Oracle's Call Center Anywhere
PRODUCT OVERVIEW

Integrated-By-Design™ Multimedia Contact Center Technology

CallCenterAnywhere" is adaptable multi-channel contact center technology that requires no programming or incremental costs to customize and deploy. For eight years Telephony@Work has been delivering on the goals and objectives of many of the world's largest Telcos, single and multi-site contact centers, outsourcers and hosted services providers.

Telephony@Work's highly-scalable multi-channel contact center solution, CallCenterAnywhere, has redefined how contact centers are deployed and maintained. CallCenterAnywhere delivers carrier- class scalability and reliability at a fraction of the cost of traditional alternatives. Our administration interface takes you step-by-step through a traditional needs analysis process via easy-to-use drop down lists and radio button selections in a web-based interface. You get instant provisioning with customized results from menus rather than time consuming custom programming. Service creation is done in real-time and by your staff. This ability to implement real-time change to strained business processes has been validated to increase productivity & revenue generation for companies of all sizes. CallCenterAnywhere can be implemented in a matter of days or weeks as opposed to the many months that traditional vendors who rely on custom-programming require and at a fraction of their installed cost. Other benefits include lower cost of ownership, predictability in quality & time-to-market, and the revenue generating power of on demand business process modification.

CallCenterAnywhere gets its name from its ability to route communications from anywhere (phone, fax or Internet) to anywhere (central location, branch office or telecommuter — via web-based interfaces and circuit and/or packet switched voice) with web-based supervision and administration from anywhere. CallCenterAnywhere's unified engine allows agents to handle interactions of every media type from a single interface over the Internet

A Complete Contact Center Solution

• All software infrastructure for intelligent skills-based routing of voice (PSTN, H.323 and SIP), fax, email (with suggested template responses), voicemail, web chat/collaboration, web callback and built-in email analysis and auto-response. CallCenterAnywhere supports both circuit-switched and VoIP traffic simultaneously.

• Multimedia customer interaction tracking and recording; which provides customer service agents with web-based access to customer interaction histories that include agent notes, call recordings, chat session transcripts, and emails sent to or from the contact center.

• Other built-in features include Interactive Voice Response, call script screen-pops synchronized with the call, web-based call control, unified messaging, predictive/preview dialing, integrated soft wallboard, call recording and logging, real-time supervision & coaching capabilities such as call and screen monitoring and whisper coaching, and a variety of outsourcer-specific features.

Scalability and reliability are at the core of Telephony@Work's value proposition. These are the traits that establish the company as the category leader in hosted contact center software infrastructure for service providers and multi-site contact centers. CallCenterAnywhere is being offered by top-tier carriers as enhanced services at scale with the high-reliability service providers require. CallCenterAny wher can be deployed as a hosted solution for multi-site operations, as an on-premises single-site solution that provides built-in switching, or integrated with a wide variety of third party PBXs.

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• Web-Based Multimedia interaction Management with inbound/Outbound Cross-Media Call Blending

Enables agents to manage all inbound & outbound calls (whether circuit or packet switched) and all Internet-based interactions from a single, web-based user interface = No administration costs for agent software.

• Multimedia ACO

Routes voice and data traffic to agents according to specific business rules and the skill-level attributes of available agents, regardless of location.

- Skills-Based Telephone Call Routing

Enables call center managers to rate agent skills and weight skill requirements on a workgroup basis.

• Web Callback With Skills-Based Call Routing

Enables customers on the web to request an automatic callback immediately, or at a specified time.

• Web Chat With Skills-Based Routing

Queues, routes and distributes customer chat sessions to agents based on specific business criteria. Chat capabilities include:

> • **Integrated Push Technology** - Allows agents to directly interact with the customer and direct their browser to online forms, URLs, special offers, or general information.

> • **Web Collaboration/Form Sharing** - Enables simultaneous co-browsing sessions between agents and customers for live, interactive web navigation and form sharing.

• Email Analysis with Automated and Semi-Automated Response

Intelligently and automatically responds to email inquiries, or routes email inquiries to agents together with suggested responses.

• Unified Messaging

Enables remote message retrieval of voicemail, email and faxes over the Internet from any email client.

• Interactive Voice Response (1VR) Call Routing

Enables call flows to be customized and provides for automated voice menus that gather call routing information.

• Web-Based Supervision a Coaching Capabilities

Web access to all supervision functions, such as the ability to listen in on calls without detection, whisper coach agents, Join calls, record calls and view agents screens (i.e. to monitor chats, email responses, etc.), and even take over agent screens.

• Dynamic Customer Satisfaction Management

A unique, patent-pending technology that lets you define customer satisfaction surveys and link the answers to real-time updates of agent skills. Customer Satisfaction feedback data is leveraged by the CallCenterAnywhere ACD, which enables companies to incorporate customer feedback as a weighted routing metric; empowering companies to route their most important customers to fully qualified agents that other customers recommend. CallCenterAnywhere is the industry's first solution that enables customer feedback to influence future routing decisions.

• Customization, Configuration, Administration & Instant Report Generation Via Web-Based Menu Selections

Accelerated time-to-market and much lower cost of deployment because all technologies are Integrated-By-Design and are implemented using parameter-based configuration; includes complex routing rules creation based on customer priority and agent skills.

• Automated Quality Monitoring and Recording

Enables telephone call and computer screen monitoring & on demand or automatic call recording.

• Integrated & Blended Predictive/Preview Dialing Options

• Standardized Delivery of Call information to Thick and Thin Client CRM Applications

• Unified, Cross-Media Customer interaction History

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

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