

 inConcert ***allegro***- Description

---

# Contents

<b>Main Features .....</b>	<b>3</b>
<b>Technology.....</b>	<b>4</b>
Overview .....	4
Inbound and Outbound Channels.....	5
ACD: Automatic Call Distributor.....	6
CTI: Computer Telephony Integration .....	7
Recording and Monitoring.....	8
Interactive Voice Response System .....	9
Outbound Engine .....	10
inConcert Middleware – Systems Integration / SOA.....	12
Reports.....	13
inConcert Flow Designer .....	14
inConcert Script Designer .....	16
Agent Interface .....	17
Real Time Supervision .....	18
Administrator .....	19
Distribution and Virtualization – “ <i>Hosting</i> ” .....	21

## Main Features

### IP TECHNOLOGY

- Ten years ago we were pioneers in the research and development of purely IP Contact Centers. Today, as the call center industry switches en masse to the IP telephony paradigm, inConcert already has ten years experience applying this technology to contact centers. The maturity acquired as a result of being focused on purely IP installations for a decade is one of the distinguishing features of the technology of our newest release: ***inConcertAllegro***

### “ALL-IN-ONE” SOLUTION

- It is well-known that in complex technologies such as contact centers, integrating heterogeneous components produced by different manufacturers, such as ACD, IVR, recording and dialing among others, implies risks and costs. For this reason inConcert has, since its inception, developed naturally pre-integrated functional modules. This means that inConcert – like a jigsaw puzzle in which each piece fits perfectly with the next one – allows the building of custom made solutions which are free from integration problems and divided responsibilities.

### NON-PROPRIETARY HARDWARE

- Historically, call centers have been a branch of telephone switchboards, depending on them, their functionalities and their vendors. This has been reflected in the high set-up costs of call centers and in the dependence on vendors. inConcert has been a pioneer in the setting up of contact centers which use market-standard servers, thereby cutting the dependence on proprietary hardware and its vendors.

### VIRTUAL CALL CENTERS

- In the same way that we were pioneers ten years ago in applying IP technology to call centers, we are now also pioneers by aligning ourselves with the Virtual Call Center and hosting technology paradigm. This allows the operation of multiple call centers in different geographic locations using the same centralized infrastructure. It also allows remote supervision and administration, teleworking and hot-desking, or in other words, the freeing-up of agents from their work desks.

### INSERTION IN BUSINESS

#### ORGANIZATION PROCESSES

- Although the concept is simple and sensible, it is very hard to set up without the proper technological platform: *for a contact center to add value to an organization it should not be an island within it, but rather and on the contrary, it should insert itself in business organization processes.* ***inConcertAllegro*** is the only solution available in the market today that natively integrates – pre-integrates in other words – a middleware platform to world class call center technology. This permits the natural integration of service centers to heterogeneous and distributed systems.

### UNIVERSAL INTERACTIONS

#### QUEUE

- The client decides which communication channel to use: telephone, e-mail, fax, web-chat, web-call-back, SMS, etc. ***inConcertAllegro*** takes care of ordering, processing and distributing interactions in a unified manner to the agents who are best qualified to deal with them.

# Technology

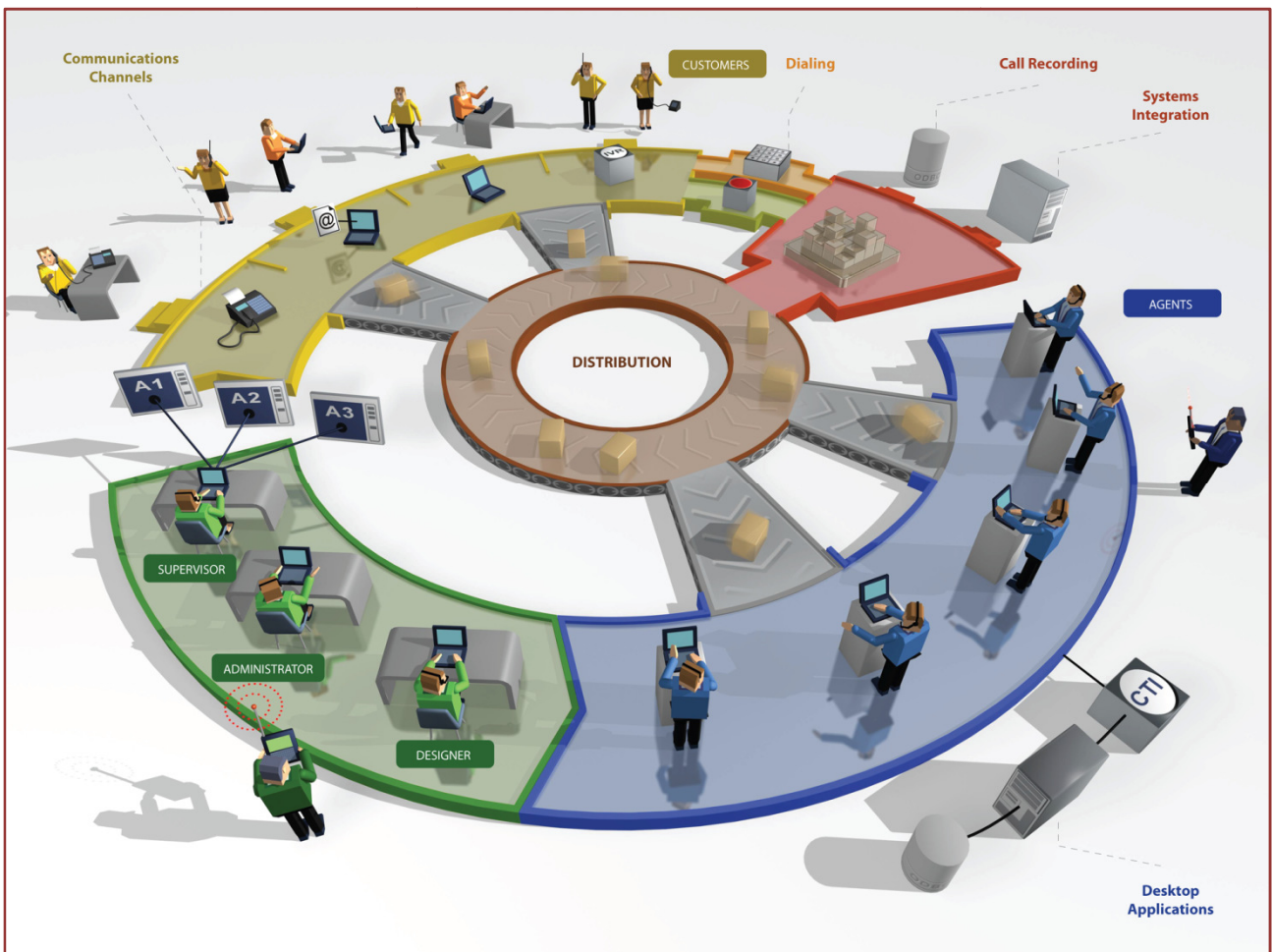
## Overview

• **inConcertAllegro** is a powerful and robust technological platform for client interaction management that can be used by small companies or large organizations that manage their own contact centers. It also offers important benefits to Call Center service providers and Service

Platform Administrators in a hosting mode.

• Conceived from its origin to function with IP telephony, it incorporates technology designed to withstand high traffic 24/7 and in remote environments, within the Virtual Call Center” paradigm.

• Its modular and scalable structure comes from an “all-in-one-box” development concept, in which all the functionalities needed in a world class Contact Center are available. This allows pre-integrated functional modules to be gradually incorporated when needed.



## Inbound and Outbound Channels

• **inConcertAllegro** is a multimedia solution that permits the unified processing of interactions, or contacts, via multiple communication channels.

<b>Voice Interactions</b>	• Inbound calls
	• Outbound calls
	• Voice mail
	• Callback on abandoned calls
	• Callback on voice mail
<b>E-mail Interactions</b>	• Inbound E-mails
	• Outbound e-mails from agent PC
	• E-mails on-demand from IVR
	• E-mail blasting from Outbound Engine
	• Predefined manual or automatic reply formats with Word/HTML
	• Attachment handling
• Automatic Reading using vocal technologies *	
<b>Fax Interactions</b>	• Inbound faxes
	• Outbound faxes on demand from IVR
	• Indexed storage
	• Search and show console for faxes
	• Distribution according to ANI, DNIS, and IVR context information
<b>Web Interactions</b>	• Web Chat
	• Web Collaboration (URL Push)
	• Web Callback
<b>SMS Interactions</b>	• Inbound SMS
	• Outbound SMS from Agent PC
	• Outbound SMS on demand from IVR
	• SMS blasting from Outbound Engine

	FOR THE COMPANY	FOR THE CLIENT
<b>BENEFITS</b>	• Distributes work load over multiple channels	• Can access via the communication channel he chooses, thereby avoiding waiting in queue to be attended
	• Increases Agent productivity	• Can carry out multiple tasks while request is processed
	• Generates traffic via alternative channels	• Reduces telephone communication costs
	• Gives control to your client	• Receives better service

## ACD: Automatic Call Distributor

• Interactions that reach Contact Centers should be distributed based on some predetermined criteria. *inConcertAllegro* allows the system Administrator to easily configure a variety of distribution criteria and also provides the option of personalizing the distribution along advanced models that take into account client profiles and relevant business data:

### STANDARD DISTRIBUTION

- Circular Distribution
- Work Load Balancing
- Inverse Load Balancing
- “Skills-Based Routing” by campaign and by type of interaction

### ADVANCED DISTRIBUTION

- Call Parameters (ANI, DNIS, IVR context)
- Campaign Data
- Client Profile (account balance, etc.)
- Business Data
- Priority Rules

• *inConcertAllegro* is a multicampaign, multimedia, multisite solution with capabilities for blending, hotdesking and telework.

<b>Multi-campaign</b>	The system allows the simultaneous handling of multiple campaigns and agents can work on various campaigns simultaneously.
<b>Multi-media</b>	A campaign can process interactions coming from or directed towards multiple and diverse communication channels. For example; telephone calls, e-mail and web chat.
<b>Multi-site</b>	<i>inConcertAllegro</i> can distribute interactions to multiple geographically distributed sites. For example, the infrastructure can reside in a central location and distribute calls to Agents located in the same central site or in remote sites.
<b>Universal Interaction Queue / Blending</b>	<i>inConcertAllegro</i> operates a universal interactions queue that permits distributing to a single agent any type of interaction, independent of its nature. Furthermore, the ACD can be configured to apply different distribution rules depending on the type of interaction.
<b>Hot-desking and Tele-work</b>	Agents are not tied to a desk. They can occupy any physical place as long as they register on the system with their username and password. An agent could even be out of the office and work from home over a broadband internet connection.

• In addition to the mentioned functionalities, *inConcert*’s ACD allows:

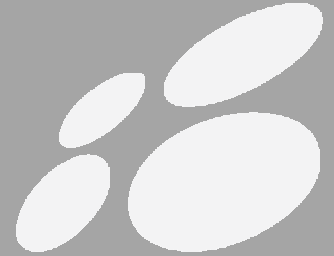
- Configuration of maximum waiting time
- Customized messages per each individual campaign: welcome, waiting, etc.
- Estimated wait time announcement
- Overflow handling

## CTI: Computer Telephony Integration

- **inConcertAllegro's** CTI allows all relevant information about the customer that will be attended, such as account statement, latest purchases or payment history, to be displayed on agents' PCs simultaneously with the inbound or outbound call.
- **inConcertAllegro** offers various CTI mechanisms that integrate the Contact Center platform with numerous management applications on agents' PCs, such as CRMs and collections or telesales applications. From the Administration console you will be able

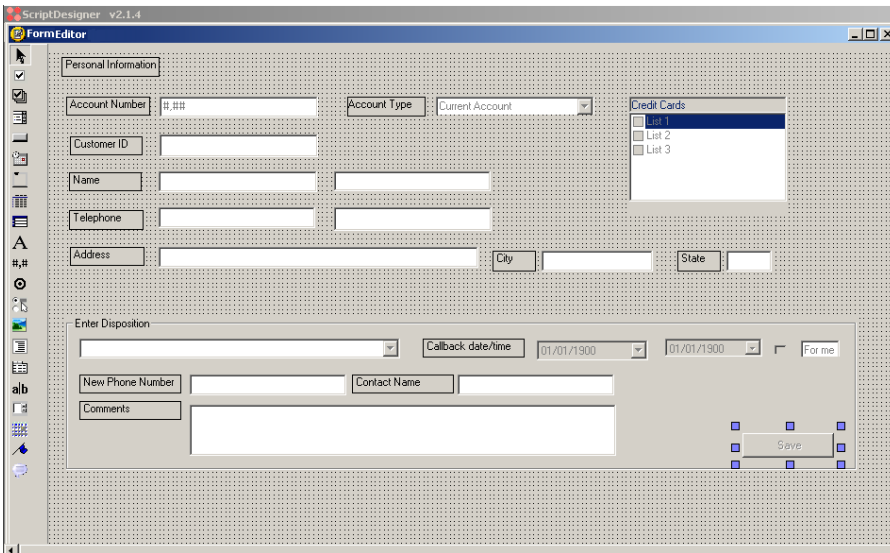
to select the integration mechanism you want, how to identify your clients and in which mode you want to carry out the integration.

- Third party applications integration (API, DDE, DLL, URL)
- Integration with inConcert CRM
- Integration with inConcert Scripting
- Integration with inConcert IVR with transfer of context
- SDK for integration:
  - Web Services
  - Java
  - .net
  - COM activex



**inConcertAllegro** provides design tools that permit the creation of applications, data capture forms and dialogues which are pre-integrated to the system.

After having designed a form with the inConcert Script Designer tool, all that needs to be done to achieve automatic screen-pop-up functionality is connect it to a campaign.



## Why record calls?

- ▶ To have available a back up of communications, transactions and agreements established between agents and clients, in case of complaints
- ▶ To better train agents, allowing them to hear themselves in action
- ▶ To establish an adequate control of quality and agent rating

## Recording and Monitoring

- Call recording is essential to your contact center because it grants you the ability to monitor your operators' performance and also ensure the quality of service provided to your clients.

- **inConcertAllegro** allows you to have simple and intuitive access to your recordings. It also provides a grading system which is integrated to the recording system and with which operators can be evaluated according to the skills required for campaigns. This ensures a rapid response mechanism when facing operators who are straying from campaign objectives.

### CALL RECORDING

- Recording of inbound and outbound calls
- Total, on demand, and selective recording in agreement with predefined criteria
- MP3 format
- 350 Kbytes per minute stored
- Indexed storage
- Export capabilities to MP3 files for post-processing
- Integration with quality and operator rating systems

### CHAT RECORDING

- External chats, with clients
- Internal chats, between Agent and Supervisor
- Indexed storage

### REAL TIME MONITORING

- Real Time call monitoring

- Real Time chat monitoring
- Remote Real Time monitoring via web and via telephone

### SEARCH AND AUDIO REPRODUCTION APPLICATION

**inConcertAllegro** provides a tool that allows instant filtering, searching, recovering and reproduction of calls that are stored in the Recording Repository.

The search criteria can be:

- Range of dates
- Range of hours
- Call duration
- Caller Id
- DNIS
- Campaign
- Agent
- Call / Voice Mail
- Customizable parameters

- Once a recording is identified an MP3 file with the call's audio can be generated simply with a click.

## Interactive Voice Response System

- *inConcertAllegro's* IVR system allows clients to consult and update information without agent intervention, thereby freeing up human resources. It vocalizes menu options or prerecorded information and captures the responses clients make on their telephone keypad such as username and password, and then provide them with information stored on databases or other storage systems.

- The IVR can also transfer calls to a contact center agent, along with client-relevant information, or send an e-mail or fax with information related to the request made.

- The flexibility of *inConcert's* IVR facilitates the resolution of simple

applications such as pre-service systems, of complex data capture and validation scenarios, accessing information from diverse systems (data bases, legacy systems, etc.), vocalization and sending of information by e-mail, fax or SMS.

- It incorporates design capability for Dynamic Navigation menus, customized according to client profiles and based on business rules.

- In addition, changes can be made on-the-fly to the IVR's behavior, in real-time and without having to interrupt the system's operation.

- All definitions of the IVR's logic flow are done from the graphic design tool, *inConcert Flow*

Designer, without having to write programming code. Navigation flows in existence on VXML can also be used.

### INTEGRATION

- Thanks to its Service Oriented Architecture (SOA) and native integration with *inConcert Middleware*, the IVR can be integrated with diverse data bases, legacy systems, mainframes and interact with transactional systems.

### INTEROPERABILITY

- *inConcert IVR* provides native integration with:

- *inConcert ACD*
- *inConcert Middleware*
- *inConcert Outbound Engine*
- Vocal Technologies (TTS / ASR)

	FOR THE COMPANY	FOR THE CLIENT
<b>BENEFITS</b>	• 7x24 availability. Clients can access at any time.	• Cost reductions by freeing human resources from repetitive tasks
	• Eliminates waiting in queue to be attended to.	• Improved customer service
	• Option to receive reports and statements via e-mail or fax.	• 7x24 service
	• Autonomy in obtaining information.	• Filtering and purging of data bases
		• New business opportunities (raffles, voice blasting)

## Outbound Engine

● It is a powerful outbound multimedia interactions motor that includes:

- Dialing system:
  - Progressive
  - Predictive
- Outbound IVR → Voice Blasting
- Outbound e-mail
- Outbound SMS

### DIALING MODES

● The system Administrator can easily select which dialing mode to use for each campaign:

#### Progressive

● When it detects an available agent, inConcert reserves the agent, calls the corresponding contact and then transfers the call to the reserved agent.

#### Predictive

● On the basis of statistical data, inConcert predicts when an agent will be available and makes a call. This dialing mode – which is effective as long as there are an important number of agents and calls have, in general, a similar duration – also evaluates the progress of calls and transfers calls to

agents only when they detect a live voice (it discards no-answer, busy and out of service tones).

### FEATURES

- Call progress analysis
  - No-answer
  - Busy
  - Out of service
- Call list management and dialing rules tool
- Contact import and management tool
- DNC compliant (Do Not Call List)
- Multiple time-zone handling
- Handling of rules and lots
- Agent applications screen-pop-up on call transfer
- Dialing pace fine tuning
- Integrated to:
  - inConcert ACD, to select the best qualified agent for transfer
  - inConcert Middleware, providing seamless systems integration.
  - inConcert Supervisor which provides real-time supervision capabilities both locally or remotely via internet links.

## Voice Blaster

Is an automated and highly effective solution for carrying out political and community service campaigns, and mass marketing of products and services, using prerecorded messages. This facilitates reaching thousands or millions of recipients rapidly and at very low cost.

*inConcertAllegro* provides simple and agile mechanisms for the upload and storage of contact databases and a complete system of reports and statistics, comprising an automated service platform suited for organizations with large numbers of clients or prospects.

Automated surveys, mass distribution of information, invitations to large events or automatic generation of leads are just some of the possible applications.

Calls can be filtered following norms and regulations in each country, respecting Do Not Call (DNC) restrictions or private lists for call blocking.

## DIALING RULES

- *inConcertAllegro* technology permits the setting-up of rules for dialing and client follow-up, automatically calling them at home, work, cell phone or elsewhere.

- Dialing rules can be personalized in order to optimize contact indices, while at the same time adhering to best practices and ethical standards of the contact center industry.

- The system Administrator easily defines how often to call which

telephone numbers, on what days and at what times, how often to retry depending on the call results and what to do if the client cannot be contacted.

## CONTACT LIST MANAGEMENT

- *inConcertAllegro*'s predictive dialer provides a sophisticated contact management tool that permits contacting only those clients who qualify according to the active campaign.

- For example, if you want to contact all adult males living in the city of Boston to offer them life insurance, you can do so easily from the contacts administration screen.

- Furthermore, *inConcertAllegro* provides mechanisms to recycle contact lists by applying filters with logic operators, evaluating results obtained during calls and previous attempts.

**New Rule**

**Process Rule** ! = Fields with an indication are required

**General**

Schedule:

Description:

**Destinations**

No.	Destination Name	Top Retries	
01	<input checked="" type="checkbox"/> CELLULAR	<input type="text" value="5"/>	<input type="button" value="up"/> <input type="button" value="down"/>
02	<input type="checkbox"/> FAX	<input type="text" value="3"/>	<input type="button" value="up"/> <input type="button" value="down"/>
03	<input checked="" type="checkbox"/> HOME	<input type="text" value="3"/>	<input type="button" value="up"/> <input type="button" value="down"/>
04	<input checked="" type="checkbox"/> OFFICE	<input type="text" value="3"/>	<input type="button" value="up"/> <input type="button" value="down"/>

? Please select the destinations you want to be contacted by this rule and arrange them in the preferred order.

**Actions**

If returns:

Action:  Cancel  Call Next Destination

Invalidate Address:

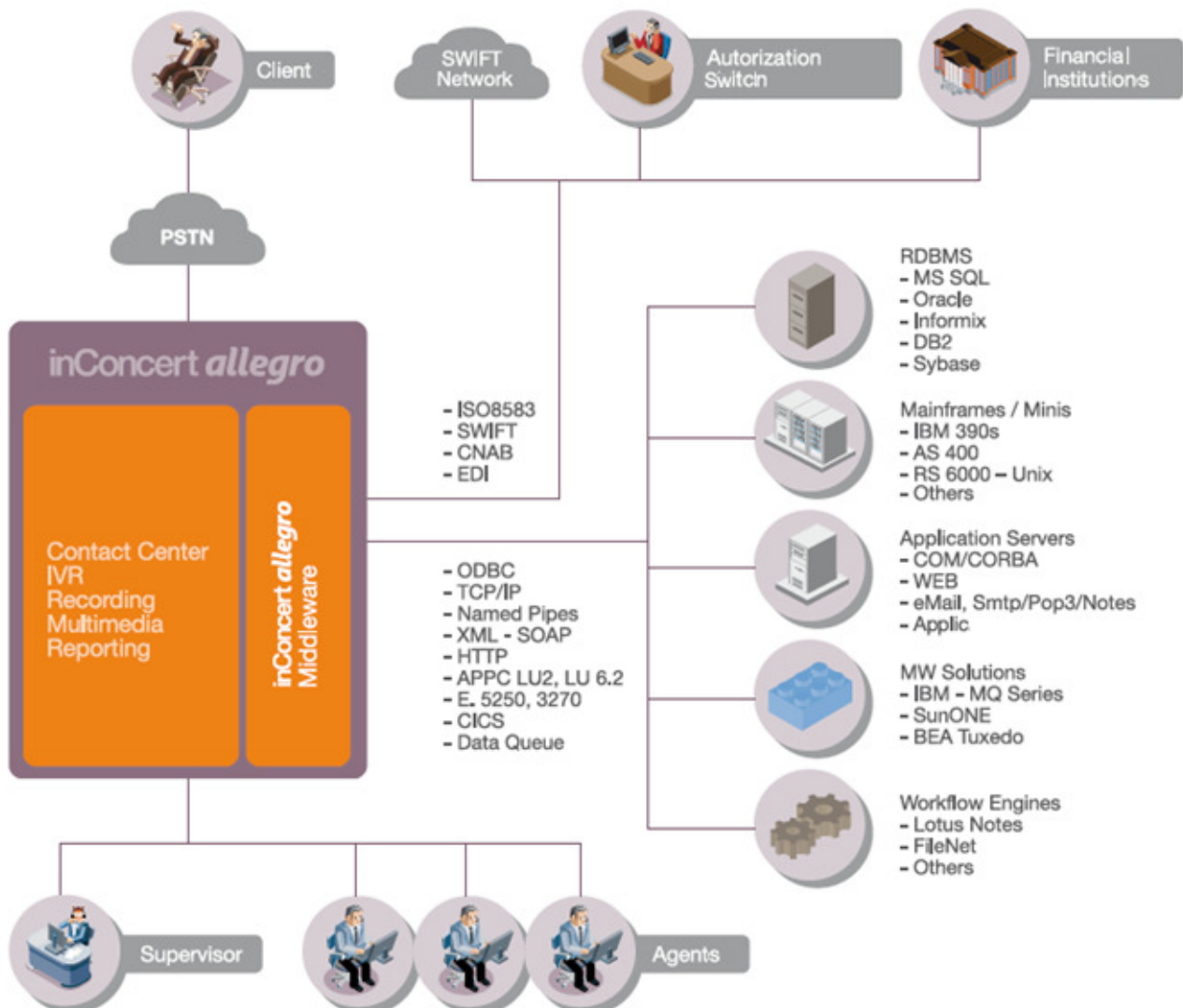
Contacting:

ANY\_DESTINATION  
CELLULAR  
FAX

## inConcert Middleware – Systems Integration / SOA

A contact center should not be an island within an organization, but rather, and in order to provide benefits, it should be integrated with the organization. inConcert inserts itself into corporate business processes optimizing contacts between an organization and its

clients. By including potent latest-generation middleware in its architecture, inConcert can easily integrate with diverse applications and inherited legacy systems, interchange information with messaging systems and access databases.



## Reports

- *inConcertAllegro* includes more than 100 predesigned reports that allow instant access to statistical and historical information on levels of Contact Center productivity and service.

- The reports, which can be detailed or summarized, can be exported to various formats such as PDF and CSV.

- can be classified and segmented by agent, by campaign and by a range of dates.

- New reports can be created with Crystal Reports.

### REPORTS SEGMENTATION

- **Calls:** Agent / Campaign / Supervisor, inbound / outbound
- **Chats:** Agent / Campaign, inbound / outbound
- **E-Mails:** Agent / Campaign, inbound / outbound
- **Faxes:** Agent / Campaign, inbound / outbound
- **Dialer:** Contact Rate / Lists, Stats by Campaign
- **IVR:** Campaign / Detailed / Summarized
- **States:** Agent / Campaign / Supervisor

**View Summary of Inbound/Outbound Calls by Agent**

Filter: Default  
 Start Date: 2009-07-07  
 End Date:   
 Agent:   
 Supervisor:   
 Rows included: 15

Export Full Screen

**Summary of Calls**

Supervisor: ALL  
 Max 15  
 Report generated at 27/12/2009  
 Date Range: 07/07/2009 00:00:00 - 07/14/2009 00:00:00

Date	Period	agent	Title	Trans	answered	Cancelled	Offered	Missed	MS Service Level	Excl / Not a/c	SLA	SLA
07/07/2009	00:00 - 00:15			0	0	0	0	0	0	0	0	0
07/07/2009	00:30 - 00:45	agent1		2	0	2	0	0	0	0	0	0
07/07/2009	00:30 - 00:45	agent2		3	3	0	0	2	1	0	0	0
07/07/2009	12:15 - 12:30			2	0	2	0	0	0	0	0	0
07/07/2009	12:15 - 12:30	agent1		2	1	1	0	2	0	0	0	0
07/07/2009	12:30 - 12:45			1	0	1	0	1	0	0	0	0
07/07/2009	12:30 - 12:45	agent1		0	4	1	0	4	1	0	0	0

**Detail of InBound/OutBound calls by Agent/Campaign**

Supervisor: ALL  
 Max 15  
 Report generated at 27/12/2009  
 Date Range: 07/07/2009 00:00:00 - 07/14/2009 00:00:00

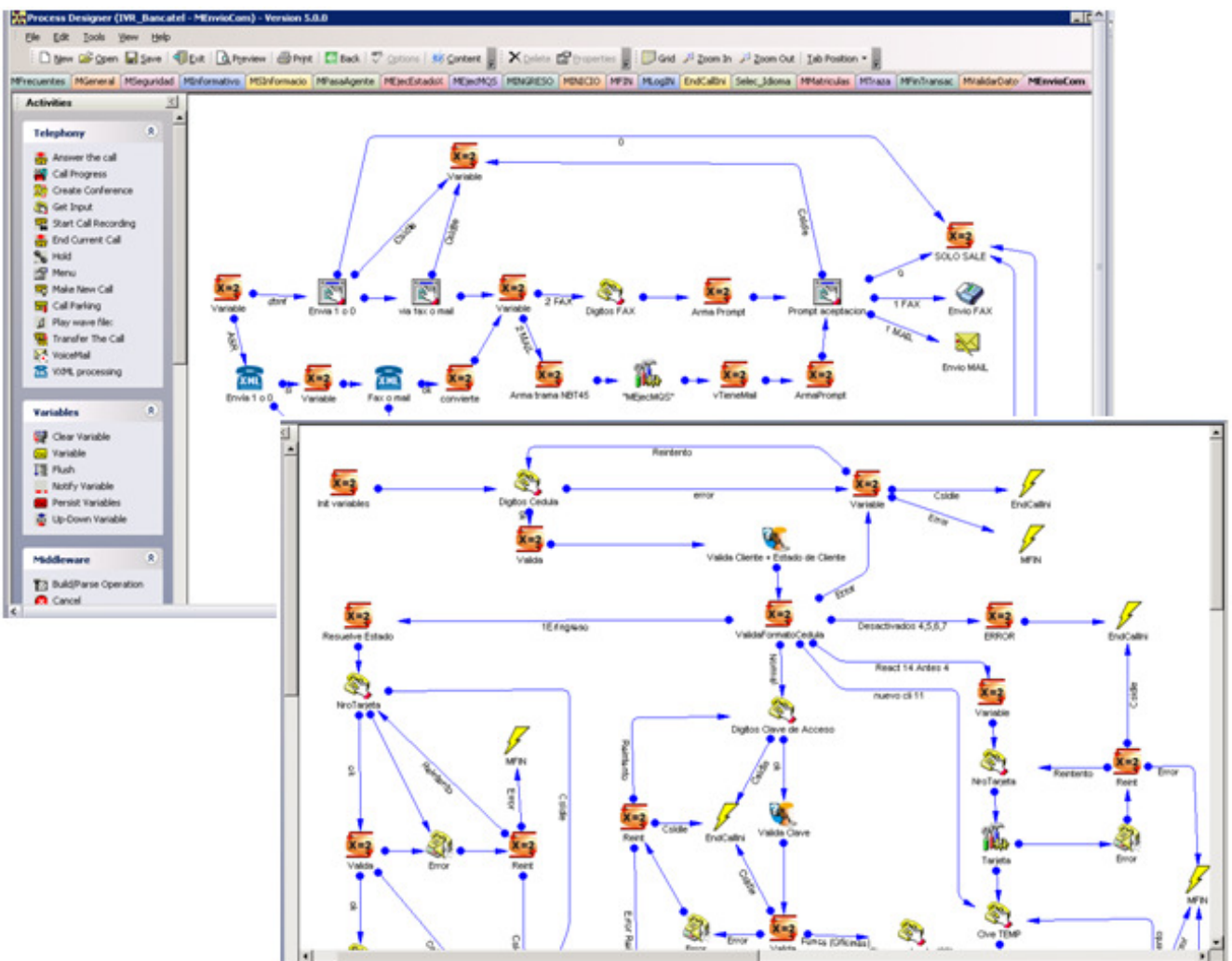
Agent	SNR	SLA	Start Time	End Time	Mid Time	Duration	Answered	SLA	Agent/Supervisor	Agent/Supervisor	ACW	Hold
Comprehensiveness												
0	1000	07/07/2009	20:01:11	07/07/2009	20:01:34	23	0	17	0	20	0	0
0	1000	07/07/2009	20:01:37	07/07/2009	20:01:57	20	0	19	0	20	0	0
0	1000	07/07/2009	20:02:10	07/07/2009	20:02:46	31	0	30	0	31	0	0
0	1000	07/07/2009	20:02:22	07/07/2009	20:02:54	32	0	30	0	32	0	0
0	1000	07/07/2009	20:10:01	07/07/2009	20:10:30	19	0	11	0	19	0	0
0	1000	07/08/2009	20:30:41	07/08/2009	20:31:14	33	0	30	0	33	0	0
0	1000	07/08/2009	20:34:08	07/08/2009	20:34:58	44	0	3	0	44	0	0

## inConcert Flow Designer

- inConcert Flow Designer is a powerful and intuitive graphics tool that allows the creation and modification of call flows and IVR flows in a simple way. It includes drag and drop technology and Boolean logic, thereby facilitating the quick development of IVR applications with the use of component representative icons.
- IVR flows can be created without the need for complex low-level programming. This permits taking IVR applications from concept to operational in record time.
- Both simple applications, such as a pre-service menu with vocalization options, or complex developments with access to data from heterogeneous and distributed

sources, COM object execution and on-demand sending of information via e-mail or fax, can be developed with a visual representation of the path taken by a call from beginning to end.

- inConcert Flow Designer is pre-integrated into inConcert Middleware. This allows the integration of data from diverse origins, such as RDBMS, mainframes and legacy systems, without needing to write code. Furthermore, it handles messaging interchange (ISO 8583, swift, etc.) and the publication of and access to web services. The modifications made to IVR flows can be activated immediately without having to stop the system's operation.



## FEATURES

- Simple and intuitive graphic user interface for creating and maintaining:
  - IVR Applications
  - Call Flows
- Drag-and-drop technology
- Capability for developing interactive transactional systems
- Incorporates Boolean logic for decision making
- Supports vocal technologies for voice recognition and text-to-speech
- Operations involving:
  - Telephony
  - Chat
  - Web
  - Fax
  - Conectivity
  - File Systems
  - Middleware
  - Voice Services
  - Contact Center
- Formal user training program which provides autonomy in applications development.

## BENEFITS

- Significant cost savings by simplifying and reducing development and set-up times for IVR applications
- Knowledge of complex programming languages is not needed
- Allows greater autonomy, providing the knowledge and the tools needed for self-servicing implementation services.
- Option to develop complex IVR flows integrated to databases, legacy systems, messaging systems and mainframes.

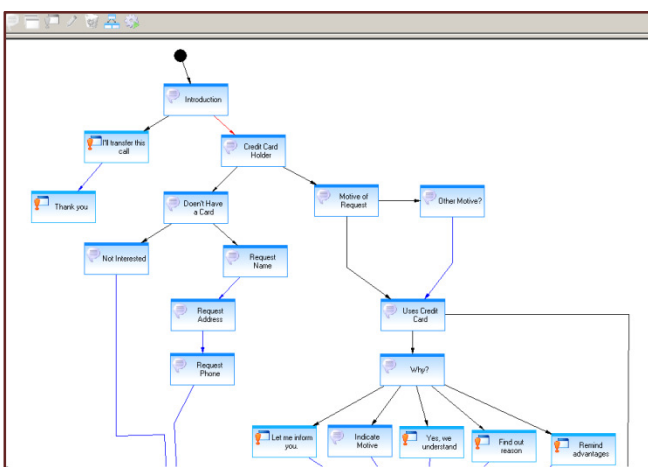
Provides greater up-time by allowing real-time changes to the IVR without needing to stop the system's operation

## inConcert Script Designer

- Is a graphic, versatile and potent tool, specialized in the development and maintenance of front-end applications for contact center agents.
- These front-ends function as data and applications consolidators, increasing productivity by allowing the substitution of multiple handling applications with a single application.
- This technology permits the development of applications that are integrated with diverse data origins, such as databases, mainframes, legacy systems and other information systems. The resulting front-end application displays on agent PCs when they receive a call (screen-pop).
- Both the applications development and the connection between the front-end and business data are carried out without the need for writing programming code.

### DIALOGUES

- Dynamic dialogue scripts help increase agent productivity by guiding them through dialogues with clients and providing them with the information needed to reach the objectives set out for them. Additionally, they help reduce training times.



### CTI

- Forms created using Script Designer are natively integrated with inConcert which means that once they are designed they only need to be connected to a campaign to obtain screen-pop-up functionality when a call is transferred to an agent.

### FEATURES

- Development of applications for service center operating, allowing the handling of CRM scenarios, collections applications, telesales and others.
- Incorporates dynamic dialogue scripts which are sensitive to client responses.
- Native integration with inConcert permits synchronizing screen-pop-up with calls being transferred to agents.
- Native integration with inConcert Middleware permits accessing and updating data which resides in diverse information systems inside and outside the organization.
- Ability to execute from the front-end stored functions and procedures
- Graphic design environment which reduces the level of complexity of development, allowing implementation with reduced times and costs
- Formal user training program which results in autonomy in application development

### BENEFITS

- Increases agent productivity
- Helps reach management objectives
- Reduces training times
- By using a graphic environment, reduces times and costs of developing management applications
- Provides autonomy when designing your own applications
- Allows integrating information dispersed throughout the organization into a single centralized management application

## Agent Interface

inConcert Agent Interface is a unified interface which allows attending all communications handled in a contact center. The interface is sensitive to the type of interaction, autoconfiguring itself depending on whether it is processing a telephone call, an e-mail or a web chat request.

- It offers hot desking and remote agent functionalities which means that an agent can log-in on any PC, anywhere in the world, as long as broadband internet connection is available.
- inConcert Agent has an ergonomic design, does not occupy space, is simple, easy to use and includes the following features:

### VOICE INTERACTIONS

- Inbound calls direct from ACD
- Inbound calls from inConcert Outbound Engine
- Manual outbound calls from console
- CallBack scheduling for dropped calls
- Agent rescheduled outbound calls
- Voice mail processing and reproduction
- Voice mail generated callback.

### MULTIMEDIA INTERACTIONS

- Chat
- web-chat
- web-CallBack
- e-mail
- fax
- SMS
- Call recording at a distance
- Change of agent disposition state (active, inactive, pause, break/reason)
- Call reschedule
- Wrap-up time

### CONTROL

- Call Transfer (Agent, group, extensión, external number) with or without consultation
- Two-step transfer
- Conference
- Hold / Resume
- Internal live chat with Supervisor

### VISUALIZATION

- Calls waiting on ACD
- Abandoned calls
- Multimedia interaction summary
- Conversation time.



## Real Time Supervision

- inConcert Supervisor is a powerful, real-time, and unified on-site or remote supervision console which helps increase productivity and control service-level fulfillment via the monitoring of all the contact centers resources. It provides statistical information on configurable views and graphs that are of easy access for the tool operator.
- Each Supervisor can have a view associated to their profile, thereby permitting the segmentation of the resources to be monitored with up-to-date attributes and values.
- Visual alerts supplied to supervisors via color changes, allow them to immediately detect critical situations as defined by the service parameters established by the company. Customized alerts that set off certain actions depending on operating conditions can also be configured. For example, send an SMS message if the abandonment rate of a campaign reaches a given predefined threshold.
- inConcert Supervisor permits remote supervising – from any location that has broadband access – visualizing activity and even listening to calls being taken at the call center.

## MONITORING

- Silent
- Remote monitoring and supervision
- Chat monitoring
- On line and off line Voice Call Monitoring

## PREDICTIVE DIALING SYSTEM SUPERVISION

- Call injector fine tuning
- Productivity graphs

- Real time service metrics
- Real time monitoring of abandonment rate, contacted calls, and agents idle time

## CONTROL

- Dynamic provisioning
- Chat with agents
- Call recording on-demand
- Agent and customer conference

## REAL TIME GRAPHS AND VISTAS

- Color and graphs configuration for SLA
- Up-to-the-minute statistics
- Service level
- Abandonment rate
- Agents state
- Interactions state
- Current agent talk time
- Current interaction waiting time
- Customizable graphs



## Administrator

• inConcert Administrator permits managing, from a unified contact center web console and in a centralized manner, all the resources of a contact center. As it is an all-in-one solution, developed entirely by a single manufacturer, management of the entire system is easily carried out from a single interface.

The screenshot displays the 'Campaign Interactions' configuration page. It features a sidebar with expandable sections: Agents, Supervisors, Campaign Interactions, CTI Popup Configuration, and Campaign History. The main content area is divided into several sections:

- Selected Interactions:** A dropdown menu with 'Call Outbound' selected.
- Inbound Interaction Configuration:** A list of interaction types with checkboxes: 'Call Inbound' (checked), 'Call Outbound', 'Chat', and 'Mail'. To the right, there are input fields for 'Threshold' values: 20 for Call Inbound and 10 for Call Outbound. Other fields include 'DNIS', 'Ghost Call Threshold' (5), and 'Long Call Threshold' (90).
- Custom Active/Inactive Processes:** Checkboxes for 'Custom Active Process' and 'Custom Inactive Process', with corresponding input fields for 'Active Process' and 'Inactive Process'.
- Uses Contact Center:** A checked checkbox.
- Inbound CC Configuration:** Fields for 'Routing Algorithm' (SKILL), 'Algorithm Time Limit' (30), 'Average Call Duration' (60), 'Announce Place in Queue' (checked), 'Announce Wait Time' (checked), 'Voicemail On Timeout' (checked), and 'Allow Redial' (unchecked).

At the bottom right, there are 'Save' and 'Discard' buttons.

### User Administration

- User definition: roles, profiles, passwords, etc.
- Agent skills definition

### Campaign Settings

- Break-modes definition
- Campaign definition and configuration
- Agent and supervisor assignment
- Campaign parameter definition:
  - Threshold time per service level
  - Wrap-up time and mode

- Maximum wait time
- Campaign audios
- Voice-mail activation
- Wait-time announcement
- Campaign Scheduler (validity, dates, times, exclusions)
- Required skills
- Interactions per campaign definition

## Platform Administrator

VS.

## Call Center Administrator

### PLATFORM

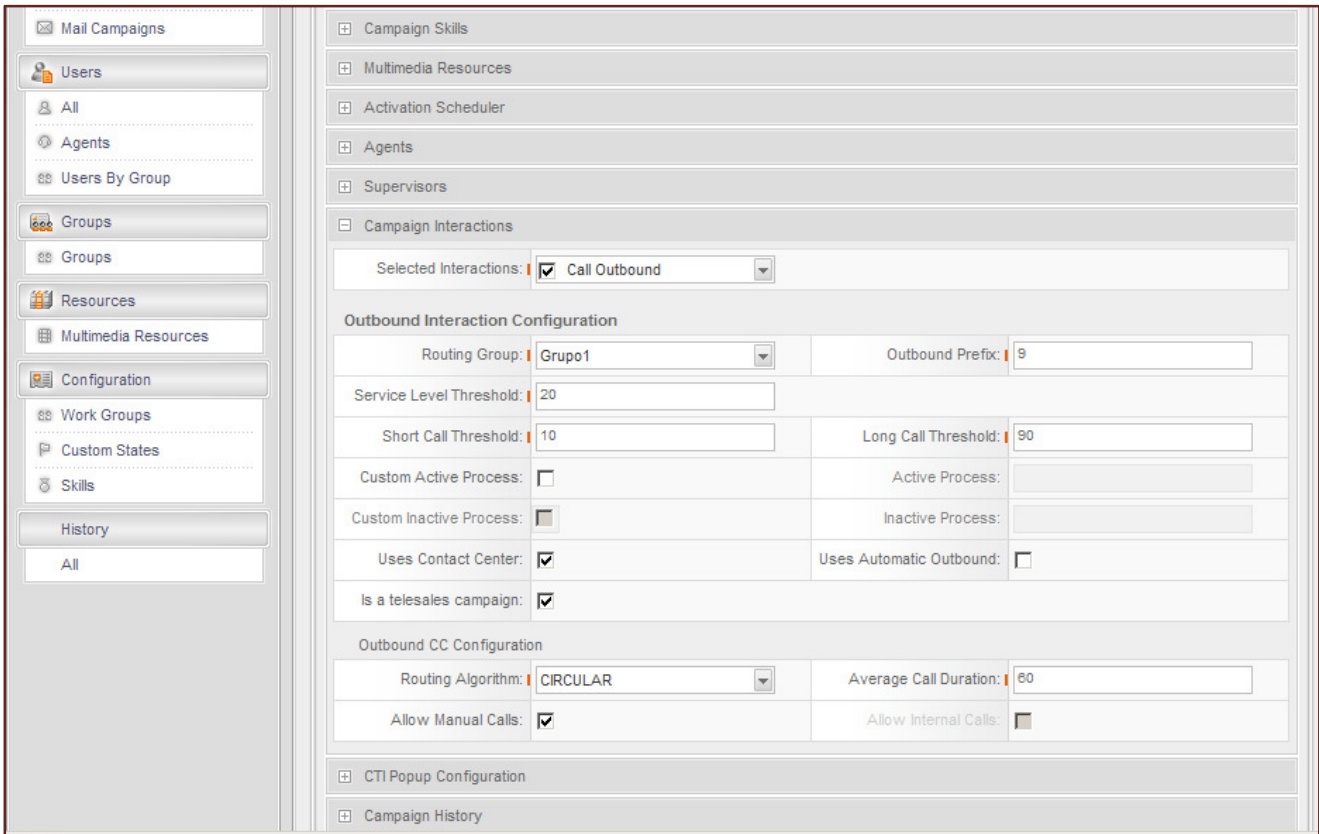
- ▶ Provides Services that Manage Virtual Call Centers for other sites or third parties
- ▶ Oriented to Call Center Technology hosting and multi-tenants
- ▶ Provisions resources (telephone lines, DID's, licenses, etc.)

### CALL CENTER

- ▶ Manages YOUR Call Center
- ▶ Web interface to manage users and campaigns, and to access administration tools

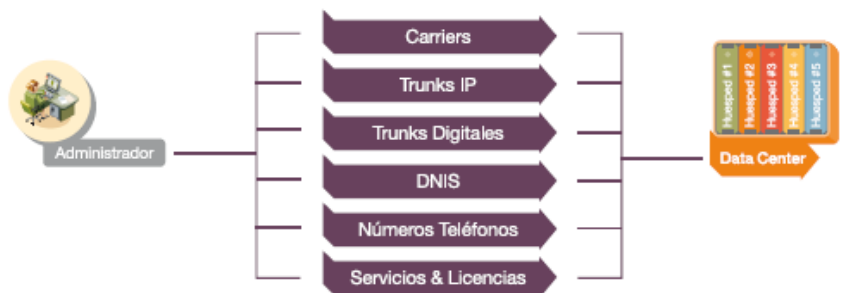
### Dialer Administration

- Dialer mode configuration: preview, progressive, predictive
- Dialing rules configuration
- Contact import and management
- Dialing list management
- Dialer on/off console



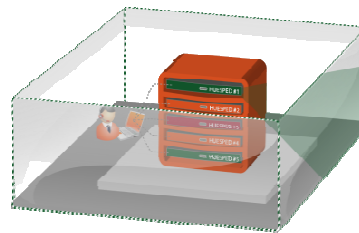
### Platform Administrator (“hosting”)

- Web tool for virtual call center provision and configuration
- VCC resource provisioning:
  - Telephone carriers
  - IP trunks (H323, IAX2, SIP)
  - Digital Trunks (PRI – R2)
  - DNIS
  - Telephone extensions
  - Routing groups
  - Time zones



## Distribution and Virtualization – “Hosting”

- Traditionally, buying, installing and managing a professional Contact Center operation implied investments in hardware, software, telephone lines, configuration, and recurring administration and support costs. Organizations that manage multiple sites or subsidiaries can benefit from hosting technology that centralizes infrastructure and its administration.

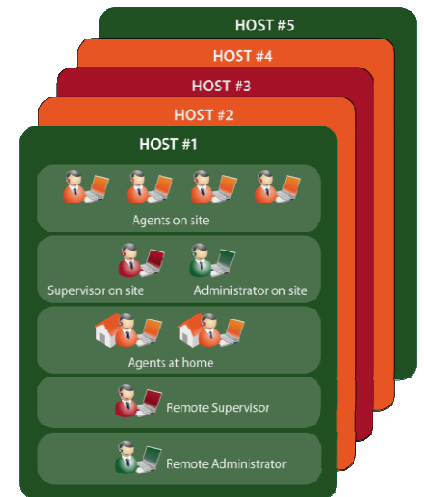


- This simplifies the installation and operation of remote sites.

- In this way, a central site hosts the infrastructure for all sites, providing call center technology hosting services to remote sites.

- These remote sites can be in the same or different city or country. Borders stop existing for the call center, as long as the sites have access to internet broadband connections.

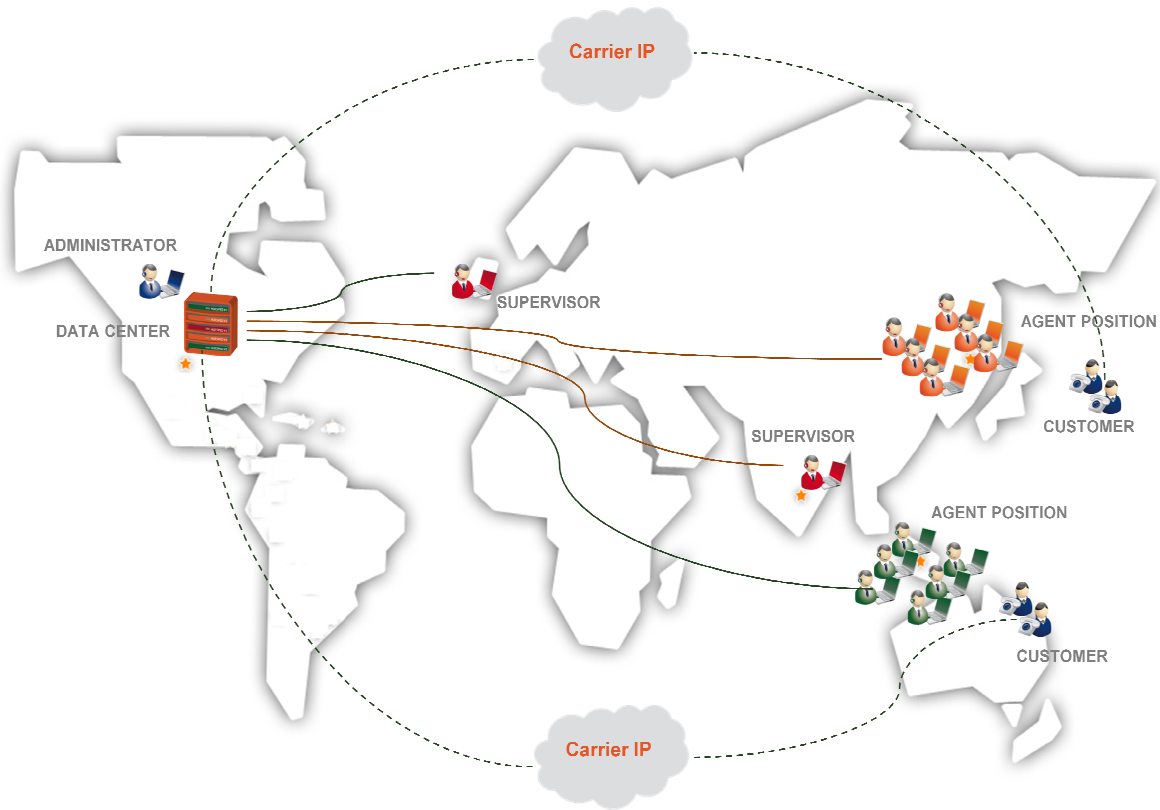
- Extending this concept, the central site could be an independent service infrastructure and administration provider that rents a portion of the technology to multiple tenants



### FEATURES

- Remote agents with site-blending capabilities
- Telework capabilities
- Real time on-site and remote supervision
- 100% web on-site and remote administration
- Full featured, distributed virtual call center

- Multiple Virtual Call Centers per server (multi-tenant technology)
- Managed services platform administration tool
- Multiple time-zone handling by each virtual call center
- Multiple resources (lines, carriers, DNIS, peers IP) per virtual call center
- 40 Kbps internet access per each VCC agent



**MULTITENANCY**

