

Business ConneCT



Contact Center for better service to your customers



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



Contact Center

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

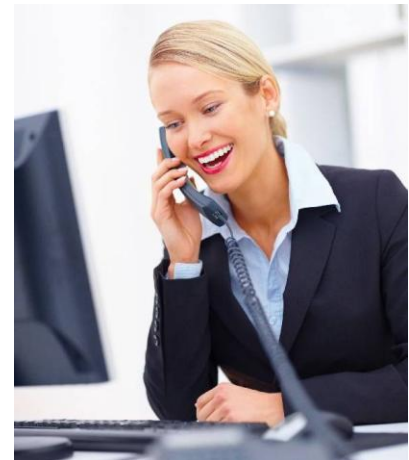
- One box solution
- One point of management
- Complete set of features
- Modular – buy what you need
- Integrated solution for part time users:
agent – operator – employee
- Unified Communication solution
- Easy to install
- Easy to self-maintain
- Excellent price / performance



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



Contact Center Features

Routing

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

Monitor

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

Call Flow Modules

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

Unified Communications

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

Roles

- Desktop Agents
- Phone based Agents
- Supervisors

Integrations

- External application integrations
- Database integrations
- Outlook integrations

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



Three Roles in the Contact Center

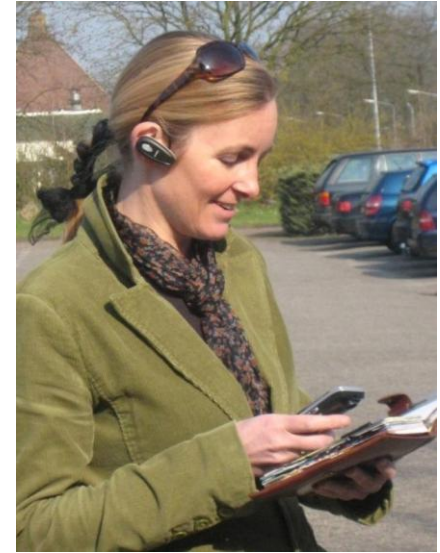
Agent

Supervisor

Administrator

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

Desktop Agent

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.

1 2 3 4

Hold / Transfer

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

Agent Presence

- ☒ Ready
- ☐ Not ready

End

Call type

Successful

Directory

Name	Number	Calendar
Alice Andrews	1000	
Arron Block	1010	Absent until: 6/5/2011
Airline Reservation Heathrow	+44209929702302	
Barbara Fizer	1013	Lunch until: 12:30

Customer Services

1 00:09 10 157 82

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			




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.




End

Call type
 Successful







































Directory

 Alice Andrews	1000		
 Arron Block	1010	 Absent until: 6/5/2011	
 Airline Reservation Heathrow	+44209929702302		
 Barbara Fizer	1013	 Lunch until: 12:30	

Hold / Transfer



Customer Services

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

Routed Call Details


Full Call Control

Agent Presence

☒ Ready
☐ Not ready

Real-time group statistics

Customer Services



1 00:09 10 157 82

After Call Work time & Call type

Agent presence



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

Directory with Presence indication

- For all users
- User State: Online, Offline, Away
- Presence state – In the Office, Out the office, Meeting, Lunch
- Phone state – Idle, Busy, Ringing, DND, CFW
- Calendar State: Built-in / Outlook

Hold / Transfer

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 Penzo	
	Tara Tanaka	

Agent Presence

☒ Ready☐ Not ready

Agent group display

- Agent group members
- User State
- Phone state
- Agent state – logged-on/ logged- off, ready/not -ready, in after call work
- Calendar State
- Group statistics

Directory

a

Name	Number	Calendar
Alice Andrews	1000	
Arron Block	1010	Absent until: 6/5/2011
Airline Reservation Heathrow	+44209929702302	
Barbara Fizer	1013	Lunch until: 12:30



1 00:09 10 157 82

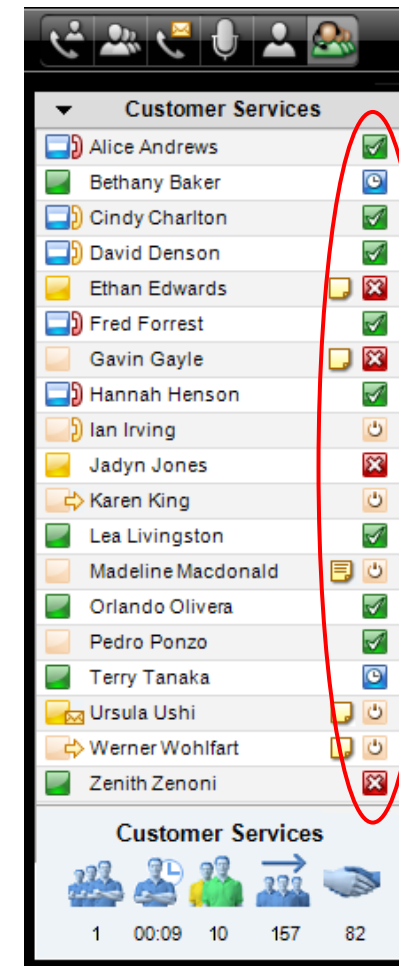
Contact Center features

- 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

Agent Presence status

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

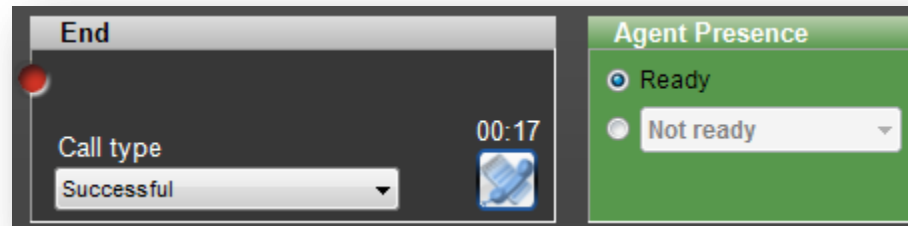
Agent State	Icon
Ready	
Not Ready	
After Call Work Time	
Logged Off	



Agent ACW / Wrap-up and Ready/Not Ready

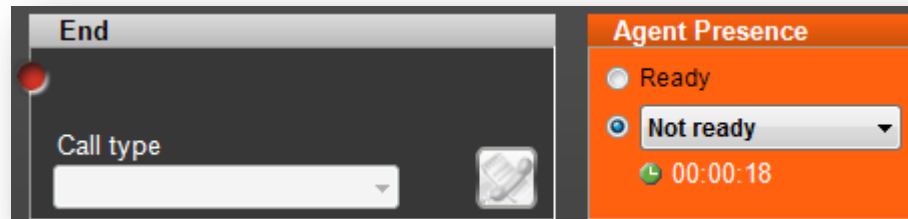
After Call Work (ACW) / Wrap-up time indication and override

- 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

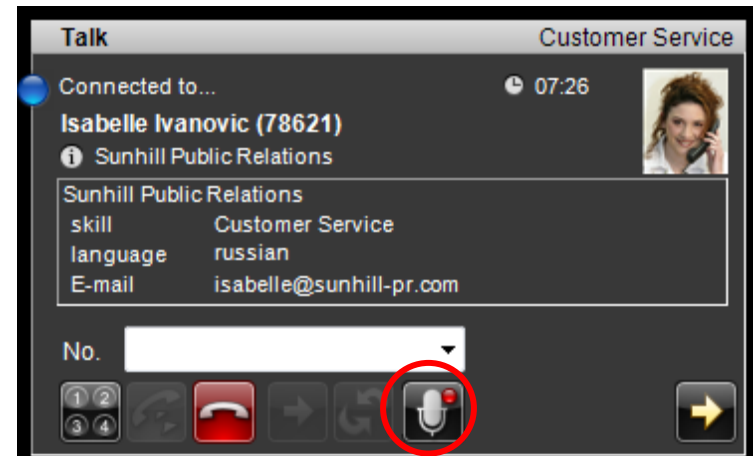
- Shows how long the Agent has been Not Ready
- Helps the Agent to meet set targets



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



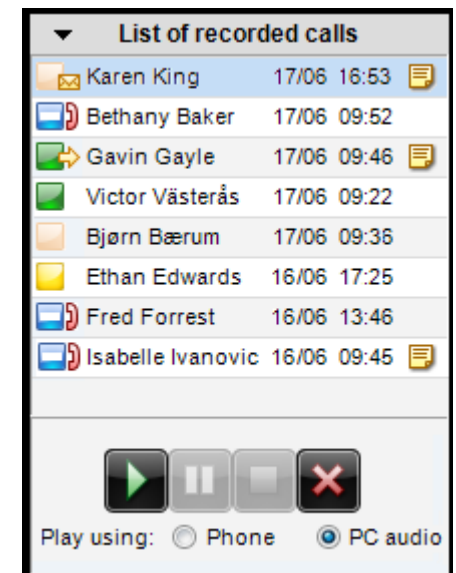
Recording is done via a Voice Servers' 3-party conference call

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 to 100 Contacts per User



Two directory applications

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

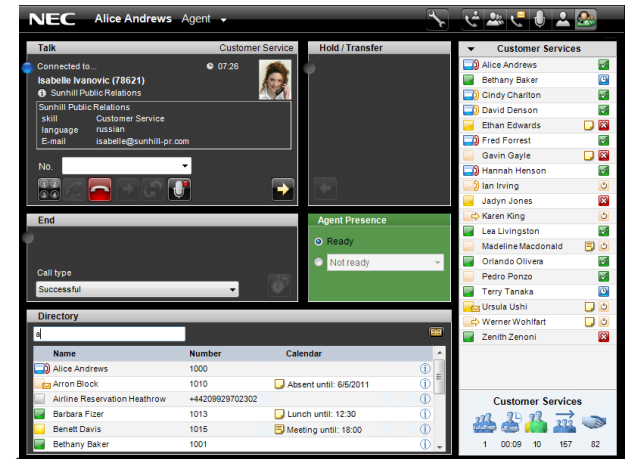
Easy access to any web directory directly from Agent portal

Import data from legacy databases

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

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



Annotations for the Directory window:

- Arrow pointing to the search bar: Access to search the Full Directory (See also the next slide)
- Arrow pointing to the 'Name' column: User Presence and Telephone state
- Arrow pointing to the 'Calendar' column: Calendar State
- Arrow pointing to the 'Absent until' note: Presence Note
- Arrow pointing to the 'Meeting until' note: Presence Note

Name	Number	Calendar
Alice Andrews	1000	
Arron Block	1010	Absent until: 6/5/2011
Airline Reservation Heathrow	+44209929702302	
Barbara Fizer	1013	Lunch until: 12:30
Benett Davis	1015	Meeting until: 18:00
Bethany Baker	1001	

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

Directory Browser

Company Directory External Directory Personal Directory Web Directory

Last Name























Primary number  

Photo	Full name	Primary number	Email	Company	Department	Building	Mobile phone
	Alice Andrews	1000	Alice.Andrews@alolidays.com	Active Leisure Holidays	Arrangements	Building 3, Room 131	+31601034626 
	Bethany Baker	1001	Bethany.Baker@alolidays.com	Active Leisure Holidays	Arrangements	Building 3, Room 143	+31609388237 
	Cindy Charlton	1002	Cindy.Charlton@alolidays.com	Active Leisure Holidays	Ticket Booking	Building 3, Room 221	+31604885286 
	David Denson	1003	David.Denson@alolidays.com	Active Leisure Holidays	Ticket Booking	Building 3, Room 34	+31698882838 
	Ethan Edwards	1004	Ethan.Edwards@alolidays.com	Active Leisure Holidays	General	Building 3, Room 64	
	Fred Forrest	1005	Fred.Forrest@alolidays.com	Active Leisure Holidays	General	Building 3, Room 155	+31691232132 
	Gavin Gayle	1006	Gavin.Gayle@alolidays.com	Active Leisure Holidays	Arrangements	Building 3, Room 87	+31691232135 
	Hannah Henson	1007	Hannay.Henson@alolidays.com	Active Leisure Holidays	Ticket Booking	Building 3, Room 48	



NEC

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

Hotkey Dialer: dial from any application

Directory Browser

Company Directory External Directory Personal Directory Web Directory

Name

Yellow Pages
Switchboard
White Pages
Yellow Pages

NEC

New York Post in New York, NY | New York New York Post - YP.com - Windows Internet Explorer provided by NEC Unified Solutions

http://www.yellowpages.com/new-york-ny/new-york-post?g=New+York%2C+NY&q=new+york+post

Looking for someone? Search by name or number

HOME FIND A PERSON MOBILE APPS ADVERTISE WITH US

Find a Business By Name By Phone Number Find a Person Maps & Directions

new york post New York, NY FIND

Open Popular Categories The new YELLOWPAGES.COM

New York Post in New York, NY

Featured Businesses

New York Computer Help
53 E 34th St, New York, NY 10016 (212) 599-0339
Website Audio More

You searched for New York New York Post: 1-30 of 7101

Refine results by: Distance Rating Neighborhood Category Feature A-Z

Sort results by: Best Match

New York Post
1211 Avenue Of The Americas # 10, New York, NY 10036 3.3 miles (212) 930-8000
Website More

Where: Midtown Center What: Libraries

Send to Mobile Facebook Twitter Improve this listing Inaccurate result?

Map New York Results Expand Map

Featured Printing Services-Commercial

Minuteman Press of Bellerose Print Shop
24814 Union Tpke, Bellerose, NY 11426 (718) 343-5440
Minuteman Press
The First & Last Stop In Printing
Locally Owned and Operated Since 1979

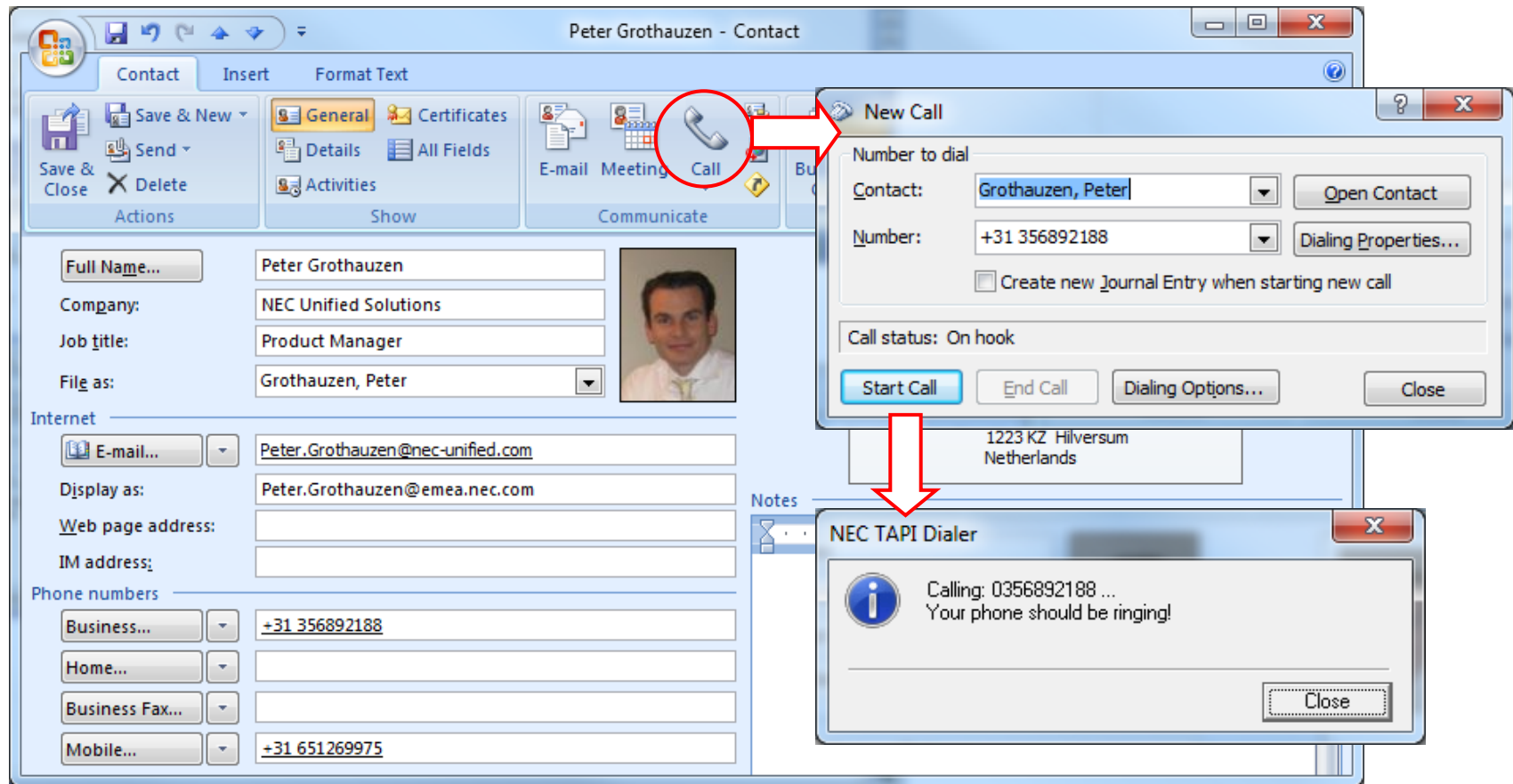
NEC Rob Dinnissen Employee

Talk

Call to: +12129308000

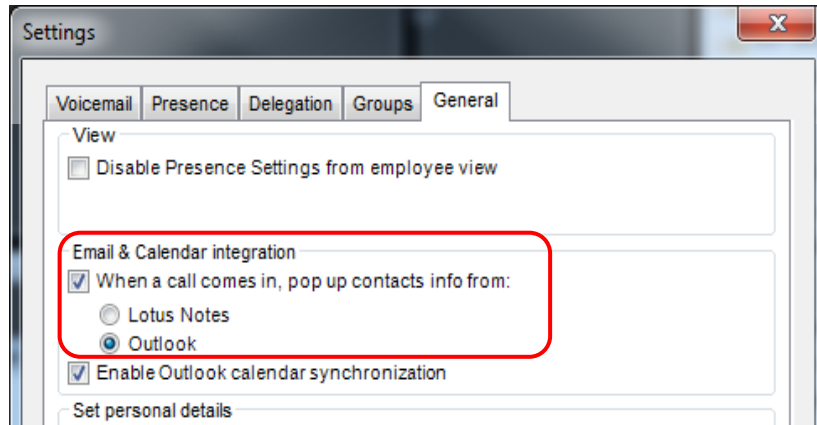
No.


Outlook Integration: Dial from Outlook Contacts



Or any other TAPI enabled application

Outlook Contact Pop-up

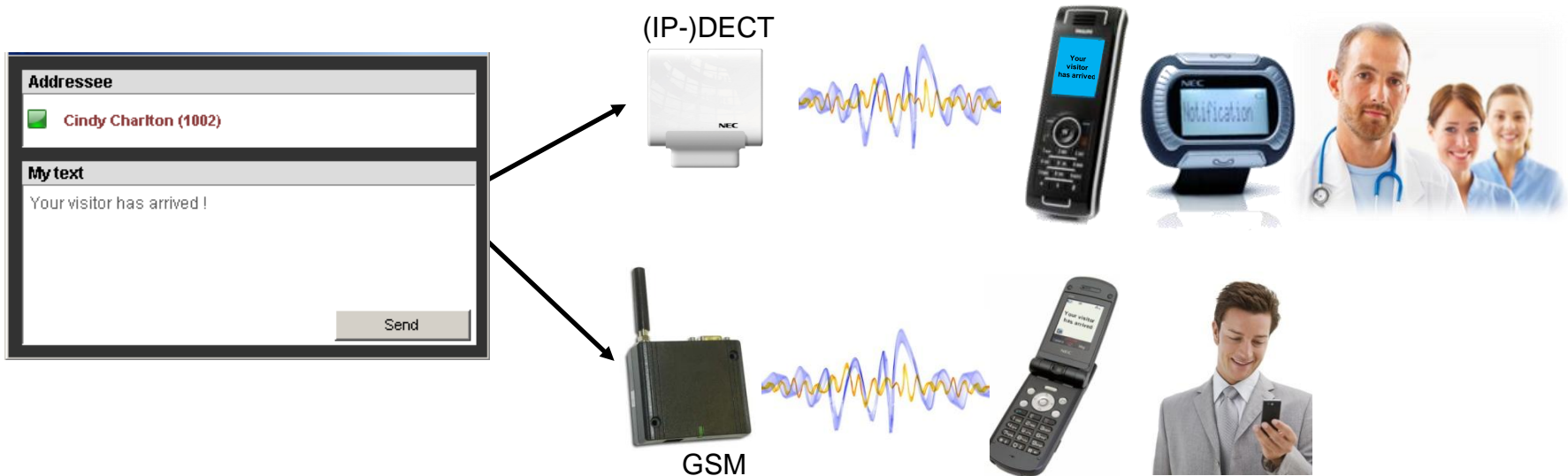


Full Name...	Peter Grothauzen	
Company:	NEC Unified Solutions	
Job title:	Product Manager	
File as:	Grothauzen, Peter	
Internet		
E-mail...	Peter.Grothauzen@nec-unified.com	
Display as:	Peter.Grothauzen@emea.nec.com	
Web page address:		
IM address:		
Phone numbers		
Business...	+31 356892188	
Home...		
Business Fax...		
Mobile...	+31 651269975	

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

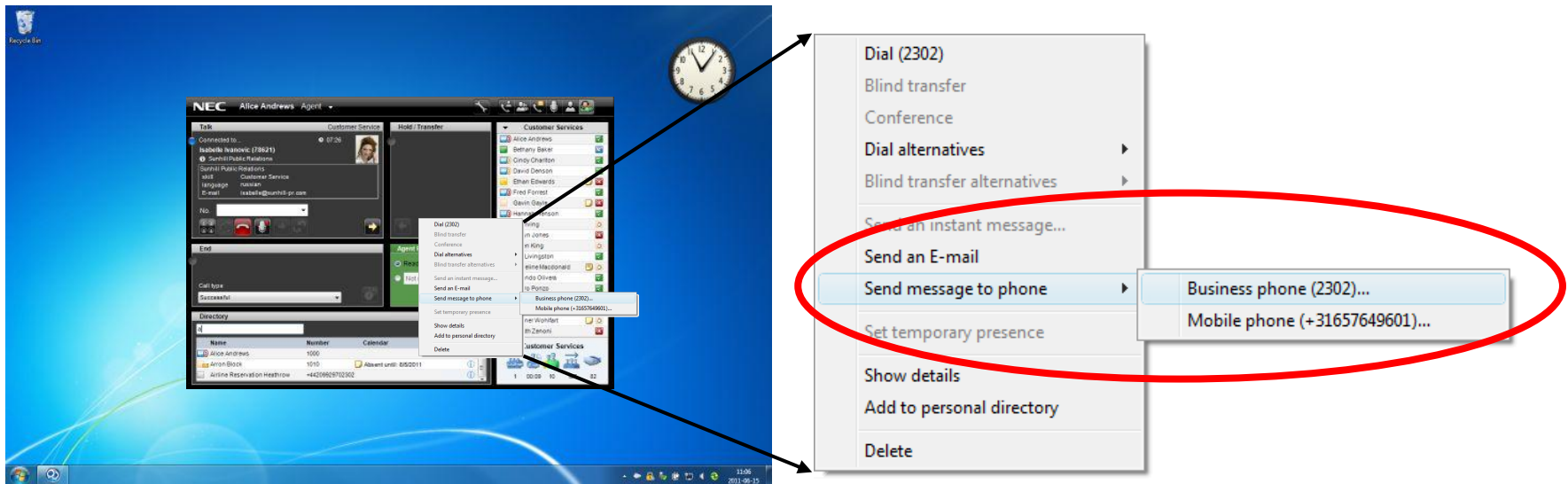


Messaging – To Phones

- Send messages to DECT phones

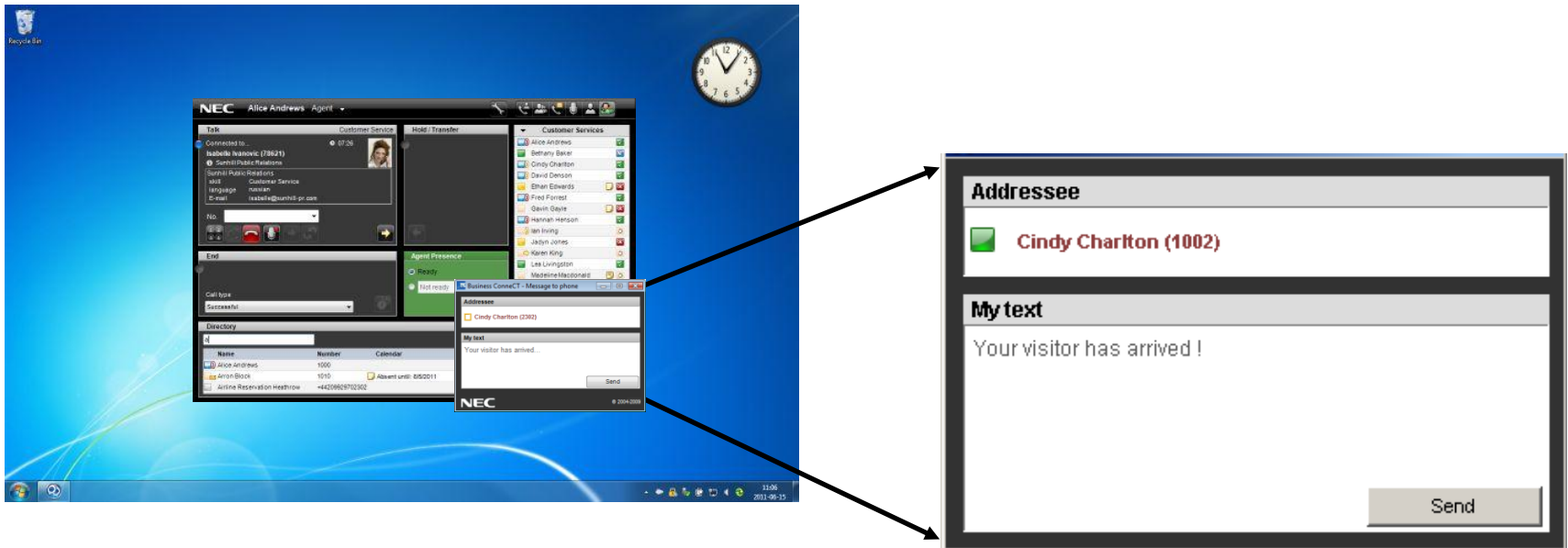
- Send SMS messages to mobile phones

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



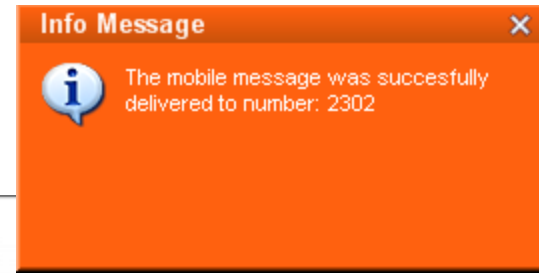
Messaging – To Phones

- 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...



Messaging – To Phones

Small popup confirmation of successful delivery



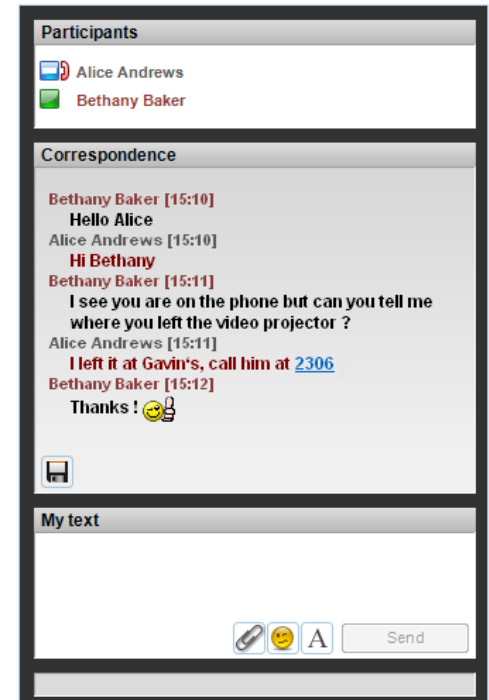
Messaging – IM

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

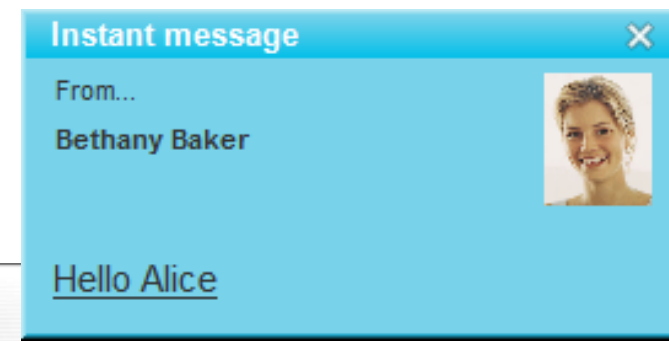
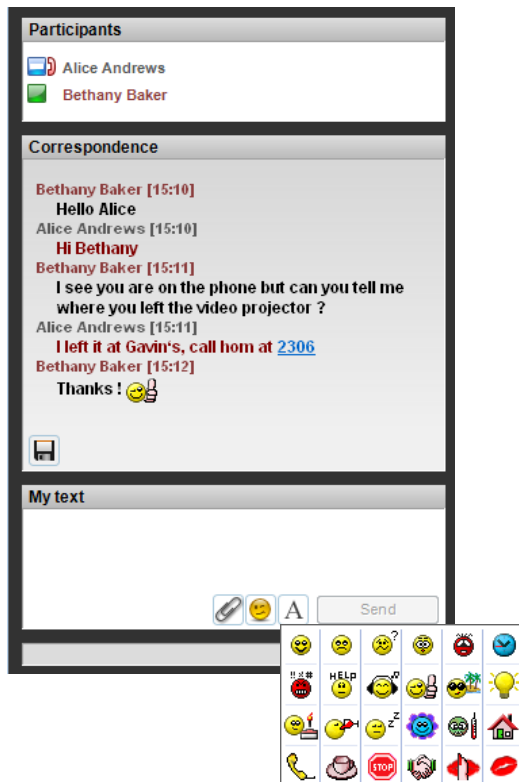
- Instant delivery
- Any type of file
- Instant delivery
- No need to use E-mail
- Well suited for sending Large Files
- Prevent unnecessary storage on the E-mail server



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

Three Roles in the Contact Center

Agent

Supervisor

Administrator



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



Supervisor

File Edit View Tools Help

Shortcuts

Dashboard

Floorplans

Groups

Agents

Wallboards

Monitors

Reports

Floorplan (BCT Sales)

Rita Hegar - 4100
Ready 11:53
Free 09:59

Hans Horters - 4103
NotReady 12:05
Free 02:47

Chris Kraan - 4037
NotReady 15:50
Busy 00:37

Hans van Os - 4201
Ready 11:53
Ringing 00:05

Adela van Dijk - 4107
NotReady 12:08
Free 07:25

Peter Bentem - 4200
ACW-Time 12:07
Free 00:01

4203

CallFlow

Total 3
Peak 4
Calls Today 20

CFH	Status	Time
001	Wait for call	1:26:16
002	Wait for call	1:26:00
003	Wait for call	28:16
004	Wait for call	26:23
005	Wait for call	20:09
006	Wait for call	09:31
007	Wait for call	07:13
008	Wait for call	1:27:25
009	Wait for call	1:27:25
010	Wait for call	1:27:28
011	Wait for call	1:27:26
012	Wait for call	03:15
013	Wait for call	1:27:25
014	Wait for call	02:31
015	Wait for call	02:02
016	Wait for call	01:31
017	Wait for call	01:03
018	Wait for call	00:50
019	Router Mark...	01:05
020	Wait for call	00:45
021	Router Mark...	00:41
022	Wait for call	00:25
023	Wait for call	1:27:25
024	Wait for call	1:27:24
025	Wait for call	1:27:31
026	Wait for call	1:27:26
027	Wait for call	1:27:26
028	Wait for call	1:27:25
029	Wait for call	1:27:25
030	Wait for call	1:27:26
031	Wait for call	1:27:26

Router BCT Sale Router

Calls today 10
Queue Length 0
Max waiting -
Ready Agents 1
Service Level 10%

Agent	Time	Ca...	Status	Since
Adela van ...	06:40	0	NotReady: ...	12:06
Chris Kraan	00:38	0	NotReady: ...	15:50
Cristina Sp...	1:2...	0	Logged Off	13:30
Hans Hort...	02:47	1	NotReady: ...	12:06
Hans van ...	00:06	0	Ready	11:53
Peter Bent...	00:01	5	ACW-Time	12:06
Rita Hegar	09:10	0	Ready	11:53

System Calls Events

Arrival	Message
12:16:05	ReleaslvResource call received on RP
12:16:05	QueueRefreshRequest for OldCallId [109] to NewCall
12:16:05	ReleaslvResource OK
12:16:07	ReleaslvResource Transferring call [111] back to R
12:16:07	ReleaslvResource Transferring call [113] back to R
12:16:07	QueueRefreshRequest for OldCallId [111] to NewCall
12:16:07	ReleaslvResource call received on RP
12:16:07	QueueRefreshRequest for OldCallId [113] to NewCall
12:16:07	ReleaslvResource call received on RP
12:16:07	ReleaslvResource OK
12:16:07	ReleaslvResource OK
12:16:08	ACW set for agent Peter Bentem
12:16:08	Agent Peter Bentem on ext. 4200 set released
12:16:08	Agent Peter Bentem on ext. 4200 set free
12:16:09	GetlvResource Deflecting call [116] to IVR-line 2 Dnr:

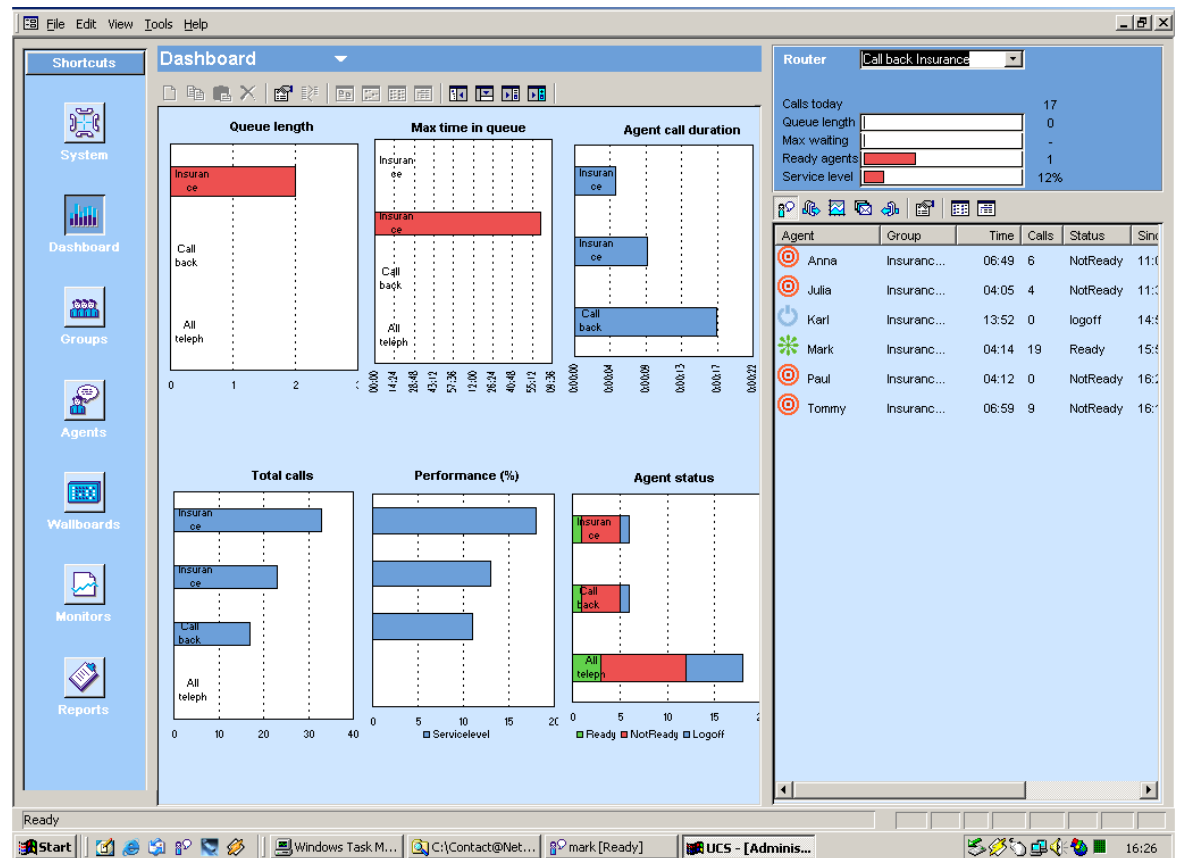
Ready

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



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)

The screenshot displays the 'Floorplan' application window. On the left is a sidebar with icons for System, Dashboard, Groups, Agents, Wallboards, Monitors, and Reports. The main area is titled 'Floorplan' and shows a grid of agent status cards. Each card includes the agent's name, account number, and current status (e.g., NotReady, Ready, Free) along with timestamps. Below the grid is a 'System' tab with a list of call events, including arrival times, applications, computers, and messages. On the right, a 'Router' section shows statistics for 'Insurance 1', such as 'Calls today' (33) and 'Queue length' (0). Below this is a table listing agents and their current status.

Agent	Group	Time	Calls	Status	Since
Julia	Insuranc...	01:55	4	NotReady	11:00
Mark	Insuranc...	02:04	19	Ready	15:00
Paul	Insuranc...	02:02	0	NotReady	16:00

The 'Floorplan Properties (Floorplan)' dialog box is shown. It contains fields for 'Name' (set to 'Floorplan') and 'Agent Alarm Settings'. The 'Agent Alarm Settings' section has two sliders: 'Max NotReady Time (minutes)' set to 10 and 'Max Busy Time (minutes)' set to 30. Below these is a 'Background Picture' field set to 'Floorplan.bmp'. At the bottom, there is an 'Access' section with radio buttons for 'Private' (selected) and 'Shared', and a 'User Name' field set to 'Supervisor'. 'OK', 'Cancel', and 'Apply' buttons are at the bottom right.

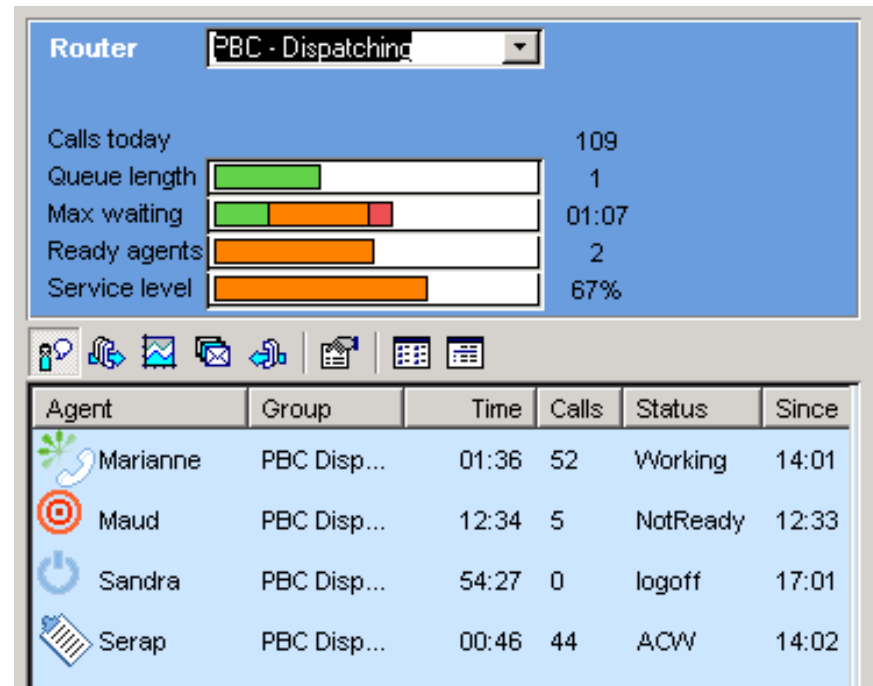
Router Monitor

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

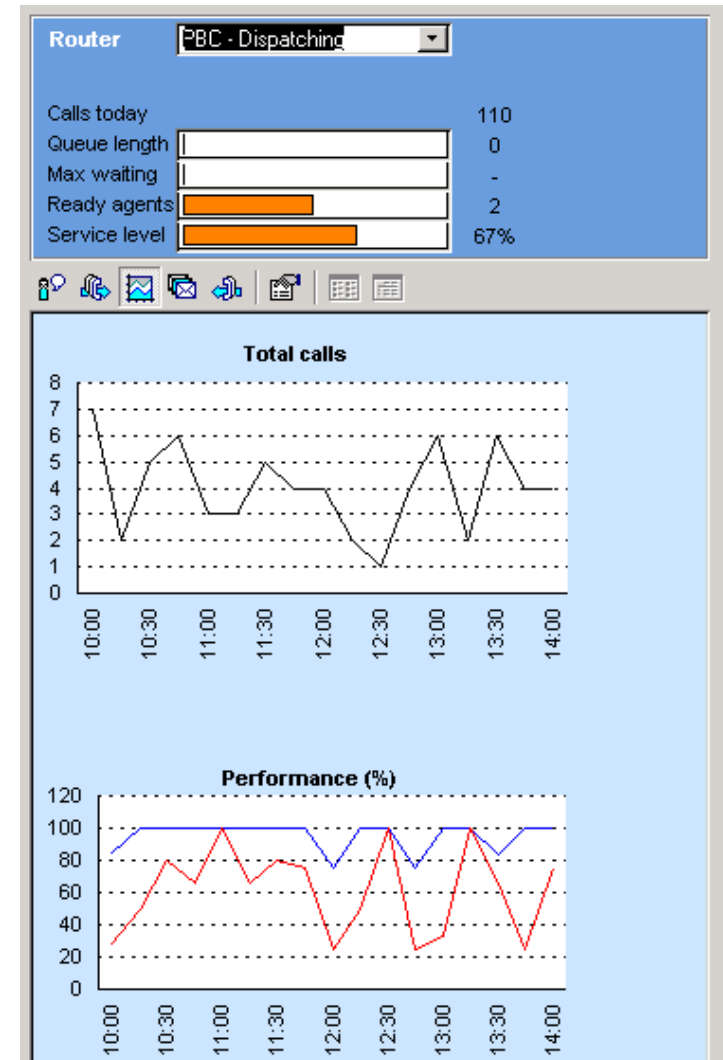
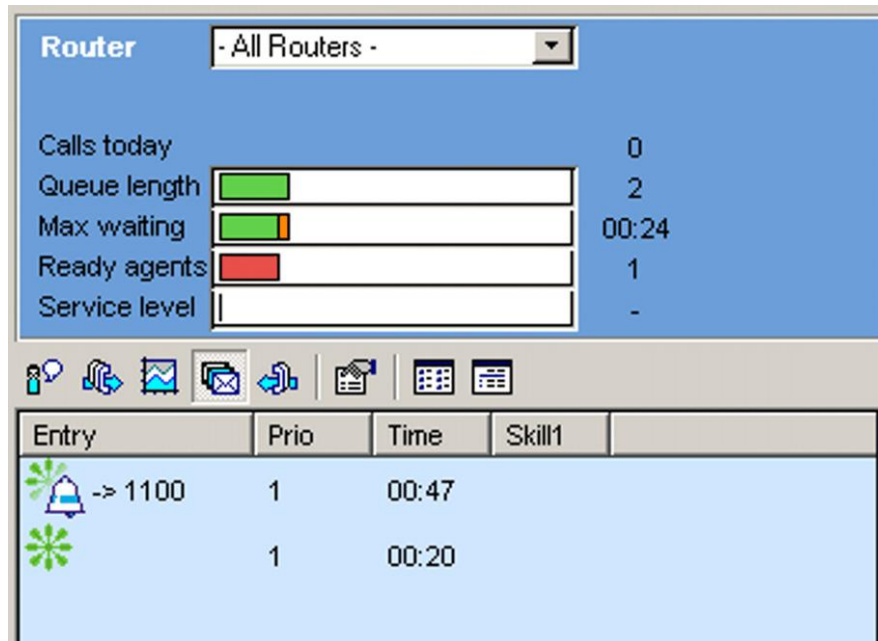


- Agent activity
- Queue information
- performance graphs
- email activity
- outbound activity

Router Monitor

Other router monitors:

- Group performance graphs
- Email activity
- Outbound service activity



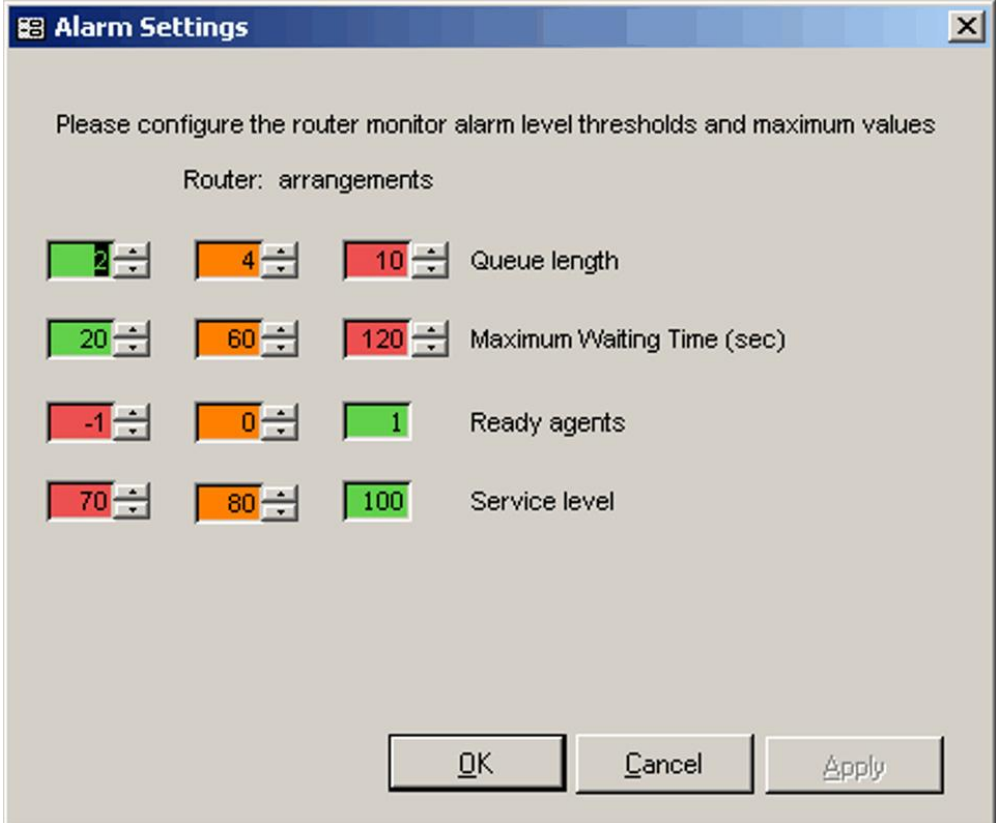
Router Monitor

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

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

Alarm thresholds:

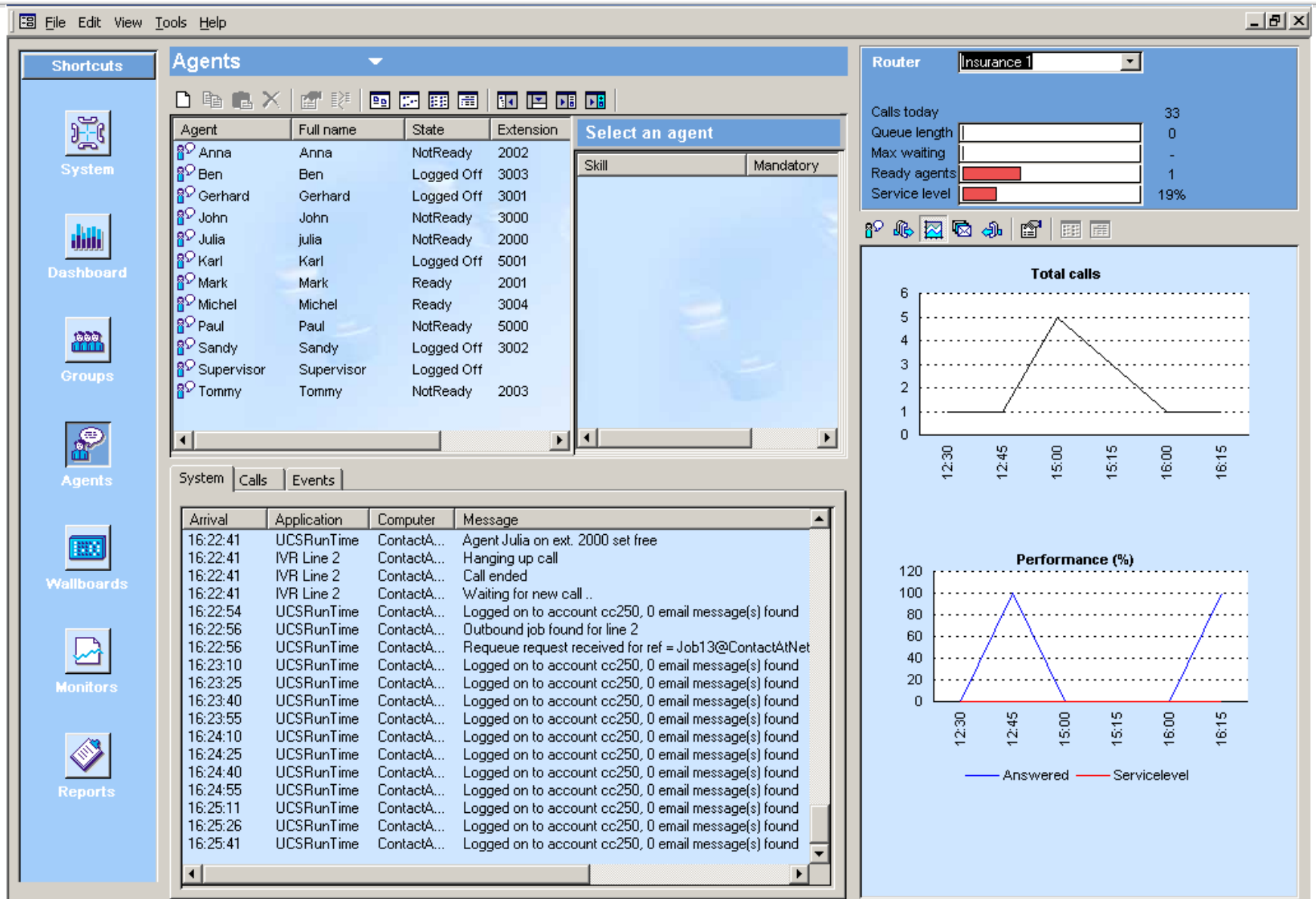
- Orange:
Needs attention
- Red:
Needs urgent attention



The image shows a screenshot of the 'Alarm Settings' dialog box. The title bar is blue with the text 'Alarm Settings' and a close button. The main area is light gray and contains the text 'Please configure the router monitor alarm level thresholds and maximum values' and 'Router: arrangements'. Below this, there are four rows of settings, each with three color-coded boxes (green, orange, red) and a corresponding label. The first row is for 'Queue length' with values 2, 4, and 10. The second row is for 'Maximum Waiting Time (sec)' with values 20, 60, and 120. The third row is for 'Ready agents' with values -1, 0, and 1. The fourth row is for 'Service level' with values 70, 80, and 100. At the bottom right, there are three buttons: 'OK', 'Cancel', and 'Apply'.

Queue length	Maximum Waiting Time (sec)	Ready agents	Service level
2	20	-1	70
4	60	0	80
10	120	1	100

System Monitor



Email Monitor

File Edit View Tools Help

Email

Router: AgentsCristina

Calls today: 0

0

-

1

-

Prio Time Skill1 Skill2

UCS Administrator

- Views
 - System
 - Callflow
 - Dashboard
 - Floorplans
- Modules
 - Callflow
 - Starters
 - Attendant
 - Clock
 - Identificatio
 - End call
 - Messagebox
 - Router
 - Transfer
 - User applic
 - Outbound Serv
 - Email
- Resources
 - Groups
 - Agents
 - Wallboards
- Monitors
 - CallFlow
 - Router
 - Email
 - System
- Tools
 - Not Ready Rea
 - Call Qualificat
 - Web Favorites
 - Skills
 - Messagebox P
 - Supervisor Ac
 - Prompts
 - Vocabulair Wo
 - Email Servers
 - Reports

Account

- Sales
- Sales
- Sales
- Sales
- Sales
- Sales
- Sales

Email conversation messages

Account: Sales # Messages: 2

Tracking Number: 1007 Agent assigned: Vero

Sender Name: cristina State: Open

SenderAddress: cristina@active.com

Type	Timestamp	In/Out	From/To	From/To Address	Subject
Request	11/9/2007 2:39:44 PM	In	cristina	cristina@active.com	request new card
Forward	11/9/2007 2:39:45 PM	Out	Cristina@active....	Cristina@active.com	request new card (MTNR=1007)

System Calls

Arrival	Application	Computer	Message
2:39:44 PM	EmailHandler	pc064	Logged on to account Sales, 7 email message(s) found
2:39:44 PM	EmailHandler	pc064	New email message received from cristina - cristina@active.com
2:39:44 PM	EmailHandler	pc064	Subject = 'request new card'
2:39:44 PM	EmailHandler	pc064	Allocated 1007 as MTNR
2:39:44 PM	UCSRunTime	pc064	Queue request received for router AgentsCristina, ref = Email13@pc064
2:39:44 PM	UCSRunTime	pc064	Queue request accepted
2:39:45 PM	EmailHandler	pc064	Agent Vero found for email 13
2:39:45 PM	UCSRunTime	pc064	Dequeue request received for ref = Email13@pc064
2:40:00 PM	EmailHandler	pc064	Logged on to account Sales, 7 email message(s) found

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



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

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



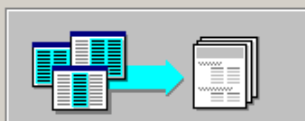
Reporting

Router Analysis

For Router(s) : Router: Email, Emergency, Fl. inf & Booking, Holiday Arrangements, Travel Guide
Generated : 1-6-2005 16:14:15 **Site Name:** Active Leisure Holidays - London
Report Period : 20-5-2005-20-5-2005 **Username:** Administrator

Time	Call Offer	Answered	Abort	Abandoned	Queue timeout	Callback requests	No Agent	Full
14:00	3	3	0	0	0	0	0	0
14:15	7	6	0	1	0	0	0	0
14:30	3	3	0	0	0	0	0	0
14:45	10	5	0	3	0	0	0	0
15:00	3	2	0	0	0	0	0	0
15:15	10	3	0	0	0	0	0	0
15:30	1	1	0	0	0	0	0	0
15:45	4	4	0	0	0	0	0	0
16:00	0	0	0	0	0	0	0	0
16:15	0	0	0	0	0	0	0	0
16:30	0	0	0	0	0	0	0	0
16:45	0	0	0	0	0	0	0	0
Total	41	27	0	4				

Report Wizard



Which fields do you want on your report?

Available Fields:

Abandoned Calls
Aborted
Callback Requests

Selected Fields:

RG After
RG Router

Cancel

< Back

Next >

Finish

Reporting

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

Reports							
Report	Type	Report Selections	Period	Period from	Period to	Output	Schedule
Agent Performance Today Em...	Agent Performance	Agent: Arie, Bria...	Today			Email	
Router Analysis Today	Router Analysis	Router: Marketi...	Today			Printer	
Router Performance Analysis ...	Router Performance An...	Starter Range: ...	Last week			Printer	
Call Type Yesterday Printer	Call Types	Agent: Arie, Ber...	Yesterday			Printer	Daily
Outbound Analysis Today Prin...	Outbound Services An...	Outbound Servi...	Today			Printer	Daily
Agent Analysis Today	Agent Analysis	Agent: Arie, Ber...	Today			Screen	
Identification Services report ...	Identification Services	Identification Ser...	Today			Screen	
Application Prompt Today	Application Prompts	Language: Dut...	Today			Screen	
Event Log report	Event Log	n/a	Other peri...	10/1/2002 ...	11/1/2002 ...	Screen	
Summary last month screen o...	Summary	n/a	Last month			Screen	
System Prompt Today	System Prompts	n/a	Today			Screen	
Abandoned Calls	Abandoned Calls	Router: Marketi...	Last month			Screen	
Router Skills Yesterday	Router Skills	Router: Marketi...	Yesterday			Screen	
Starter Analysis Last week	Starter Analysis	Starter Range: ...	Last week			Screen	
Outbound Services Today	Outbound Services	Outbound Servi...	Today			Screen	Daily

Three Roles in the Contact Center



Agent

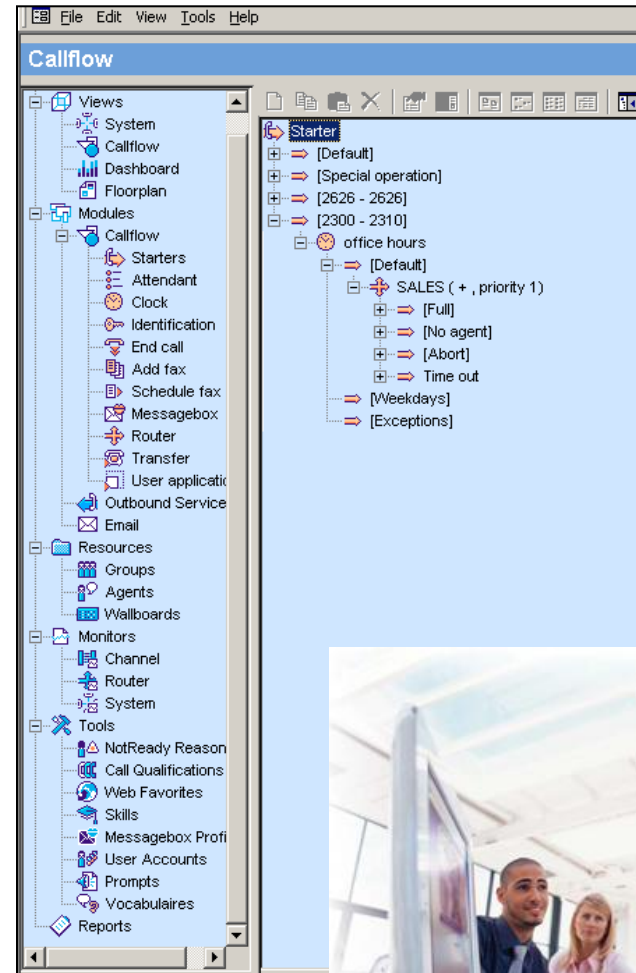
Supervisor

Administrator

Administrator

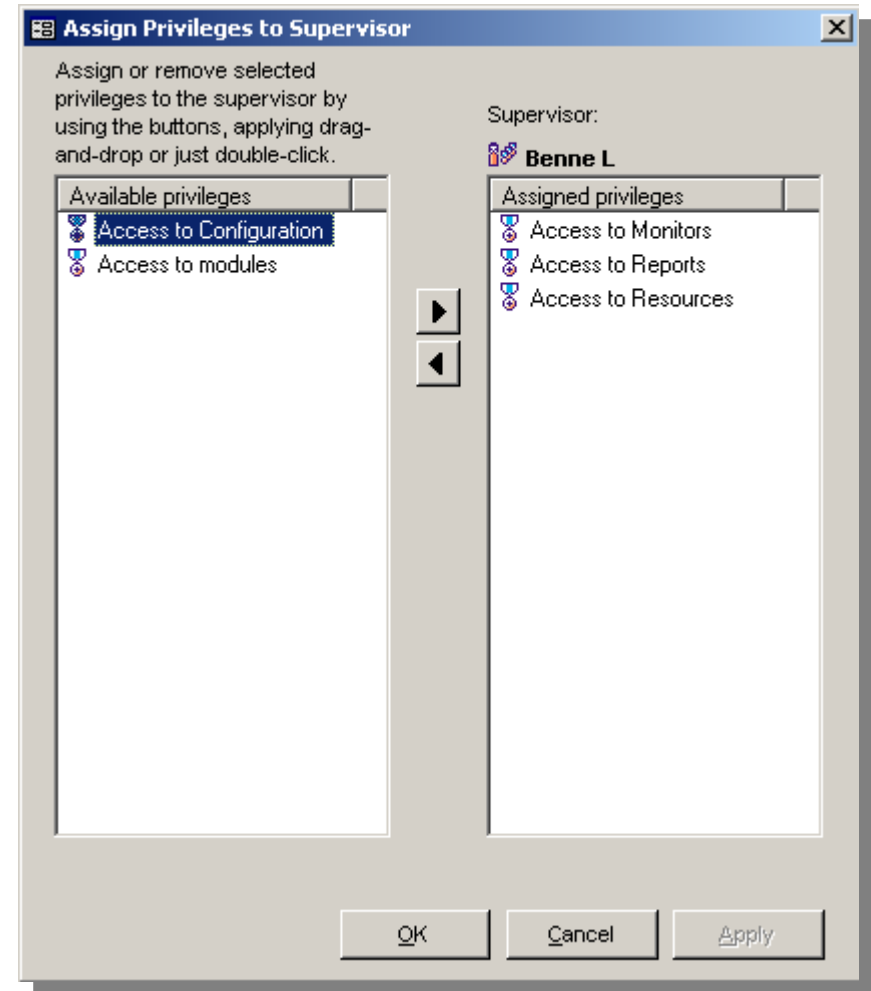
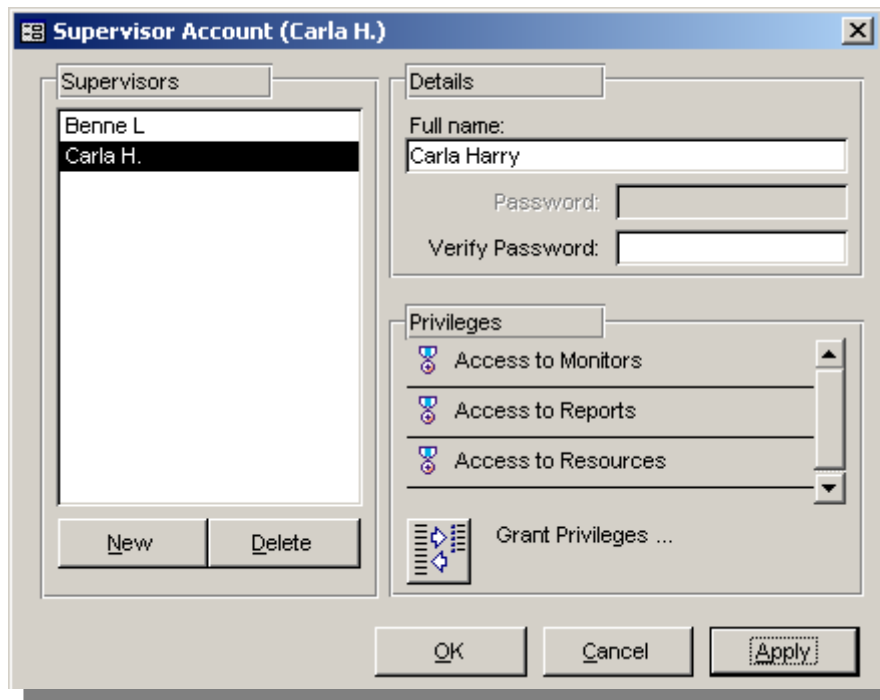
Defines and manages

- 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



Administrator

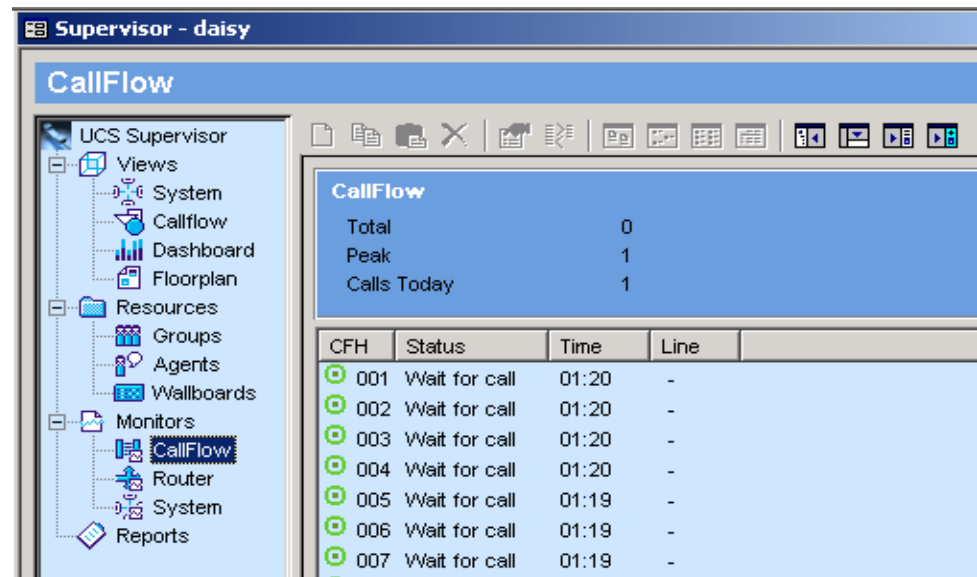
Administrators can assign privileges per supervisor



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



The screenshot displays the 'Supervisor - daisy' application window. The 'CallFlow' section is active, showing a tree view on the left with categories like Views, Resources, Monitors, and Reports. The 'CallFlow' monitor is selected. The main area shows a summary of call statistics and a table of active call handlers.

CFH	Status	Time	Line
001	Wait for call	01:20	-
002	Wait for call	01:20	-
003	Wait for call	01:20	-
004	Wait for call	01:20	-
005	Wait for call	01:19	-
006	Wait for call	01:19	-
007	Wait for call	01:19	-

Contact Center Modularity

Automated Attendant / IVR

Intelligent router

VoiceMail / Unified Messaging

Identification module

E-mail router

Outbound services

Wallboard

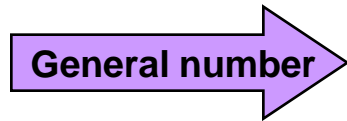
Automated Attendant

- 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



Automated Attendant

Initial call distribution



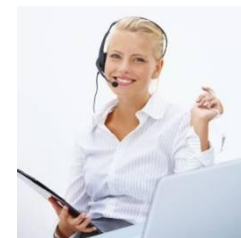
For the Sales Department dial 1



For the IT department dial 2



Otherwise you will be connected to the operator



Automated Attendant

Announcer for general information

Info number



Dial 1 for opening hours



Dial 2 for weather information



Dial 3 for currency exchange rates



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



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.



Contact Center Modularity

Automated Attendant / IVR

Intelligent router

VoiceMail / Unified Messaging

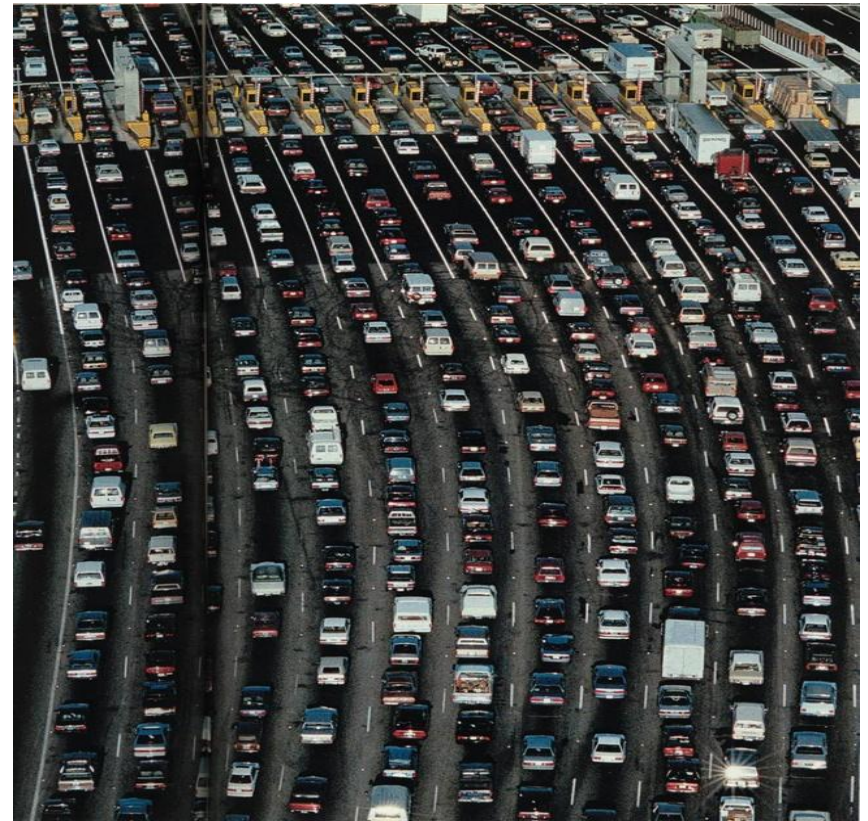
Identification module

E-mail router

Outbound services

Wallboard

Intelligent routing



Intelligent routing

Intelligent decisions how to route a call:

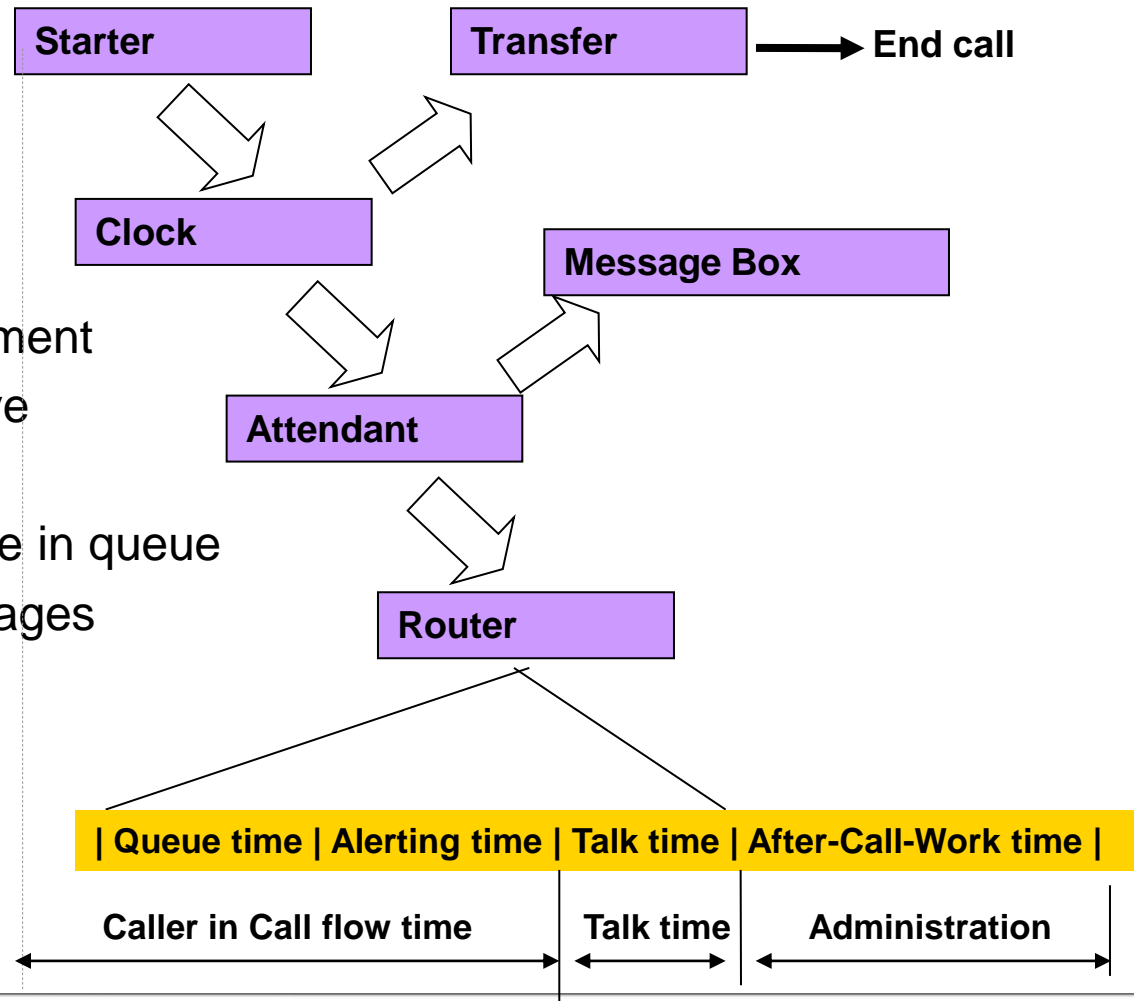
- Longest idle
- Priority based
- Last contacted agent (time limit)
- Clock / time dependent
- Skill based
 - up to 100 different skills can be defined
 - agent selection based on 2 skills
 - minimum average score
 - mandatory skill level available
 - routing to highest average score
- Agents that do not answer the call in specified time are set to 'not ready'



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



Contact Center Modularity

Automated Attendant / IVR

Intelligent router

VoiceMail / Unified Messaging

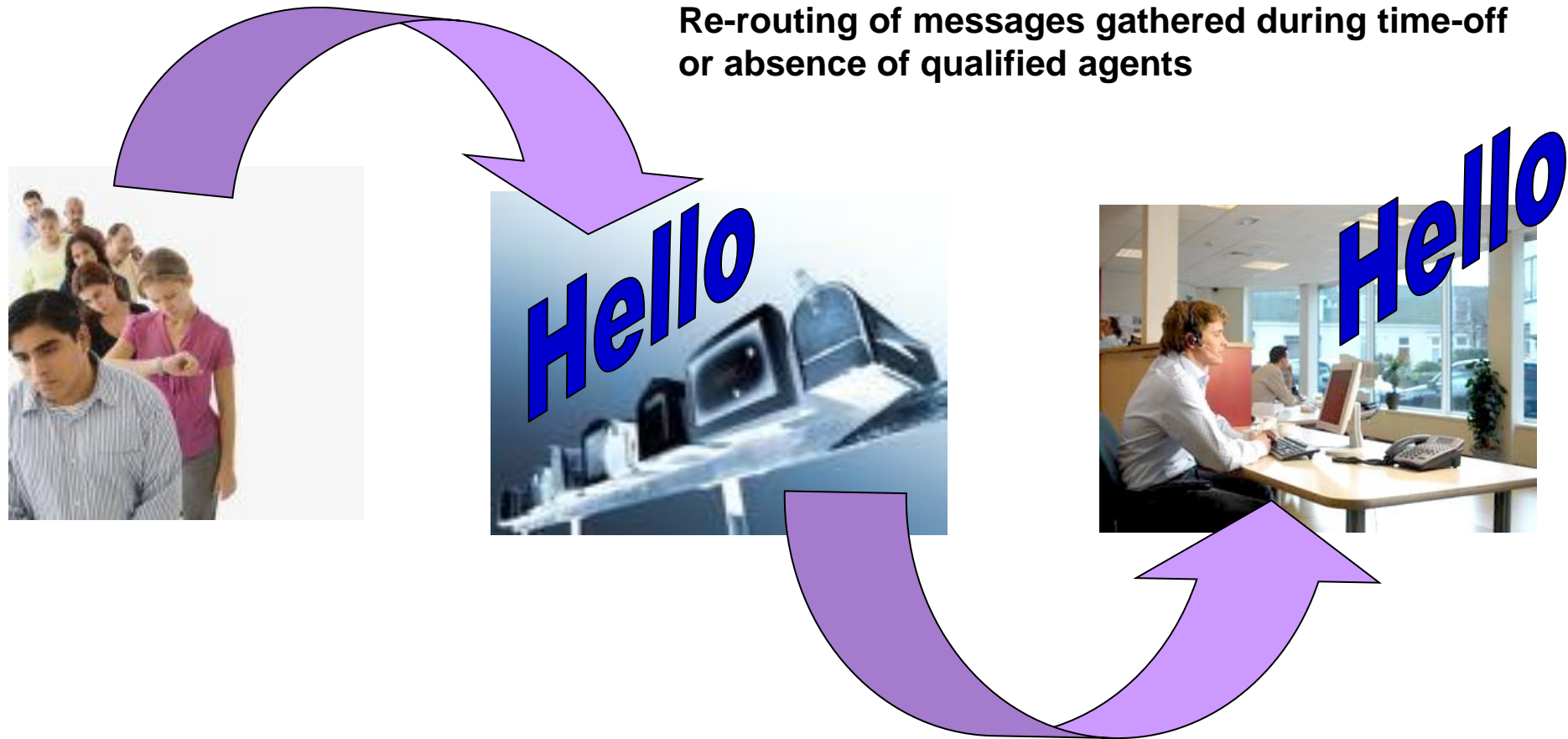
Identification module

E-mail router

Outbound services

Wallboard

Voicemail

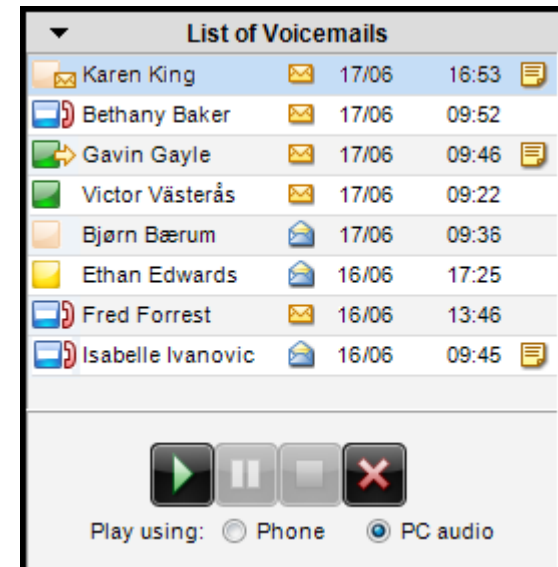


Routing the message to a free agent with the required skills, playing the recorded message

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



(*) Employee role required

Modularity of the Contact Center

Automated Attendant / IVR

Intelligent router

VoiceMail / Unified Messaging

Identification module

E-mail router

Outbound services

Wallboard

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

Modularity of the Contact Center

Automated Attendant / IVR

Intelligent router

VoiceMail / Unified Messaging

Identification module

E-mail router

Outbound services

Wallboard

E-mail routing

Handles incoming electronic mail



Routing to agents determined by

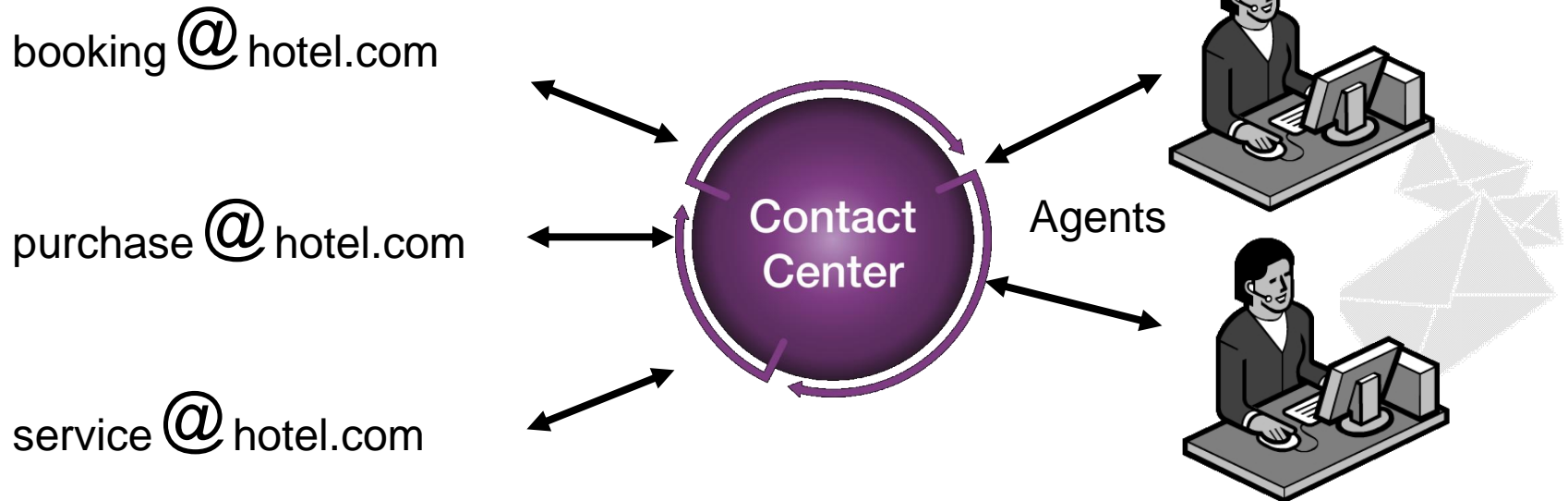
- email address
- keyword in subject header
- keyword in email body text
- agent skill
- auto-reply

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

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



Modularity of BCT Contact Center

Automated Attendant / IVR

Intelligent router

VoiceMail / Unified Messaging

Identification module

E-mail router

Outbound services

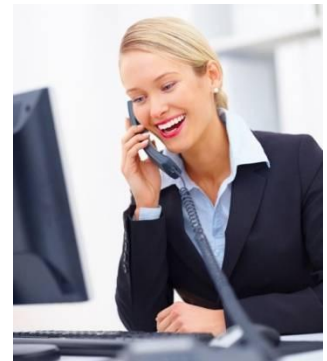
Wallboard

Outbound Contact Center functionality (1)

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

■ Outbound is as simple as:

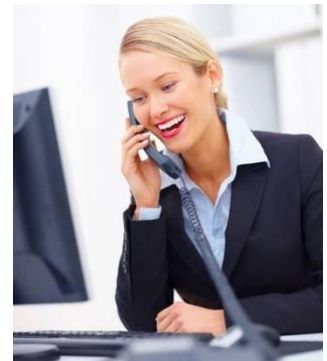
1. Defining a campaign and setting parameters such as the number of call attempts per contact and the time between call attempts
2. Assigning groups of agents to the campaign
3. Loading the outbound list with contact details e.g. phone number, name, description, email address and language.
All details are displayed on the agents' screen
4. Start dialing!



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



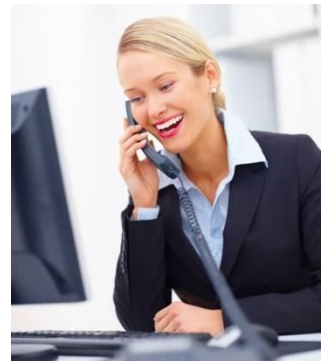
Outbound Contact Center functionality (3)

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



Modularity of BCT Contact Center

Automated Attendant / IVR

Intelligent router

VoiceMail / Unified Messaging

Identification module

E-mail router

Outbound services

Wallboard

LED Wallboard (1)

Shows real-time Contact Center information

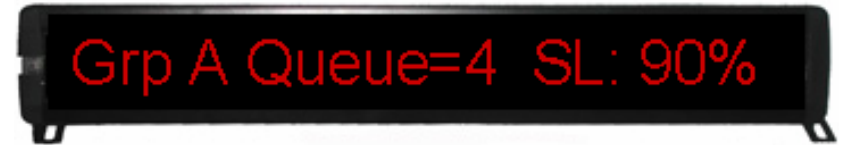
- Service level
 - Queue length
 - Max waiting time
 - Current date / time
 - Number of calls today
 - Number of abandoned calls today
 - Number of active agents
 - Number of free and ready agents
 - Free text messages
-
- Show text: Normal, flashing scrolling or wipe



LED Wallboard (2)

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

- With 10 characters
- With 20 characters



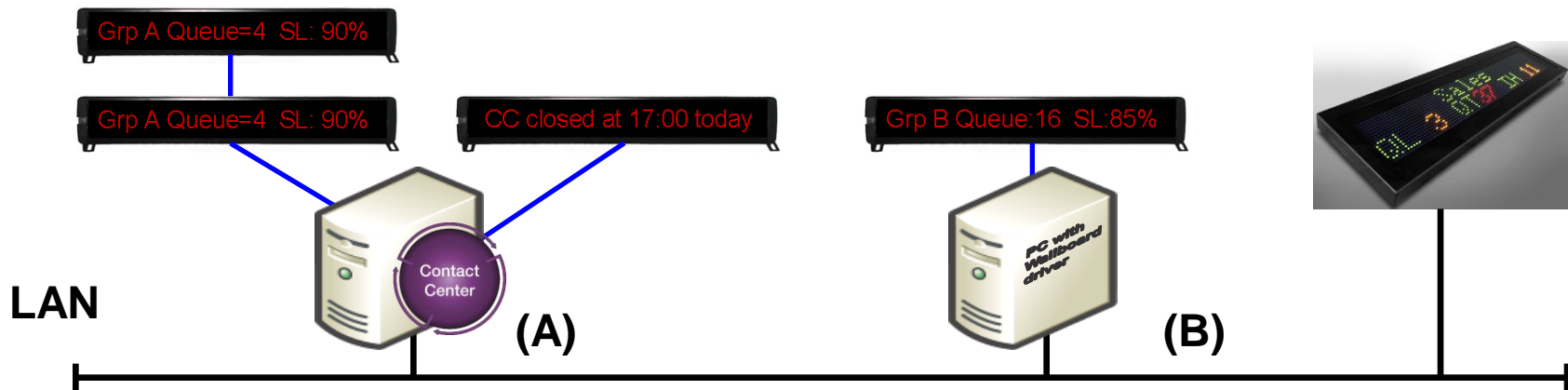
Two certified color models (MessageMaker), these can also be connect via IP (LAN):

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



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.



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

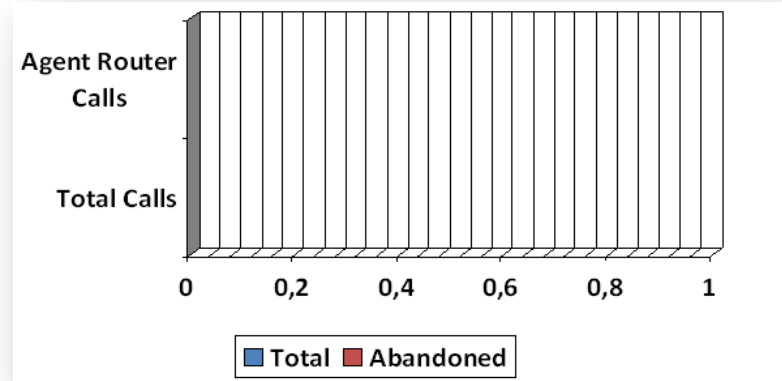


Soft Wallboard (2)

Create a new PowerPoint presentation or use one of the templates

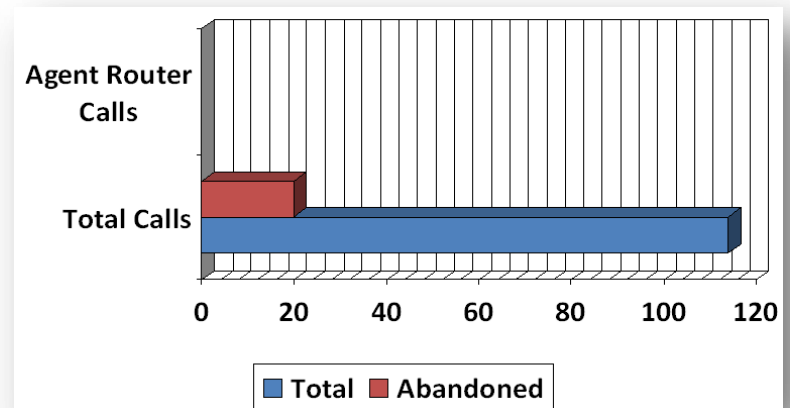
- Add Tags and Graphs:

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



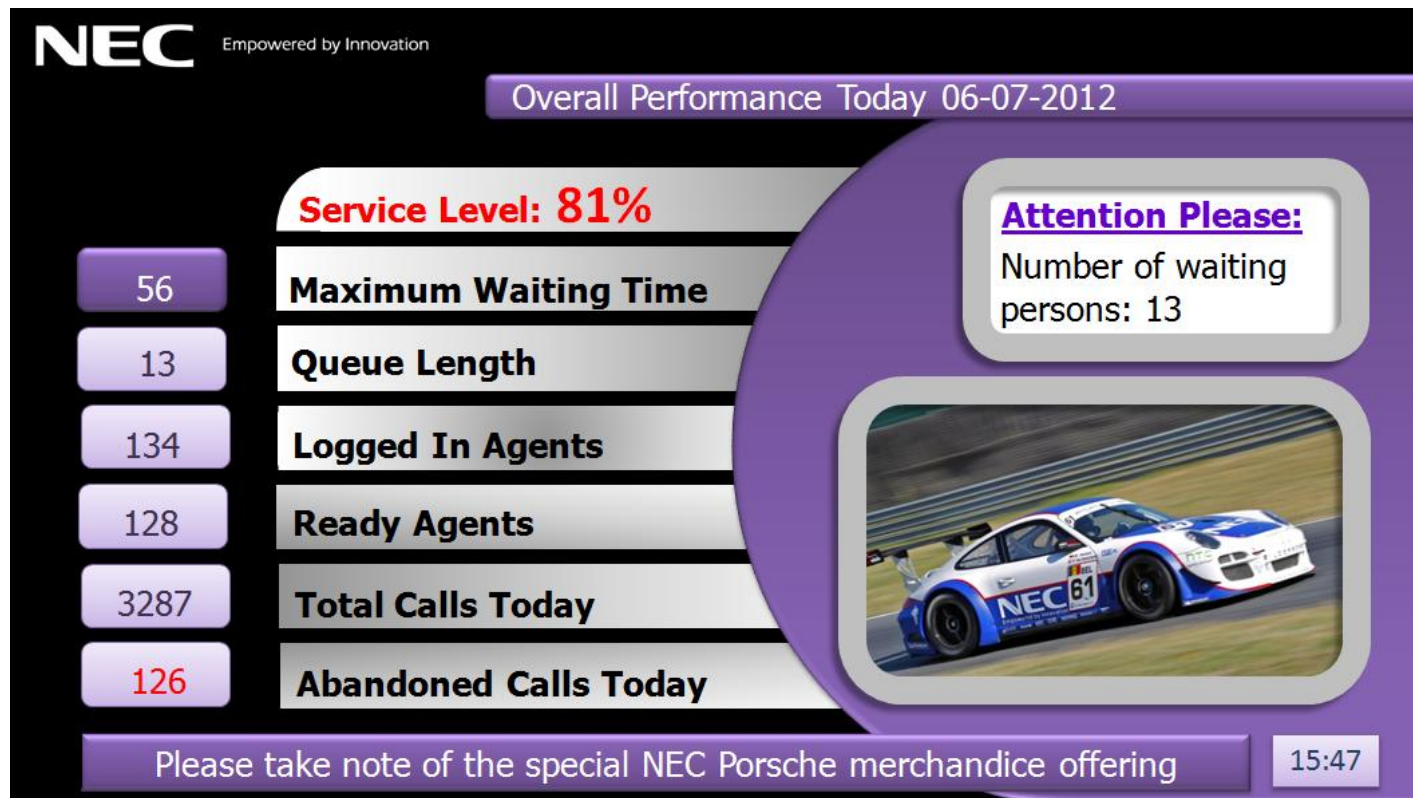
- Run the PPT presentation:

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



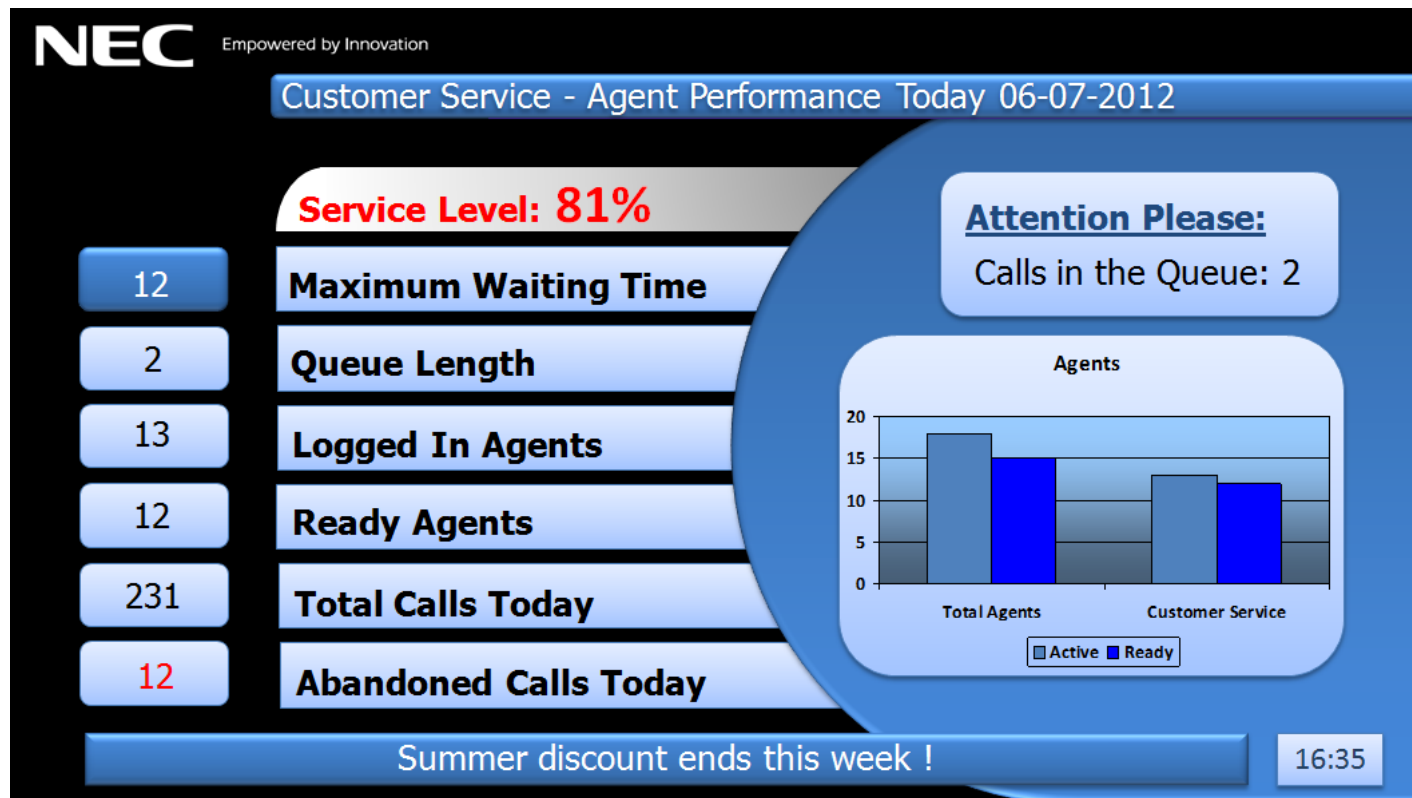
Soft Wallboard (3)

- 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



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



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.



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



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.

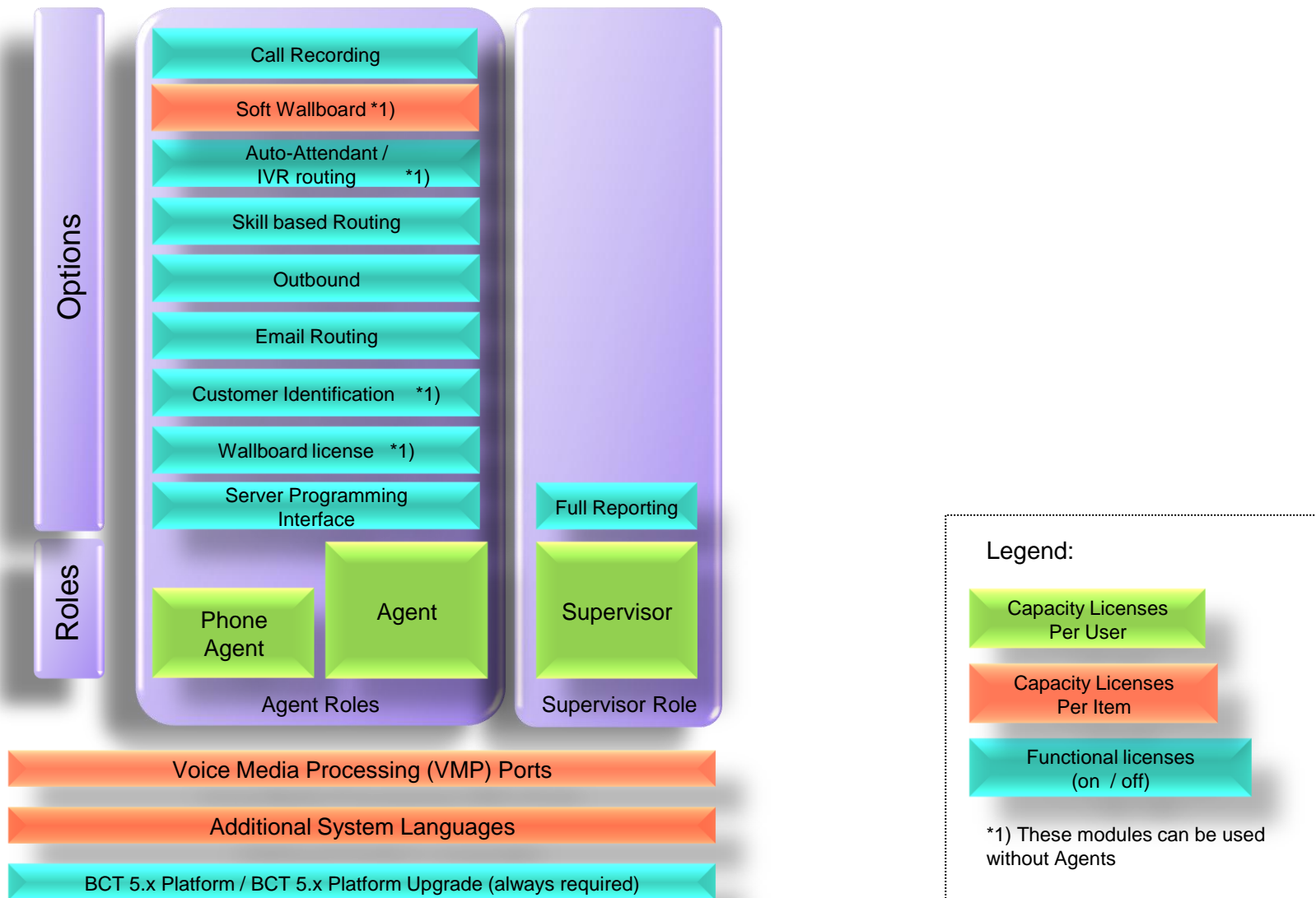
There are open interfaces to:

- 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



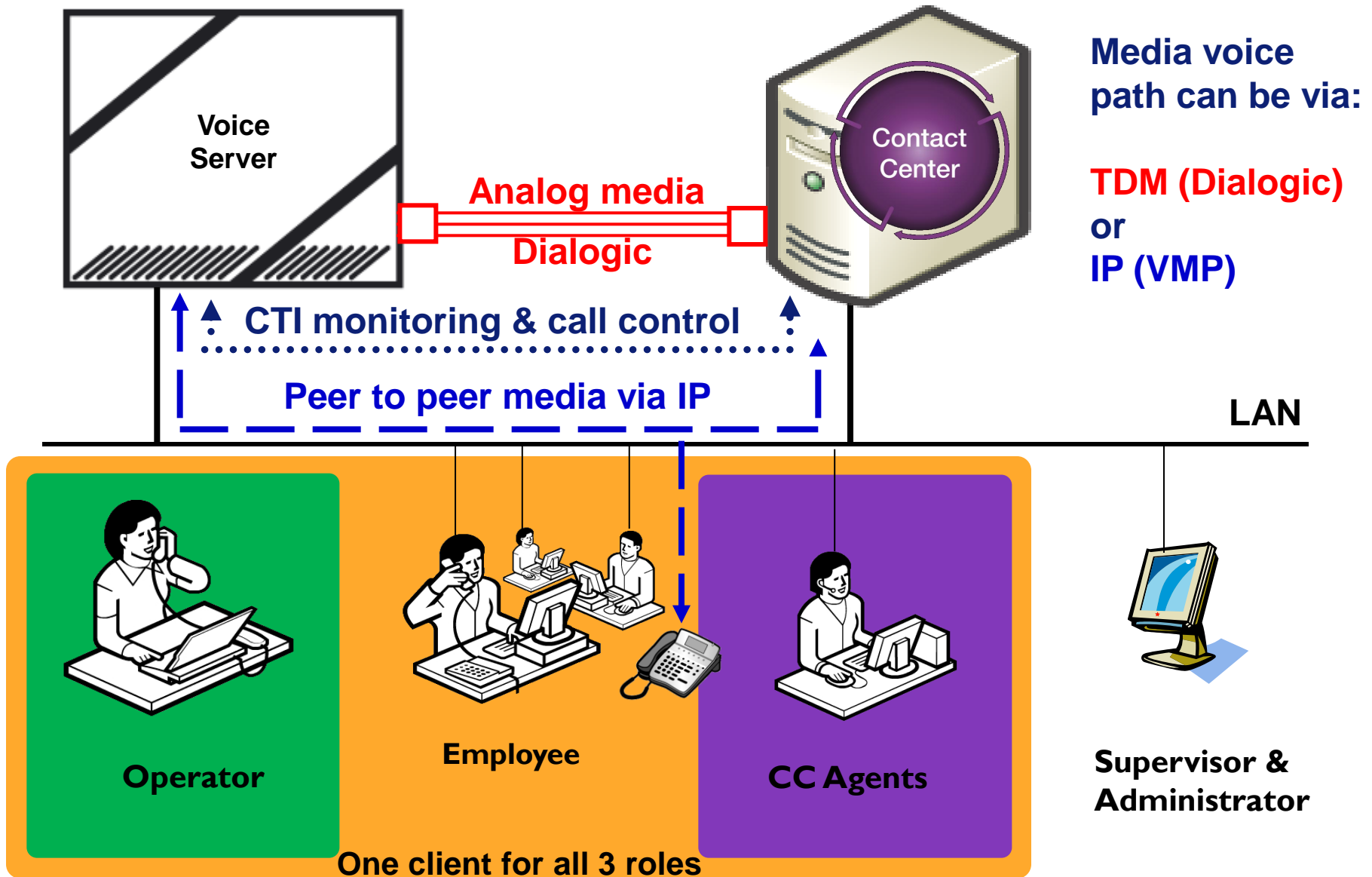
Contact Center License model



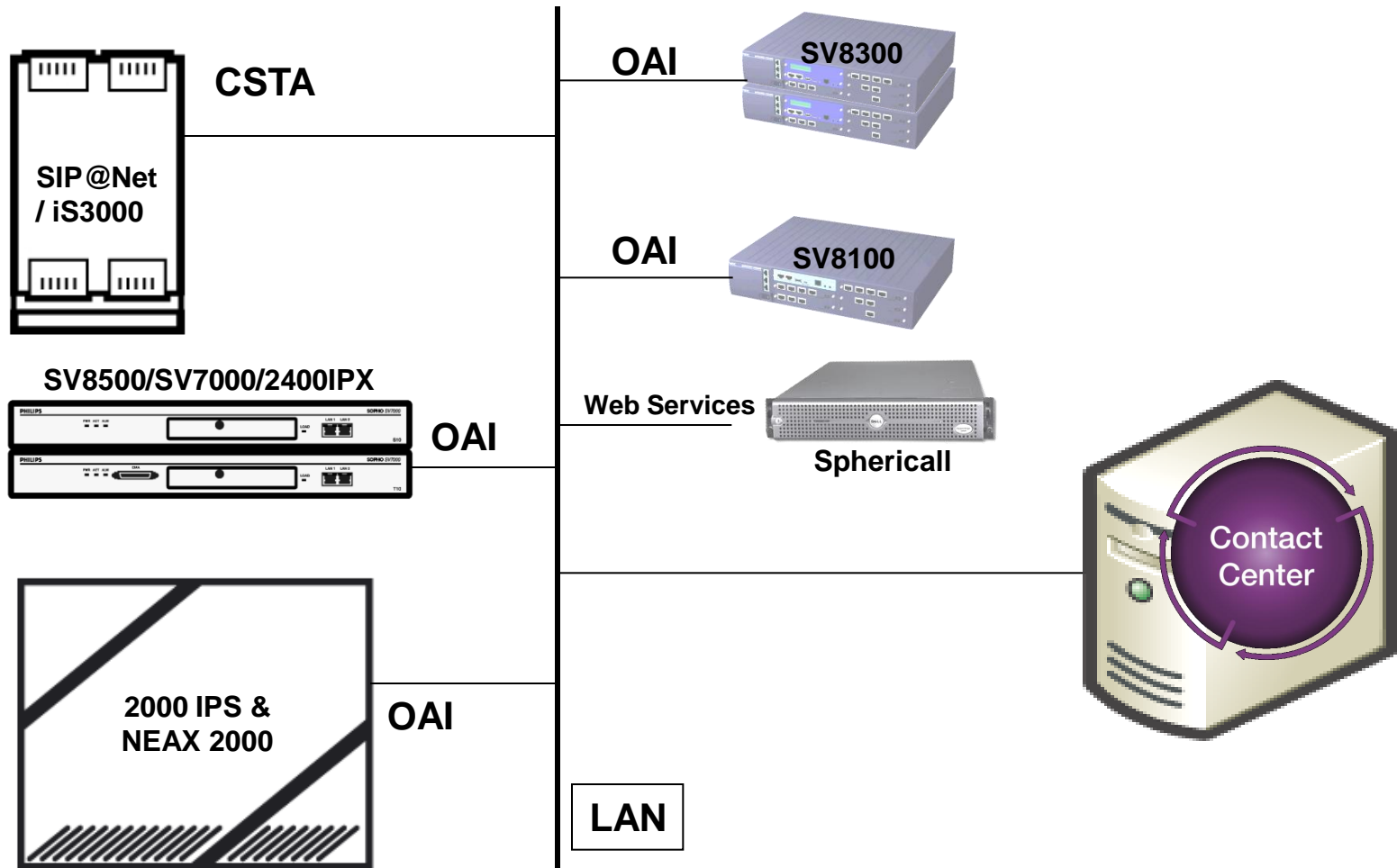
Functional and Capacity based licenses.

- 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.

Architecture



Can be used on all NEC PBX platforms



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

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

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



Directory Browser

Company Directory External Directory Personal Directory Web Directory

Back Apply Cancel

Primary User Info

First name Alice
Middle name
Last name Andrews
Email Alice.Andrews@alh.com
Language English (United Kingdom)

Basic Authentication

Password
Password Confirmation

Presence

Presence

Portuguese (Brazil)
Catalan
Danish
German (Germany)
Greek
English (United Kingdom)
Spanish (Spain)
French (France)
Italian (Italy)
Japanese
Dutch (Netherlands)
Portuguese (Portugal)
Russian
Swedish (Sweden)
Turkish
English (United States)
Chinese (Simplified)

NEC © 2000-2010

Multiple Languages

Business ConneCT - 2300

ユーザ

通話

接続先
Lea Livingston
For
Fred Forrest
[不在まで 2009/01/31]

No

終了

電話帳

b

Arron Block	2405	
Barbara Fizer	2402	
Benett Davis	2400	
Bethany Baker	2301	
Bonnie Gray	2409	
Dwight Brooks	2404	

保留 / 転送

在籍管理

オフィス
オフィス
外出
会議
昼食
リモートワーキング
不在

着信履歴

Gavin Gayle	12/22	18:43
Lea Livingston	12/21	20:16
Orlando Olivera	12/21	15:31
Benett Davis	12/21	15:29

発信履歴

Bethany Baker	01/23	12:05
Cindy Charlton	12/22	20:11
2600	12/22	18:54
Gavin Gayle	12/22	16:07
Fred Forrest	12/22	16:03
Isabelle Ivanovic	12/22	15:39
Hannah Henson	12/22	15:39

通話履歴

Lea Livingston	01/23	15:39
Isabelle Ivanovic	01/23	15:36
David Denson	12/22	19:02
Jadyn Jones	12/22	18:59
Hannah Henson	12/22	18:56
Bethany Baker	12/22	18:51
Gavin Gayle	12/22	18:46

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Multiple Languages

Archivo Editar Ver Herramientas Ayuda

Flujo de llamada

UCS Administrator

- Vistas
 - Sistema
 - Flujo de llamada
 - Graficos
 - Floorplans
- Modulos
 - Flujo de llamada
 - Iniciadores
 - Asistente
 - Horario
 - Identificaciyn
 - Finalizar llama
 - Buzyn
 - Enrutador
 - Transferir
 - Aplicaciones
 - Servicios saliente
 - Email
- Recursos
 - Agentes
 - Grupos
 - Displays
- Monitores
 - Enrutador
 - Canales
 - Email
 - Sistema
- Herramientas
 - Razones no prep
 - Calificaciyn de lla
 - Favoritos Web
 - Perfiles
 - Perfiles del buzyn
 - Cuentas de super
 - Mensajes
 - Palabras de voca
 - Servidores de em
 - Informes

Iniciador

- [Defecto]
- [Operaciyn especial]
- [1520 - 1520]
- [9 - 9]
- [1500 - 1500]
- [-]

Editar mensajes

Idioma: Spanish

Mensaje:

Mensajes de aplicaci3n Mensajes de sistema

572 No hay mensajes almacenados.
 573 Para revisar, pulse uno, en caso contrario, pulse dos.
 585 Hay mensajes nuevos definidos que no han sido grabados todavía. ¿Quiere
 586 Mensaje número:
 587 Gracias. No hay más mensajes nuevos.
 588 Por favor introduzca el código de identificaci3n personal.
 589 Para mensajes del sistema, pulse uno, para mensajes de la aplicaci3n, pulse
 590 Por favor introduzca el número del mensaje, seguido de la tecla, almohadilla
 591 Por favor inicie la grabaci3n después del tono. Pulse cualquier tecla para fir
 592 Lo siento, el directorio especificado no existe.
 593 Para grabar, pulse uno, para escuchar, pulse dos, para seleccionar otro me
 594 Este mensaje no existe.
 595 Por favor introduzca el número del idioma deseado.

Directorio de mensajes:
 C:\Program Files\NEC\UCS-Module\VPrompts\System\Spanish\Cerrado-Serio

Número: 000

Descripci3n:

0

Ordenar

☒ por número
☐ por descripci3n

C3digo PIN: XXXX

Nuevo
 Suprimir

OK Cancelar Aplicar

Form View

Llegada	Enrutador	Enrutador	Enrutador	Enrutador
12:03:53 PM	Agents			
4:36:49 PM	Agents			
4:36:40 PM	Agents			
4:23:35 PM	Agents			
4:21:46 PM	Agents			
4:16:37 PM	Agents			
3:11:30 PM	Agents			
3:10:21 PM	Agents			
3:09:40 PM	AgentsCristina	1	Abandon...	3:09:56 PM
2:20:38 PM	AgentsCristina	1	Abandon...	2:20:59 PM
2:16:26 PM	AgentsCristina	1	Abandon...	2:16:41 PM
2:14:18 PM	AgentsCristina	1	Abandon...	2:14:39 PM

Enrutador: AgentsCristina

Llamadas hoy: 1
 Long. de cola: 0
 Espera máx.: -
 Ag. presentes: 0
 Nivel servicio: 100%

Grupo Tiempo Lla... E

Group1	01:46	1	
Group2	00:41	0	

Start 4 Wind... Inbox - ... 3 Micr... UCSRun... Diag@N... HmpCon... UCS Ru... UCS - [... Business... 2:30 PM

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