



Contact Center Solutions

Distribute Calls Smoothly and Comprehensively

Your contact center doesn't have to be complex to be powerful. In fact, the Contact Center Suite is simplicity at its finest, running as applications on the Strata Media Application Server or other network server. A robust array of Automatic Call Distribution (ACD) features, reports, online inquiry, and recording capabilities make it easy to optimize contact center operations, increase customer satisfaction, and improve efficiency. You can very effectively allocate inbound calls among your call-handling agents.

Valuable Features:

- Advanced Call Routing directs calls based on Caller ID, account numbers, private lists, balanced call count, preferred agent treatment, agent priority, time-of-day, day-of-week, day-of-year, and user-entered data.
- Skills-Based Routing sends calls to the right person to handle the call.
- Priority Queuing enables you to answer higher priority calls sooner.
- Multiple Group Agent Log-in provides important call coverage between groups and tiered service levels.
- Agent Priority Routing gives you the ability to send the right call to the right agent.
- Intelligent Announcements play pre-recorded messages and inform holding callers of their place in the queue or estimated time before answer, as well as offering alternative actions like going to voice mail or invoking a call back reservation.
- IVR Voice Assistant gathers and validates caller input, triggers responses, alerts agents when the queue gets overloaded with calls, and provides many creative application opportunities.
- Integration of your PC and your telephone enables you to manage incoming and outgoing call functions and synchronizes with your company's operations, CRM or contact software.
- Call recording/logging enables you to record, store, organize, search, and playback telephone calls to avoid disputes and improve the quality of training and customer service.

- Call Center reports let supervisors analyze agent performance, call center group activity, and system status, as well as forecast future call center staffing requirements by analyzing call volume patterns.
- Network ACD enables multi-site contact centers to work together as one integrated call routing system, enables contact centers to distribute agents over the network and route calls to available agents on any CIX system on the network. Network ACD provides look ahead routing to check the status of agents in other nodes before it routes the call to those agents. It also extends the functionality of Call Manager over the network to support features such as Network DSS/BLF and/or Chat between users in multiple nodes.
- Multimedia Web Callback enables online customers to initiate a "call-me-back" request by entering their name and phone number on a company's website. When a company's contact center representative becomes available, the system then automatically calls the customer. Web Call Back allows customers to easily access a company's contact center, thereby enabling companies to provide better customer service and reduce contact center operation costs.

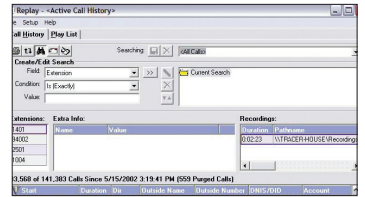
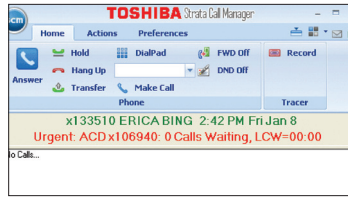
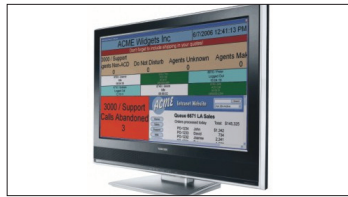
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Customized Reporting

Task Contact provides the call center manager with the web based reporting tool that can easily generate the desired report. It also allows the call center manager to export or email the report.

Line	Status	Time	Dest.	Call No.	CALLS WAITING	LONGEST WAIT	CALLS IN PROGRESS
9070	RING	00:05:11			2	08:17	47
9072	INC	00:04:24	Ed				
9073	IDLE	00:00:00					
9074	RING	00:05:07					
9075	IDLE	00:03:42					
9076	IDLE	00:02:31					
9077	IDLE	00:04:50					
9078	INC	00:04:59	MIH				
9079	INC	00:03:41	Steve				

Agent Status	Priority	K/S	Group	Time	Dest.	CALLS WAITING	LONGEST WAIT	CALLS IN PROGRESS	
LV11	IDLE	00:00:16				148	0	00:00	22
LV12	IDLE	00:00:00							
LV13	IDLE	00:00:01							
LV14	IDLE	00:03:00							



Insight

Customizable real-time display with color coded status information. It also provides customizable historical reporting for call center statistics, including agents, agent group, queue, and queue groups.

DisplayCentral

Taking advantage of the latest technology, DisplayCentral is designed to show the call center information and other information from other applications such as the data base on the large display so that agents can share the valuable information.

Integrate PC & Telephone Operation

Manage incoming and outgoing call functions from your computer. Synchronize with your company's operations, CRM or contact software, capturing important customer data, and automatically display the caller's information.

Call Recording/Logging

Record, store, organize, search, and playback telephone calls to avoid disputes and improve the quality of training and customer service.

Important Benefits:

- Efficient call handling through automated call processing provides faster response to callers, and makes agents more productive.
- Effective handling of call traffic during peak hours, and complete back-up coverage during heavy call volumes.
- Accurate forecasting of call center staffing and facility needs, making sure you have the call handling resources you need.
- Effective management of the lines serving your call center increases management control.
- Investment protection through solutions that adapt to your needs as your business grows.

SPECIFICATIONS

System Compatibility	Strata CIX40	Strata CIX100	Strata CIX200	Strata CIX670	Strata CIX1200
Agents/Supervisors	360	360	360	360	360
Agent Groups	100	100	180	180	180
Music-on-Hold Sources	3	15	15	15	15
Voice Assistant	72*	72*	96*	96*	96*
Announcement Types	Initial and Periodic				
Call Distribution Methods	<p>Linear – Always starts from the top of the Agent list and finds the first available Agent.</p> <p>Round Robin – Next Agent on the Agent list gets the waiting call. The next call rotates to the next Agent, etc.</p> <p>Longest Idle – The Agent who has been idle the longest receives the next call. An Agent's "start of idle" status affects all queues—that is if the Agent just completed a call in Queue #1, that Agent is now idle for any other queue that the Agent is logged into.</p> <p>Balanced Call Count – The Agent who has handled the lowest number of calls receives the next call. When an Agent logs in, the Agent is set to zero calls if the Agent is the first to log into the group or the Agent can be set to the lowest call count of any Agent already logged in. This prevents Agents that logged in late from getting all of the calls.</p> <p>Preferred Agent – Based on integration with optional applications, the system can route the call to the Agent assigned to a specific account to handle the call. If that Agent is not available, the call routes to the next available Agent.</p> <p>Skills-Based Routing – Agents can log into the queues that they have skills to support. For example, one queue for English-speaking clients, another for Spanish-speaking clients. An Agent who is bilingual can log into both queues. The ACD system can work with Interactive Voice Response (IVR) to send calls to the appropriately skilled agents.</p> <p>Agent Priority – The Agent with the highest priority setting receives the next call. If multiple Agents have the same priority level, the Agent who was idle the longest gets the call. This provides a method for automatically expanding the pool of Agents searched based upon call traffic.</p>				

Available Applications

Basic ACD, Enhanced ACD, Network ACD, Multimedia Web Callback, Call Router, Interactive Voice Response, Insight Call Center Reporting, TASKE Call Center Reporting, Wallboard Display, Call Manager PC/Telephone Integration, Chat Text Messaging, Tracer Call Recording/Logging

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*Actual capacity depends on the platform and card.



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