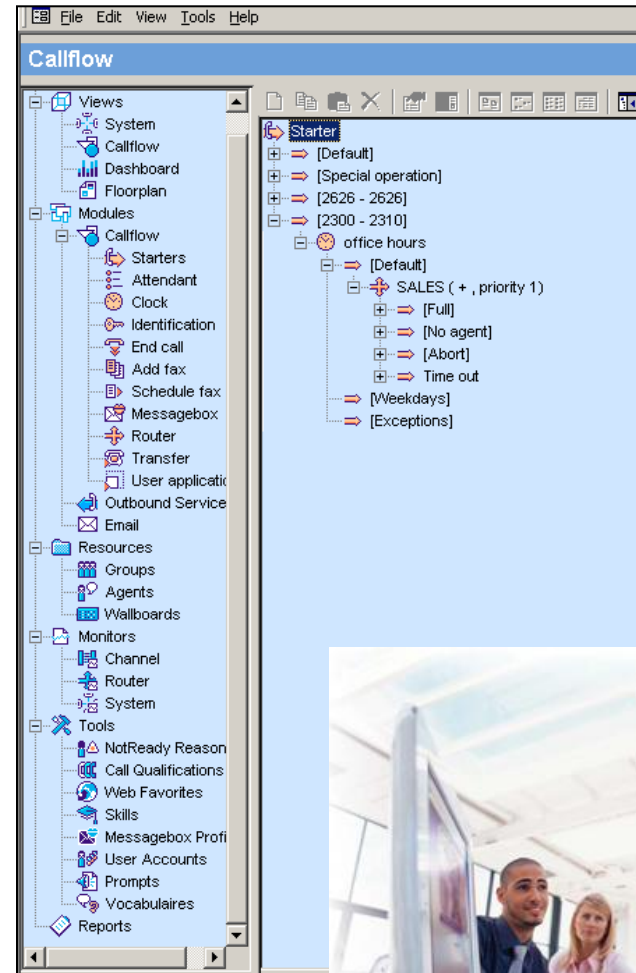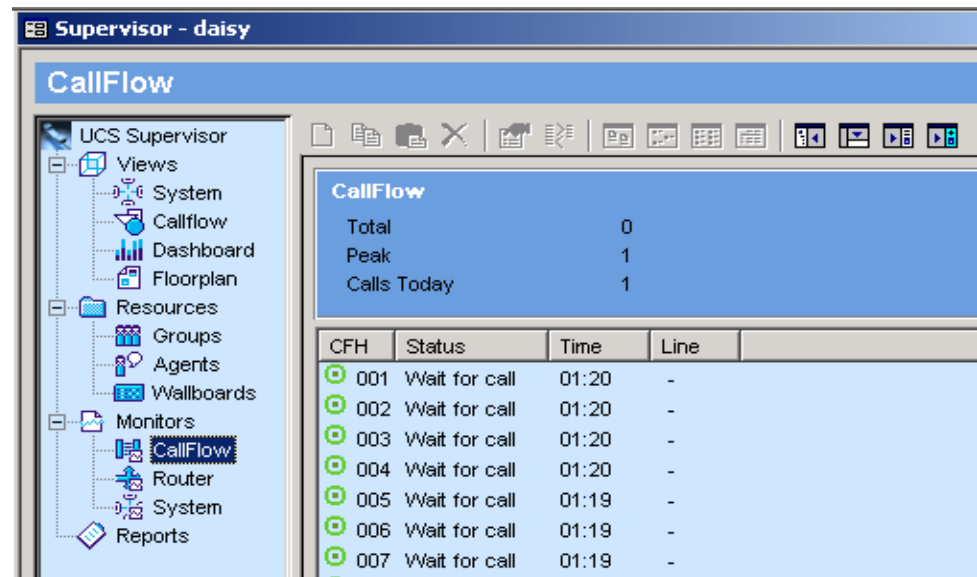
Administrator

Administrators can assign privileges per supervisor

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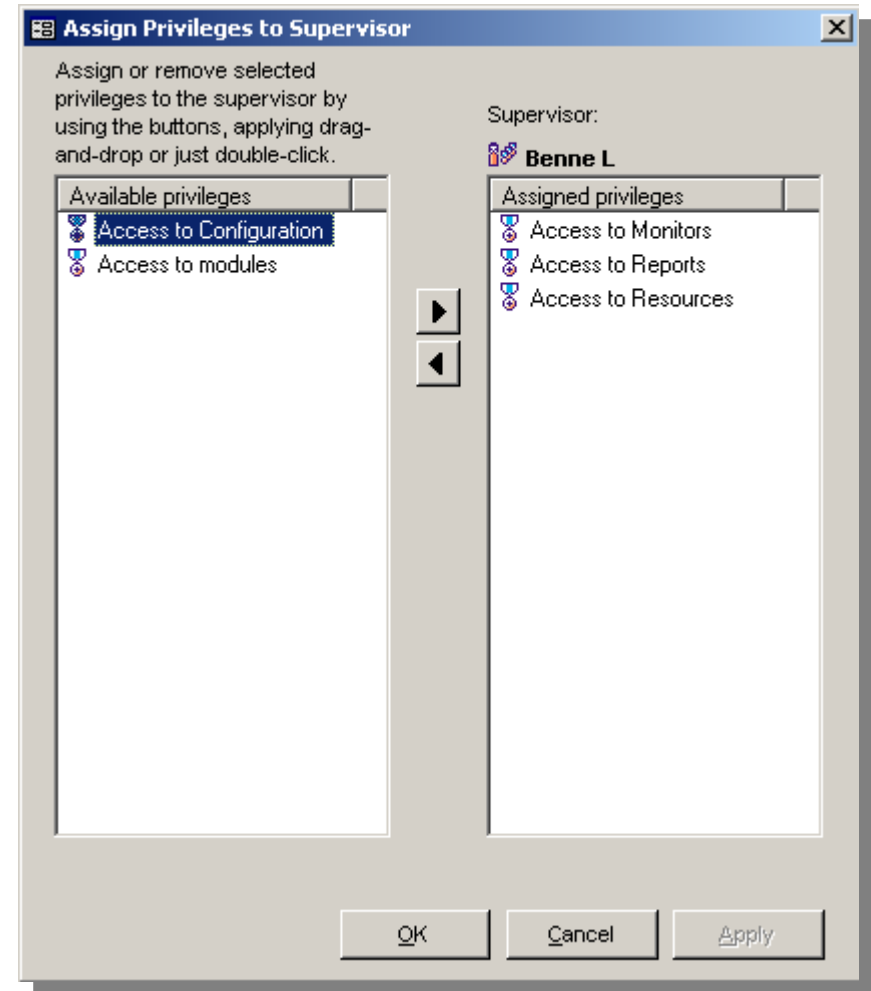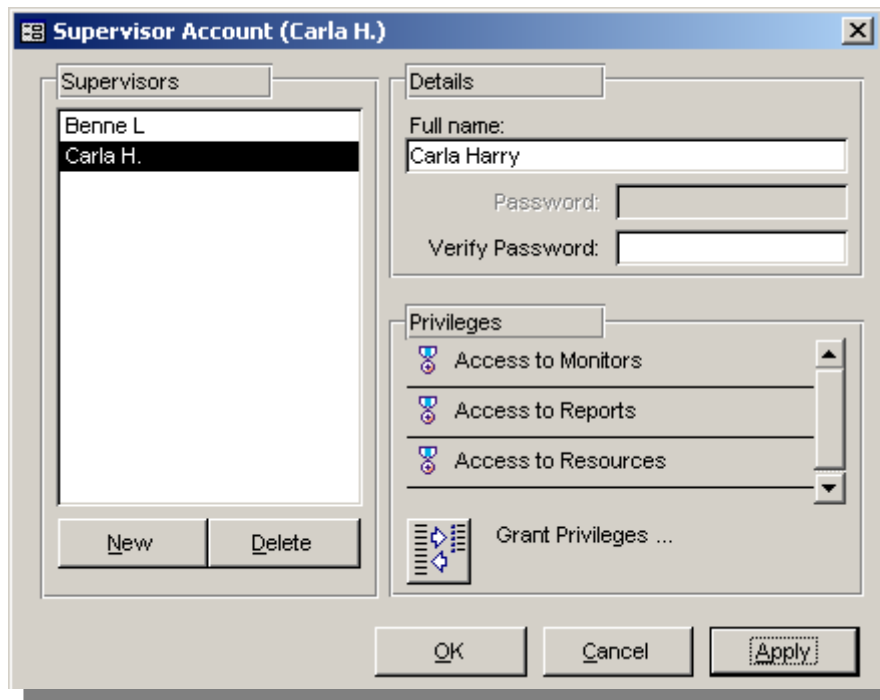
Call flow monitor

Monitors the status of the call handlers (active calls in the system):

- Current number in use
- The peak of the day
- Total calls of the day
- Current status of the handler
- How long ago the status changed
- IVR line that is used

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Contact Center Modularity

Automated Attendant / IVR

Intelligent router

VoiceMail / Unified Messaging

Identification module

E-mail router

Outbound services

Wallboard

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Automated Attendant

Initial call distribution on the basis of caller's choices;

Option menu for overflow and re-routing options depending on e.g. excessive waiting time;

General information

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Automated Attendant

Initial call distribution
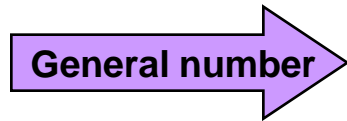
General number

For the Sales Department dial 1

For the IT department dial 2

Otherwise you will be connected to the operator

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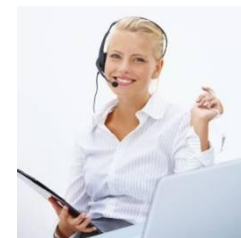
Automated Attendant

Announcer for general information

Info number →

Dial 1 for opening hours →

Dial 2 for weather information →

Dial 3 for currency exchange rates →

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Automated Attendant

Offers the callers an option menu on excessive waiting time

To receive a call back choose 1

To leave a voice message choose 2

To remain queued choose 3

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Automated Attendant

Easy recording of own prompts via PC or Telephone

Multiple and nested menu's

Hot item – Commercial prompts or incident announcement including automatic call back when incident is resolved.

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Contact Center Modularity

Automated Attendant / IVR
Intelligent router
VoiceMail / Unified Messaging
Identification module
E-mail router
Outbound services
Wallboard

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Intelligent routing

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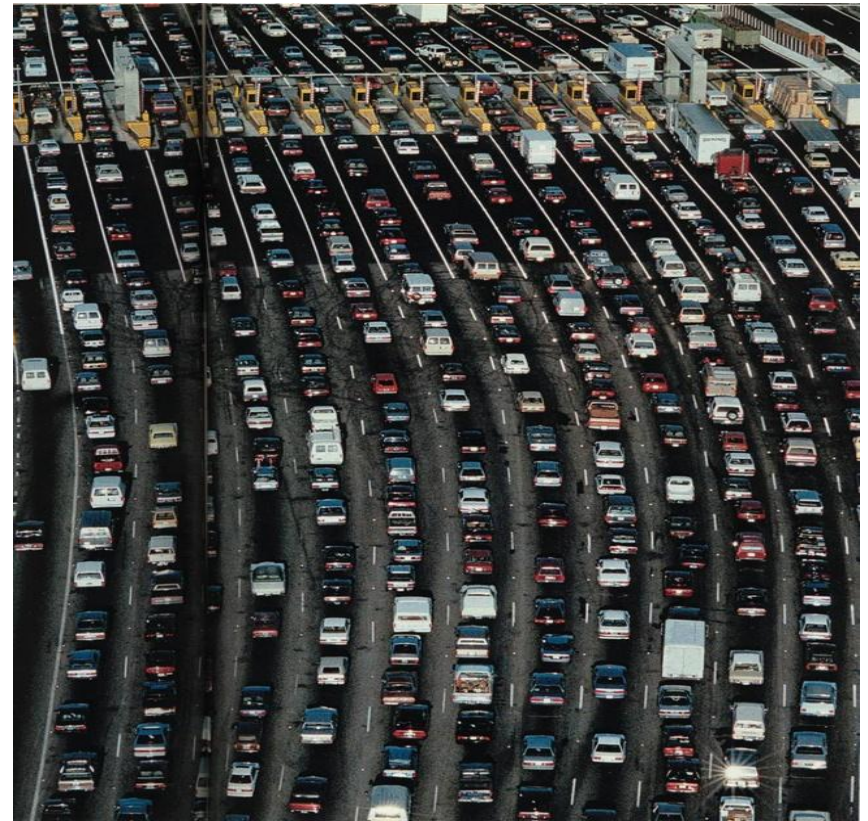
Intelligent routing

Intelligent decisions how to route a call:

▎ Longest idle

▎ Priority based

▎ Last contacted agent (time limit)

▎ Clock / time dependent

▎ Skill based

- up to 100 different skills can be defined
- agent selection based on 2 skills
- minimum average score
- mandatory skill level available
- routing to highest average score

▎ Agents that do not answer the call in specified time are set to 'not ready'

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Intelligent routing

Per router possible to set:

- Adjustable after call work time
- Maximum queuing time
- Service level
- Hot item announcement
- Queuing announcements
  - queue position announcement
  - static, dynamic and relative
  - music-on-hold
  - options menu offered while in queue
  - prompts in different languages
- Exceptions handling
  - queue time-out
  - no agent available
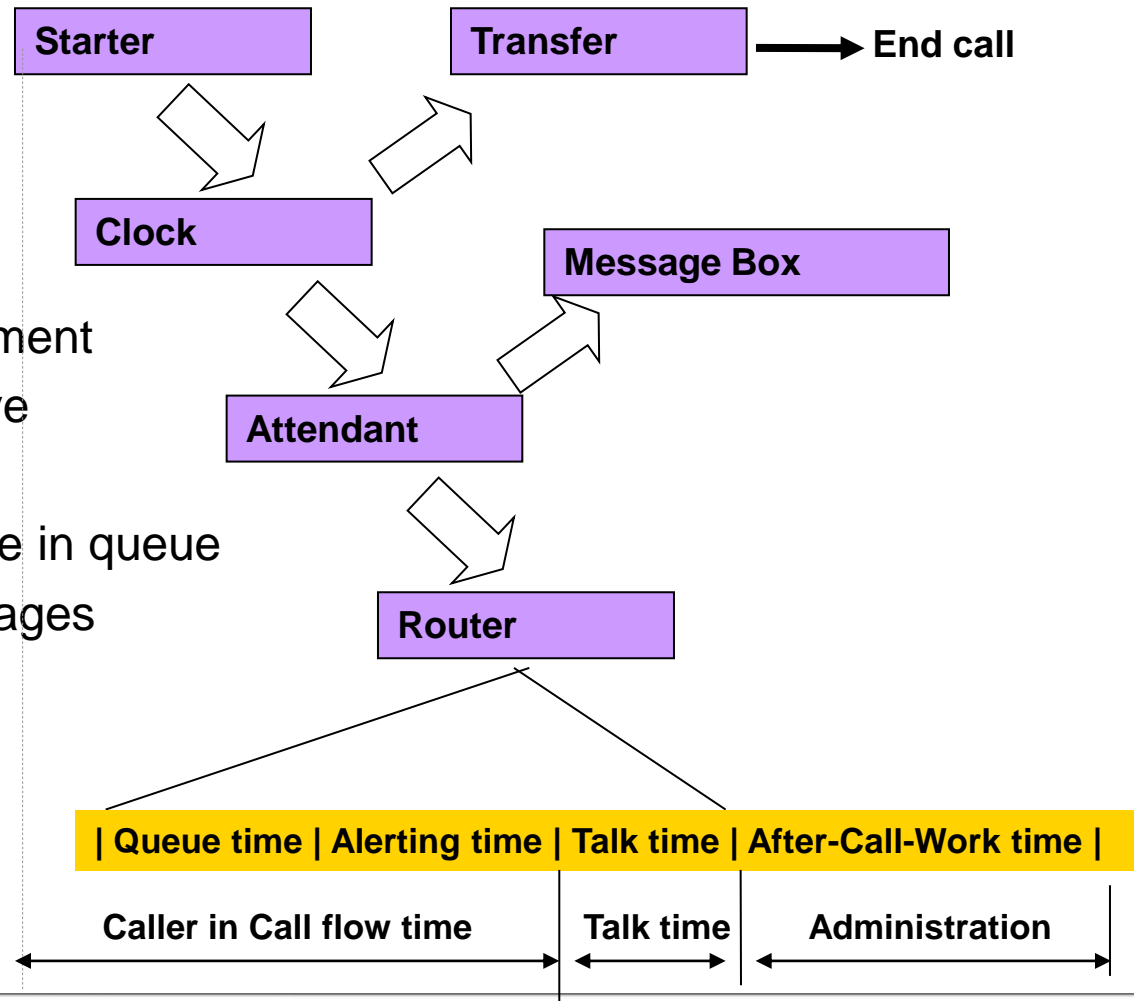
| **Starter** | | **Transfer** | → End call |

Clock

Message Box

Attendant

Router

| **| Queue time | Alerting time | Talk time | After-Call-Work time |** |

Caller in Call flow time   **Talk time**   **Administration**

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Contact Center Modularity

Automated Attendant / IVR
Intelligent router
VoiceMail / Unified Messaging
Identification module
E-mail router
Outbound services
Wallboard

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Voicemail

Re-routing of messages gathered during time-off or absence of qualified agents
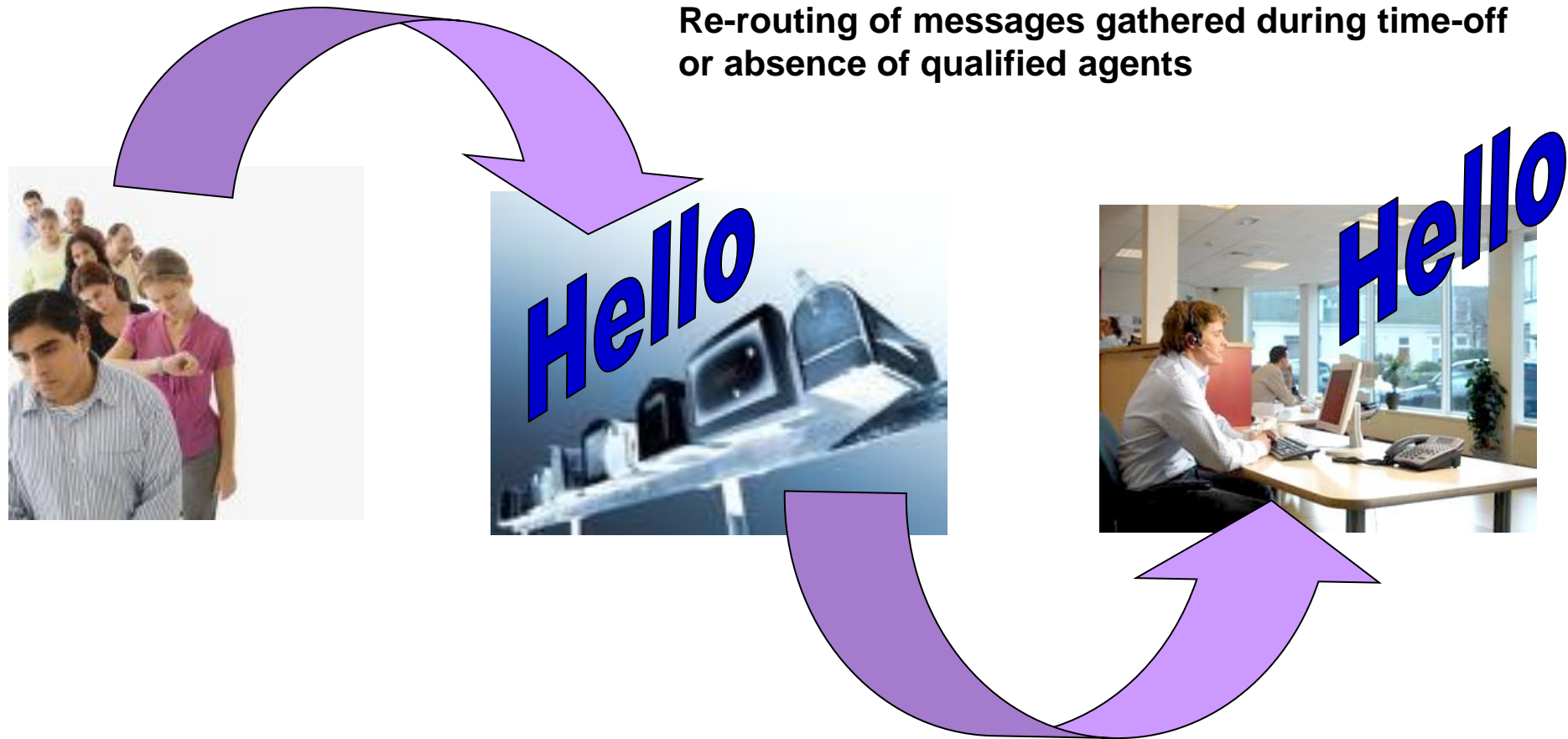
Routing the message to a free agent with the required skills, playing the recorded message

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Voicemail

Support the company at peak hours and outside office hours

- Route calls to a message box anywhere in call flow
- Message waiting indication on agents phone and list of voicemails visible the Agent Desktop Client*
- Message can be played and deleted via application or phone
- Message can be forwarded as e-mail

List of Voicemails			
Karen King	✉	17/06	16:53
Bethany Baker	✉	17/06	09:52
Gavin Gayle	✉	17/06	09:46
Victor Västerås	✉	17/06	09:22
Bjørn Bærum	✉	17/06	09:36
Ethan Edwards	✉	16/06	17:25
Fred Forrest	✉	16/06	13:46
Isabelle Ivanovic	✉	16/06	09:45

Play using: ○ Phone ● PC audio
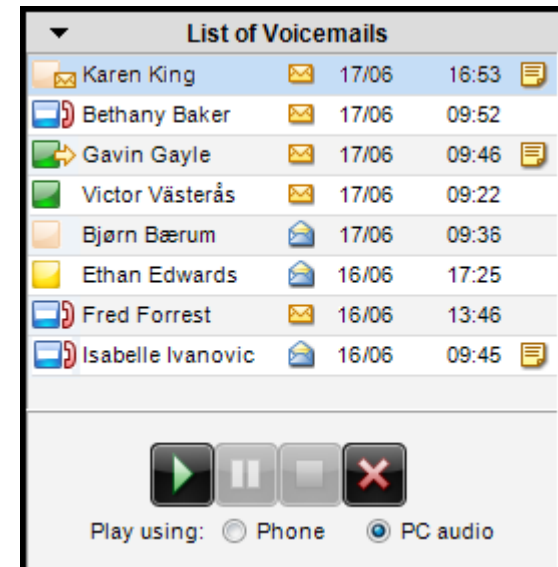
(*) Employee role required

Modularity of the Contact Center

Automated Attendant / IVR

Intelligent router

VoiceMail / Unified Messaging

Identification module

E-mail router

Outbound services

Wallboard

BCT Contact Center

Empowered by Innovation

NEC

Identification module

Purpose:

Identify a caller
- by name
- by dialled number (DNIS)
- by dialling number (CLI)
- by personal ID number (PID)

Restrict access

Route calls based on identity

Possible to import identification group data from and export to Excel

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Modularity of the Contact Center

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E-mail routing

Handles incoming electronic mail

Routing to agents determined by

- email address
- keyword in subject header
- keyword in email body text
- agent skill
- auto-reply

- E-mail handling done by standard e-mail client (Outlook, Notes)
- Skill based routing of e-mails

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E-mail routing

Handles incoming electronic mail

- automatic reply generation
- automatic second e-mail to same agent – concept of email conversation

- time-out alert to supervisor
- auto-delete after n hours when replied
- reporting on number of forwarded emails per agent group
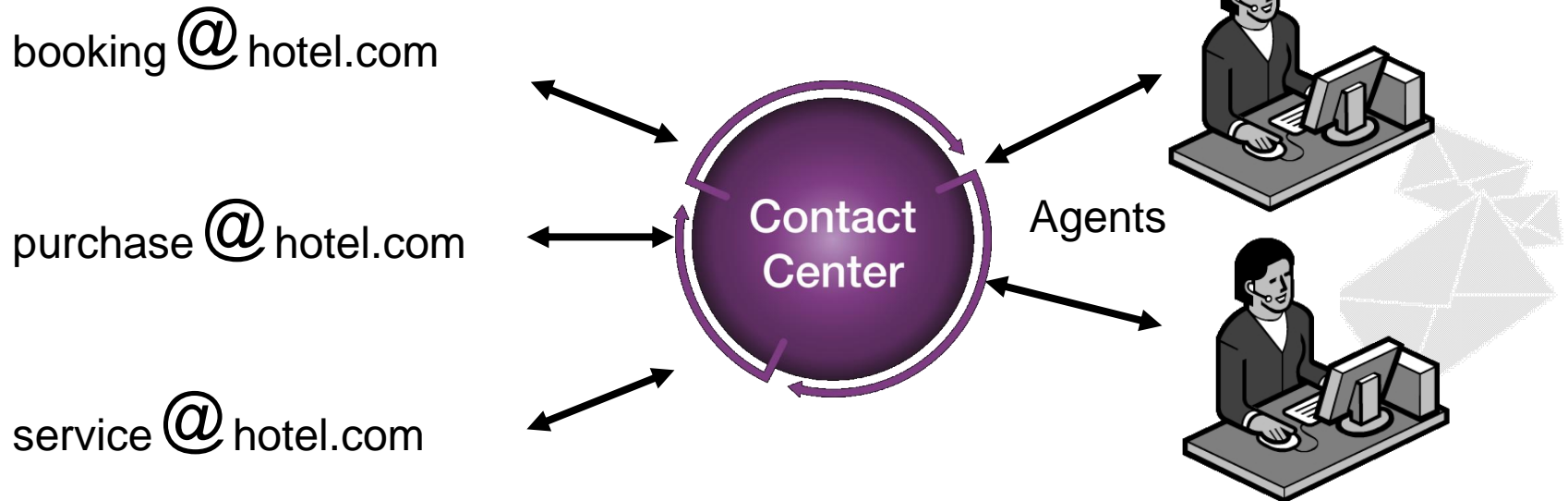
booking @ hotel.com

purchase @ hotel.com

service @ hotel.com

Contact Center

Agents

BCT Contact Center

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Outbound Contact Center functionality (1)

Outbound campaigns provide an efficient way
to make a large amount of outgoing calls

Outbound is as simple as:

1. Defining a campaign and setting parameters such as the number of call attempts per contact and the time between call attempts

2. Assigning groups of agents to the campaign

3. Loading the outbound list with contact details
   e.g. phone number, name, description,
   email address and language.
   All details are displayed on the agents' screen

4. Start dialing!

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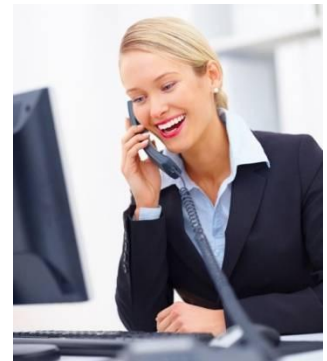
Outbound Contact Center functionality (2)

Dialling options:

- Power dialing
  - The customer is called first and a greeting prompt is played
  - contact details are displayed on the agents screen
  - the agent takes the call

- Preview dialing
  - The agent is called first and a prompt informs him of an outbound call
  - the agent gets the client details on his screen
  - the customer is called

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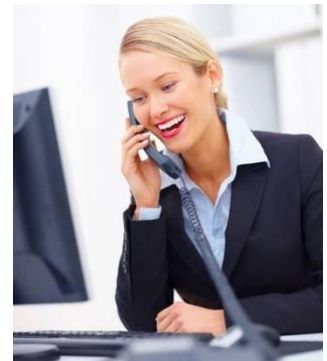
Outbound Contact Center functionality (3)

Outbound can also be used to send a recorded announcement to a (large) number of recipients

Reporting on Outbound provides insight into:

- The number of calls made
- Successful calls
- Not-answered calls
- Calls on busy extension
- Calls ended in error situation

Outbound functionality is licensed as a functional (on/off) license
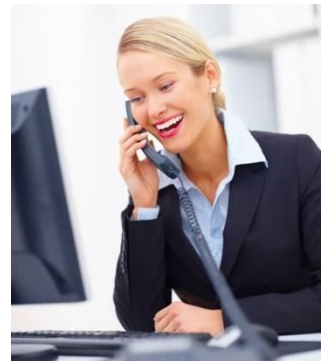
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Modularity of BCT Contact Center

Automated Attendant / IVR

Intelligent router

VoiceMail / Unified Messaging

**Identification module**

E-mail router

Outbound services

Wallboard

BCT Contact Center

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LED Wallboard (1)

Shows real-time Contact Center information

- Service level
- Queue length
- Max waiting time
- Current date / time
- Number of calls today
- Number of abandoned calls today
- Number of active agents
- Number of free and ready agents
- Free text messages

- Show text: Normal, flashing scrolling or wipe

Grp B Queue:16 SL:85%

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LED Wallboard (2)

Two monochrome models in portfolio ("DataDisplay"), connect via a serial interface:

- With 10 characters
- With 20 characters
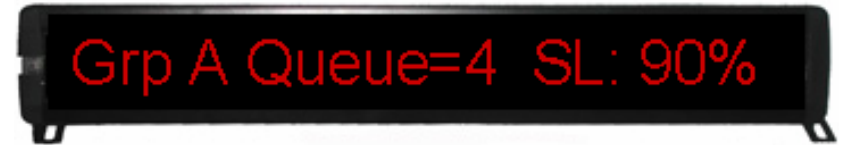
Two certified color models (MessageMaker), these can also be connect via IP (LAN):

- With 2 lines of 16 characters
- With 2 lines of 21 characters

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LED Wallboard (3)

Wallboards can be connected:
- directly to the Business ConneCT server (A) and/or
- to any other PC in the LAN (B) via a small driver on the wallboard PC

Up to nine Wallboards can be connected to the same PC, each showing different information

Wallboards can be chained. When chained the wallboards display identical information.

Grp A Queue=4 SL: 90%

Grp A Queue=4 SL: 90%   CC closed at 17:00 today   Grp B Queue:16 SL:85%

Contact Center

PC with Wallboard driver

LAN

(A)

(B)

BCT Contact Center

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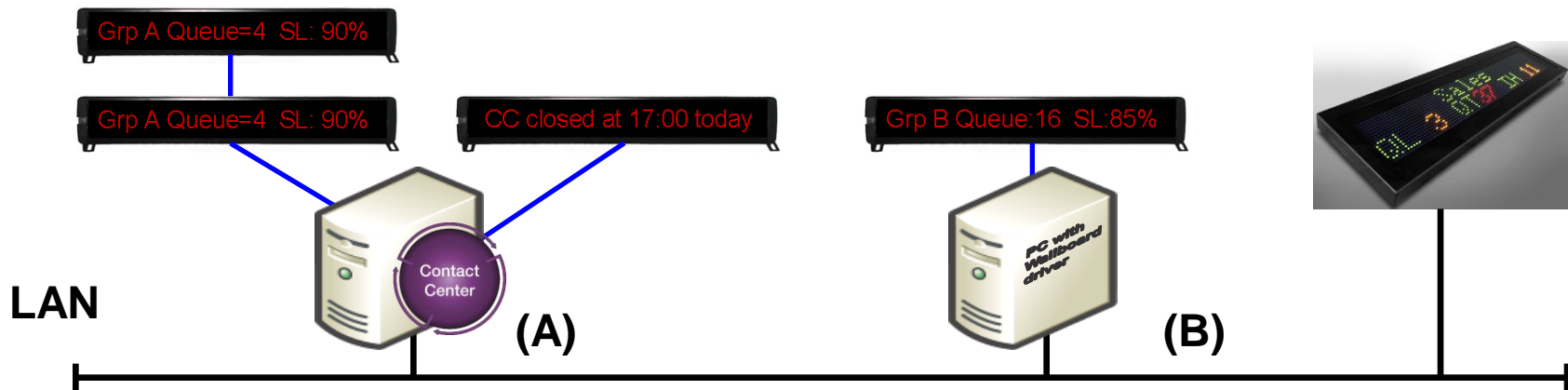
Soft Wallboard (1)

Shows real-time information in a PowerPoint presentation

- Service level
- Queue length
- Max waiting time
- Current date / time
- Number of calls today
- Number of abandoned calls today
- Number of active agents
- Number of free and ready agents
- Free text messages
- Graphs

LAN

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Soft Wallboard (2)

Create a new PowerPoint presentation or use one of the templates

- Add Tags and Graphs:

Service Level	{#ServiceLevel}
Maximum Waiting Time	{#MaxWaitingTime}
Queue Length	{#QueueLength} calls
Logged In Agents	{#ActiveAgents} agents
Ready Agents	{#FreeReadyAgents} agents
Total Calls Today	{#CallsToday} calls
Abandoned Calls Today	{#AbandonedCallsToday} calls
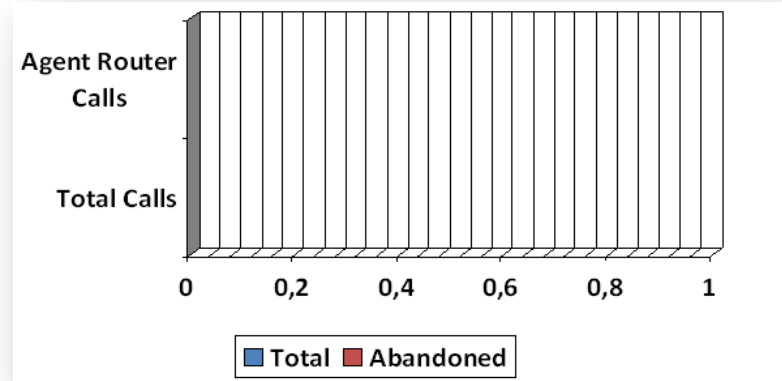
- Run the PPT presentation:

Service Level	72
Maximum Waiting Time	0
Queue Length	0 calls
Logged In Agents	7 agents
Ready Agents	4 agents
Total Calls Today	114 calls
Abandoned Calls Today	20 calls

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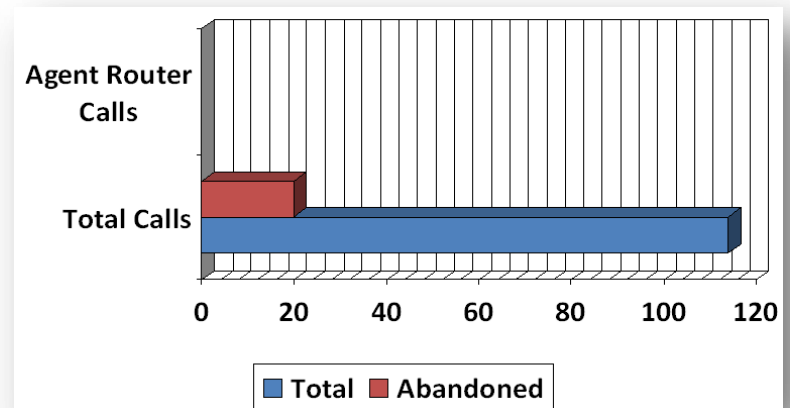
Soft Wallboard (3)

- Easy to create and edit by anyone with PowerPoint knowledge
- Display information from any PC on the data network
- Use any type of (large) display that can be connected to a PC

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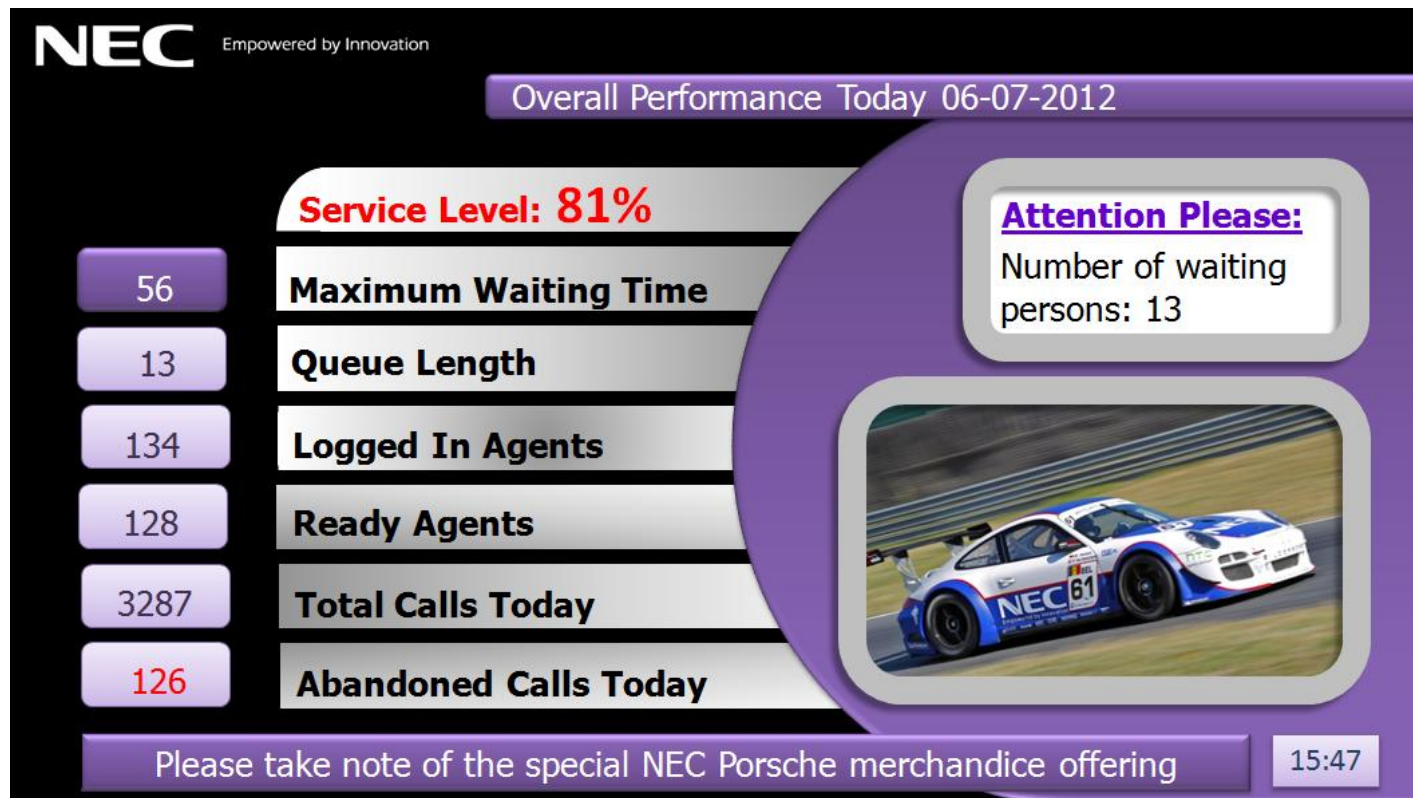
Soft Wallboard (4)

- Use any number of slides
- Use any available font, font size, color, company logo, pie/bar chart etc.
- Includes alarm threshold with audible sound

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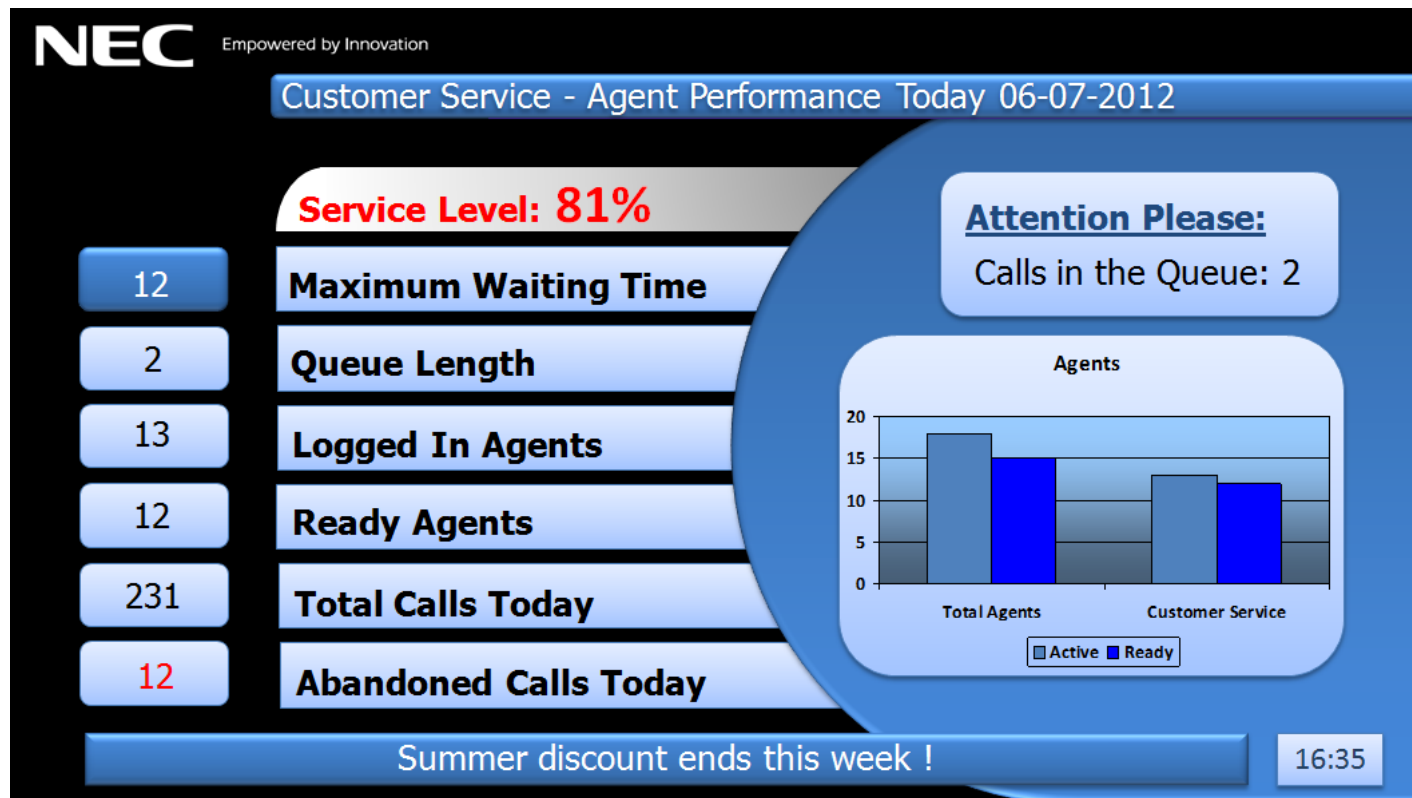
Integration aspects (1)

Standard client integrations:

- Dial from external; application using URL
- Setup and end call via TAPI (TSP is included)
- Dial and pop-up Microsoft Outlook
- Directory synchronisation using Aranea Directory Tool
- Copy call data to paste buffer
- White paper available.

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Integration aspects (3)

Customized Client integrations:

- Open web page on an incoming call
- Open application on an incoming call
- Provide call/Routing data to pop-up application or web page
- Setup calls from any application by executing a dialer URL
- Setup and End calls from any application by building a TAPI application that interfaces to the built-in TSP
- Integrate your Agent desktop with your CRM or back-office application

Customised server integrations:

- Integrate external application into Contact Center call flow
- Licensed via Customer Program Interface
- Available through UNIVERGE Solutions Partner Program

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External application integration

Tying in with customer business applications
- the possibility for customers to benefit additionally
- to integrate own database for automate caller's identification or
- to automatically open client's file when he is calling
- to make own reports based on Contact Center data etc.

There are open interfaces to:
- link an external application in a call flow via a User Application module
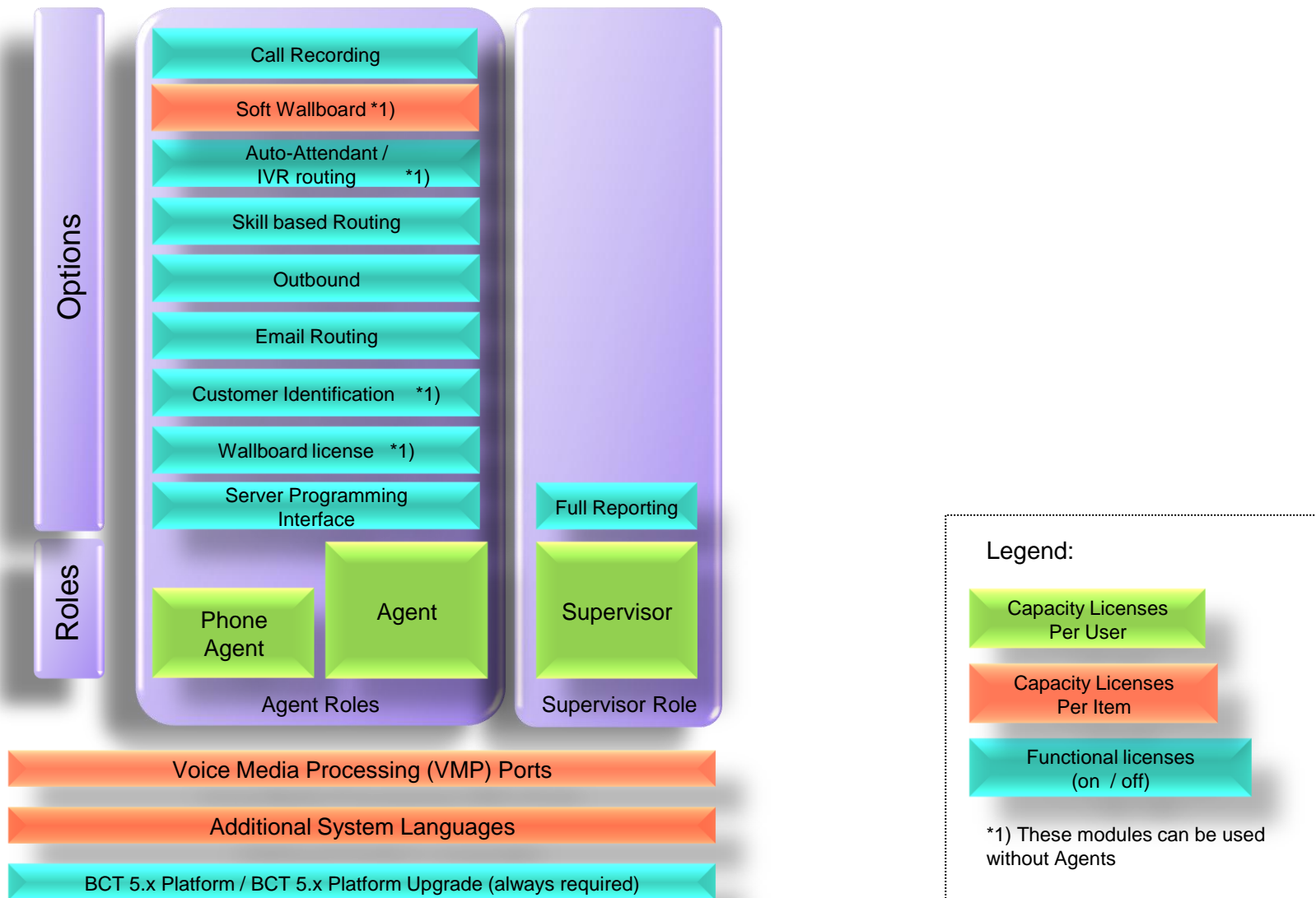- link an external application after the call is answered by an agent
- open any web page from an Agent application on incoming call
- send call info to an external application on incoming call

White paper available for more details

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Contact Center License model

Options

- Call Recording
- Soft Wallboard *1)
- Auto-Attendant / IVR routing *1)
- Skill based Routing
- Outbound
- Email Routing
- Customer Identification *1)
- Wallboard license *1)
- Server Programming Interface

Phone Agent

Agent

Agent Roles

Full Reporting

Supervisor

Supervisor Role

Roles

Voice Media Processing (VMP) Ports

Additional System Languages

BCT 5.x Platform / BCT 5.x Platform Upgrade (always required)

Legend:

Capacity Licenses Per User

Capacity Licenses Per Item

Functional licenses (on / off)

*1) These modules can be used without Agents

BCT Contact Center

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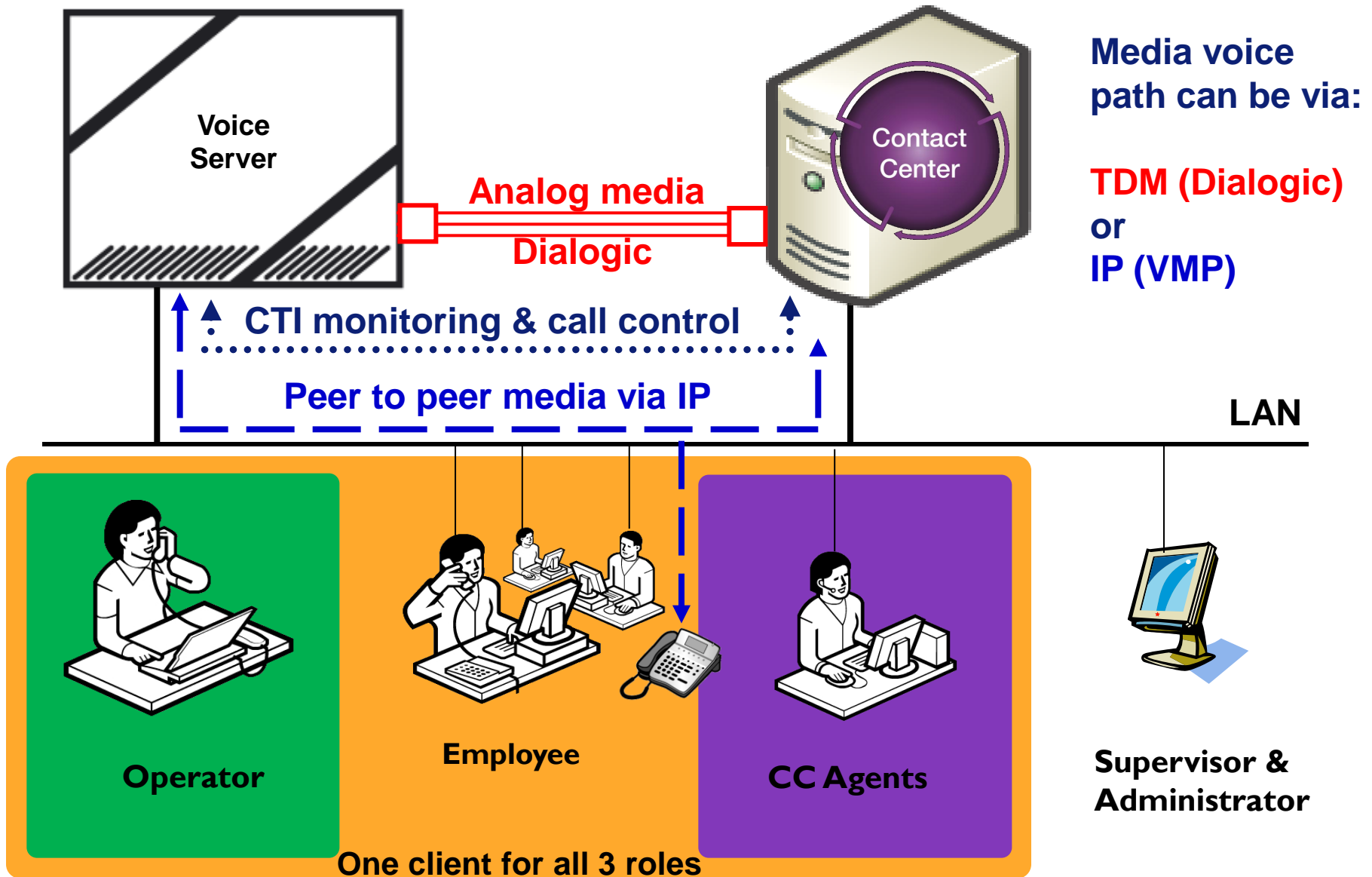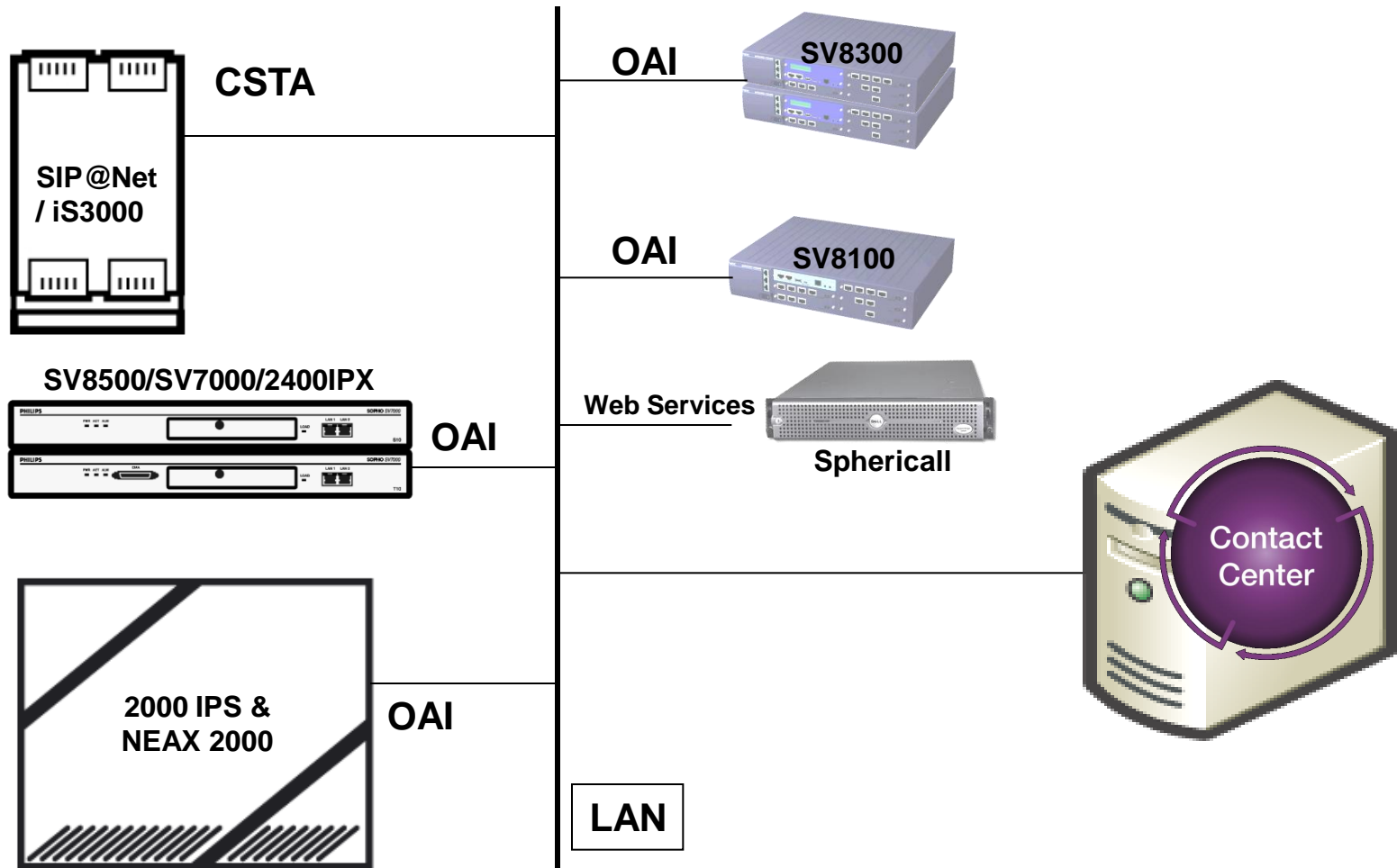
Functional and Capacity based licenses.

| Functional licenses enable certain functionality which is then available to all that it applies. The licenses are not related to the number of users.

| Capacity based licenses are calculated per user or item. Licenses that fall into this category are all roles (Operator, Employee, Agent and Supervisor) and "Additional System Languages"

| Capacity based licenses are Static or Concurrent:

- Static. This means the license is assigned to a single user and claimed at the time of being assigned to a user by the BCT system administrator. This is the case for Employees licenses.

- Concurrent licenses define the number of users that can concurrently make use of certain functionality. Operator, Agent and Supervisor licenses are concurrent licenses. This means that any number of users can be assigned access to these roles. The license is claimed as soon as a user actually opens respectively the Operator, Agent or Supervisor screen. "Additional System Languages" are also concurrent; they are claimed when the system administrator makes them available to users.

BCT Contact Center

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Architecture

Voice Server — **Analog media Dialogic** — Contact Center

Media voice path can be via:

TDM (Dialogic)
or
IP (VMP)

CTI monitoring & call control

Peer to peer media via IP

LAN

Operator

Employee

CC Agents

Supervisor & Administrator

One client for all 3 roles

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Can be used on all NEC PBX platforms

CSTA

SIP @Net / iS3000

SV8500/SV7000/2400IPX

OAI

2000 IPS & NEAX 2000

OAI

OAI **SV8300**

OAI **SV8100**

Web Services

Sphericall

Contact Center

LAN

BCT Contact Center

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Voice Media Processing configurations - options

Queue on VMP ports

- Voicemail and announcements via Dialogic cards or VMP in the BCT server
- Use this configuration when VMP ports are needed during the whole call flow life time:
  - Voicemail
  - Auto Attendant
  - Option Menu
  - Identification with PID
  - Outbound service without announcements etc.

Queue on Routing Ports

- No Dialogic or VMP port is reserved for the call flow
- This configuration can always be used for:
  - Routing to group of agents
  - Identification with CLI or starter number
- In this configuration the call flow can 'borrow' existing IVR lines to use it shortly when needed, for instance
  - To play Queue announcements
- In a system where there are no VMP ports, some announcements in queue are still possible via the PBX

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Voice Media Processing configurations

Contact Center Module	VMP	Without VMP
Auto attendant	Yes	No
Router	Yes	Yes
Email	Yes	Yes
Voicemail	Yes	No
Announcement	Yes	iS3000/SV8100 only
ID-module	Yes	DNIS and CLI only
Outbound	Yes	No

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BCT Internationalization

1. English
2. English-US
3. Japanese
4. Spanish
5. Spanish Catalan
6. Portuguese
7. Brazilian Portuguese
8. Chinese
9. French
10. Italian
11. German
12. Dutch
13. Turkish
14. Danish
15. Swedish
16. Russian
17. Greek
18. Polish
19. Norwegian

Multiple Language Support for:
- User Interface
- Voice Prompts
- Client and Server Operating System
- SQL Server

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Multiple Languages

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Multiple Languages

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