ORACLE CONTACT CENTER ANYWHERE

FEATURES

- Complete software solution for unified, multichannel communications
- Single, unified queue for phone, e-mail, and Web customer interactions
- Computer telephony integration (CTI) screen pops
- E-mail analysis and auto-response
- Web chat, Web callback, and collaboration
- Blended predictive and preview dialing
- Interactive Voice Response (IVR)
- Intelligent, weighted skills-based routing
- Distributed network architecture for scalability and resilience
- Voice over IP (VoIP) and circuit-switched calls
- Multi-tenant and in-tenant partitioning

Oracle Contact Center Anywhere is a highly scalable, multichannel contact center solution that enables organizations to communicate more effectively with their customers. This solution enables routing, queuing, and distribution of phone calls, e-mail, chat, fax, and Web communications to agents anywhere in the enterprise—whether in the contact center, a remote location, or at home. It also provides interactive voice response (IVR), preview and predictive dialing, and call recording—for completely unified contact center communications.

Empower Organizations and Increase Customer Satisfaction with Multichannel Customer Interaction Management

Oracle Contact Center Anywhere empowers contact centers and customer service organizations by extending customer interaction management from the customer to any agent anywhere, well beyond the limits of traditional contact center infrastructure. Agents can work efficiently from anywhere in the world with 360-degree views into customer interactions and real-time business intelligence. Supervisors are empowered with instantly adaptable management screens and real-time tools for monitoring and coaching agents, no matter where they are located. Contact center administrators can adapt to changing contact center business needs with real-time administration tools for managing communication business processes, interaction delivery, and agents.

Oracle Contact Center Anywhere provides the tools to deliver exceptional, personalized customer service through a variety of communication channels, including phone, fax, e-mail, chat, and Web. Providing consistent service across all channels builds customer loyalty and satisfaction, which leads to repeat business and higher profitability.

Intelligent Routing and a Unified Queue Drive Contact Center Success

Oracle Contact Center Anywhere unifies communications—phone calls, e-mails, and chat sessions—due to its single queue. At the core of optimized multichannel routing is the ability to identify any transaction in any medium and route it based on who the customer is, what type of inquiry it is, include other pre-defined business criteria, *and* take into account current activity levels within the contact center. With a single queue, consolidated reporting on all communication types becomes reality.

Oracle Contact Center Anywhere uses a menu-driven approach for defining routing rules. This innovative method results in faster, easier creation of routing scenarios.

A library of system-wide routing components, such as announcements, music on-hold, agent scripts, data sources, and URLs support the set-up process.

Oracle Contact Center Anywhere's flexible, parameter-based administration interface enables companies to:

- Queue, route and distribute customer inquiries to agents based on specific business criteria
- Customize call flows and create automated voice menus that gather call routing information and customer IDs
- Rate each agent's skills and weight skill requirements on a workgroup basis to create a custom routing algorithm for individual campaigns

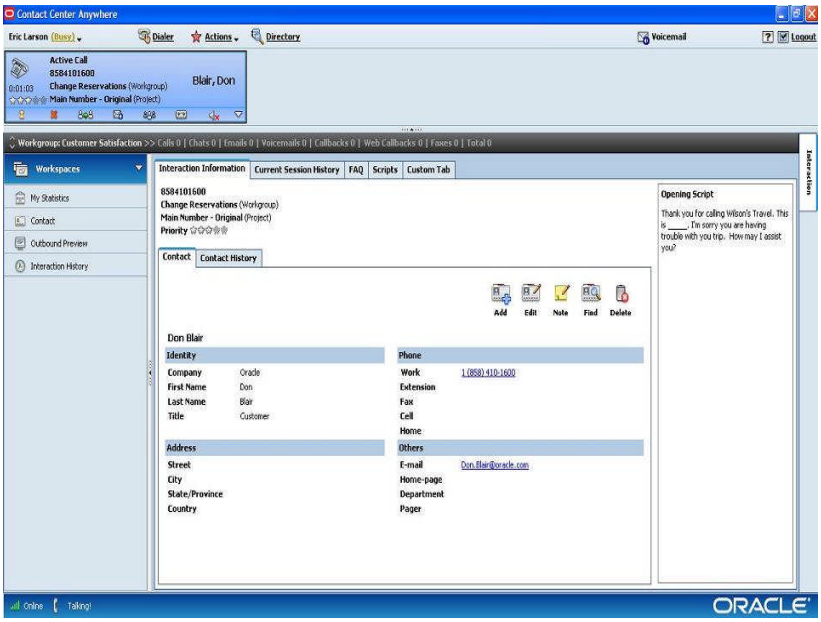
Process voice calls, e-mail, and Web-based transactions by a single group of agents, or route them to specialized agents in different groups—the flexibility to drive successful customer interactions is built-in.

Maximize Agent Productivity with Web-Based Interface

Agents require intuitive, comprehensive, and easy-to-use tools so they can consistently provide superior service. Oracle Contact Center Anywhere's agent interface maximizes the use and performance of agent resources, enabling simplified multiple interaction handling. The interface uses simple, bold color cues, moving agents seamlessly between handling inbound and outbound call campaigns, replying to customer e-mails, and conducting Web chats. Agents are empowered with Web-based access to comprehensive customer interaction histories that include agent notes, call recordings, chat session transcripts, and e-mails sent to or from the contact center.

Improve agent management of customer interactions:

- Agent interface streamlines multiple interaction handling
- Access to call and interaction controls is context-based; only the appropriate actions are presented
- Call recording and interaction tracking is built-in



Interaction Manager, the Contact Center Anywhere agent interface, uses bold color cues to simplify interaction handling

Oracle Contact Center Anywhere increases organizational flexibility by extending contact center infrastructure to include remote agent and supervisor capabilities. The call control interface, designed for use by a distributed workforce, gives remote workers the same advanced interaction handling capabilities as local networked users. There is **no** need to install and maintain software on any user's PC.

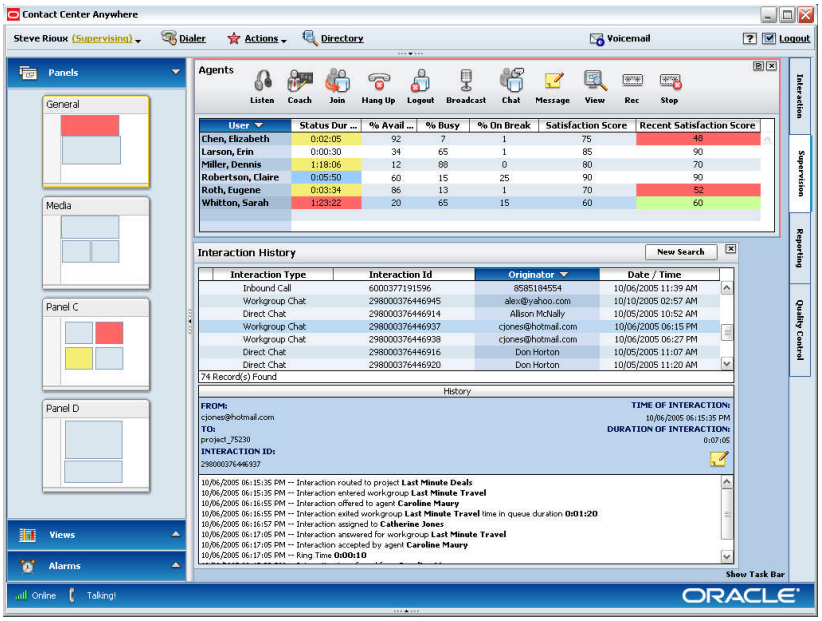
Adaptable Supervisor Management Tools

Oracle Contact Center Anywhere provides a supervisory tool set that delivers the right data at the right time in the right framework, enabling supervisors to make real-time decisions that improve customer satisfaction and the contact center's performance. The supervision tools are integrated by design to include real-time dashboards, historical reporting, and powerful quality management capabilities.

With a single mouse click, supervisors are able to:

- Access real-time contact center reporting
- Instantly adapt real-time supervisor displays
- Create and manage service level alarms
- Listen in on calls without detection
- Whisper coach agents
- Join or take over agent calls
- Record calls on demand
- Send broadcast messages to all agents
- Chat with an individual agent
- Log out agents

With Oracle Contact Center Anywhere, call monitoring and other quality assurance technologies are standard features that do not require third-party integration or extra fees. The solution provides the ability to listen in on agent calls and join or take over calls as necessary. Supervisors can speak to agents during customer calls without the customer hearing the sidebar conversation, a feature called Whisper Coaching, which can be used on its own or in conjunction with supervisor-to-agent chat capabilities.



Oracle Contact Center Anywhere provides supervisors with actionable insight into current contact center activity with a multichannel dashboard view and color-coded alarms

The Oracle Contact Center Anywhere Difference

Virtual contact centers that expand beyond the domain of traditional contact centers become a reality with a distributed architecture, IP-based and TDM-based network support, and seamless delivery of multiple customer interactions to agents anywhere on the globe.

Oracle Contact Center Anywhere's flexible deployment options enable central or distributed network configurations. It supports Voice Over IP (H.323 and SIP), traditional TDM circuits, or both, providing customer service organizations with an IP migration path. Oracle Contact Center Anywhere can be deployed as a corporate hosted solution for multi-site operations or as an on-premise single-site solution that provides built-in switching. It also works with a wide variety of third-party public branch exchanges (PBXs).

The ability to deploy centralized contact center technologies on a "single system" infrastructure shared by all locations, regardless of geographic location, is a key strength of Oracle Contact Center Anywhere. This is a compelling alternative to installing stand-alone contact center systems at each user location. Oracle's multi-tenant contact center solution provides the best of both worlds: dramatically decreased acquisition, implementation, and TCO costs, together with 100% privacy between tenants and the ability to deliver autonomous control that exceeds site-specific technology.

Oracle Contact Center Anywhere enables geographically dispersed sites and/or independent business units to realize productivity, efficiency, and cost benefits by sharing hardware, software, and voice networks to support global operations while retaining total autonomy for those sites or groups of sites that require it.

Oracle Contact Center Anywhere enables real-time adaptability to changing needs. It allows demand-driven business processes to be modified on-the-fly, enabling companies to immediately optimize resources and application performance.

Contact Us

For more information on Oracle's Contact Center solutions, Contact Promero, Inc
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