



# Promero Cloud Call Center Software Solution

*CTI integration with*

**Oracle® Service Cloud**

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Promero and Oracle Service Cloud combine to provide a powerful tool and value to customers. The Promero Cloud Call Center CTI Connector is designed for organizations requiring advanced capabilities, superior client services, increased efficiency and accessibility from distributed environments.

Four automatic Screen Pops come standard out of the box, making the Promero CTI solution unparalleled in the industry for Service Cloud users:

- **Inbound Call Existing Incident**
- **Inbound Call New Incident**
- **Inbound Call General**
- **Outbound Call**

The screenshot displays the Oracle Service Cloud interface. The top navigation bar includes options like 'Undock', 'Save', 'Send', 'New', 'Refresh', 'Forward', 'Print', 'Copy', 'Delete', 'Spell Check', 'Proofing', 'Guided Assistance', 'Propose', 'Best Answers', 'Offer Advisor', 'New Opportunity', 'Appointment', 'Links', and 'Info'. The main content area shows a call record for 'Networking Issue' with reference number 151015-000011. The status is 'Unresolved' and the assigned agent is 'Josh Early'. The disposition is 'Not-Satisfied'. Below the call record, there is a table of recent calls:

Name	Date Due	Date Completed	Assigned	Priority	Action
New Inbound Call - InteractionID: 3125065570595182					<a href="#">Open</a> <a href="#">Delete</a> <a href="#">Print</a> <a href="#">Complete</a>
New Inbound Call - InteractionID: 3125065570595896					<a href="#">Open</a> <a href="#">Delete</a> <a href="#">Print</a> <a href="#">Complete</a>
New Inbound Call - InteractionID: 3114062598047098					<a href="#">Open</a> <a href="#">Delete</a> <a href="#">Print</a> <a href="#">Complete</a>
New Inbound Call - InteractionID: 3114062598047100					<a href="#">Open</a> <a href="#">Delete</a> <a href="#">Print</a> <a href="#">Complete</a>



## Deliver agility, scalability and reliability . . . in the Cloud.

### Inbound Call Existing Incident

The Incident ID is entered by the caller using their telephone keypad, Incident is automatically looked up, Contact information is displayed, the Incident is displayed and a new Task is inserted into the Incident. All during the initial ring and without a single mouse click.

### Inbound Call New Incident

Automatically match Caller ID, display the Contact information, open a new Incident and insert a Task for the call. All during the initial ring and without a single mouse click. If multiple Contacts match the Caller ID, a double click from the name list will automate all of the above.

### Inbound Call General

Automatically match Caller ID and display the Contact information during the initial ring and without a single mouse click. If multiple Contacts match the Caller ID, a double click from the name list will pop the Contact record.

### Outbound Call

Automatically match the phone number and display the Contact information during the initial ring and without a single mouse click. If multiple Contacts match the phone number, a double click from the name list will pop the Contact record.

# Deliver optimized solutions tailored to many industry verticals.



## Promero Cloud Call Center

The Promero Cloud Call Center delivers customer interactions to a unified queue so the agent has comprehensive access to customer interaction lifecycle and work tasks. It also increases agent productivity and effectiveness which boosts overall contact center performance.

The screenshot displays the Promero Cloud Call Center interface with several key components:

- Agents BAL Table:**

User	Agent	Status Selected	Status Duration	% Available	% Busy	% On Break	ATT Call (Avg Talk...)	ATT Total (Avg Tal...)	AHT Total (Avg Ha...)
Parravano, Jennifer	Parravano, Jennifer	Available	1:58:17	99	1	0	0:00:35	0:00:28	0:00:28
Mendez, Alan	Mendez, Alan	Available	1:46:01	93	0	7	0:00:00	0:00:06	0:00:06
McPhail, Adam	McPhail, Adam	Available	0:58:33	87	0	13	0:00:10	0:00:10	0:00:10
Lape, Jonathan	Lape, Jonathan	Available	1:29:31	27	17	56	0:00:00	0:00:00	0:00:00
Jones, Sam	Jones, Sam	New Outbound Call	0:00:49	0	8	92	0:00:42	0:05:08	0:05:08
Honora, Walter	Honora, Walter	Lunch/Stand Break	0:26:42	0	0	16	0:00:00	0:00:00	0:00:00
- Interactions (Managed Interactions) Table:**

Interaction ID	Project	DNIS	ANI	Media Type	Agent	Workgroup
3228068129175266	Agent Outbound	9549334308	Jones, Sam	Outbound Call	Jones, Sam	Jones, Sam
3228068129175264	Agent Outbound	9549334308	Jones, Sam	Outbound Call	Jones, Sam	Jones, Sam
3228068129175263	Agent Outbound	9549334308	Jones, Sam	Outbound Call	Jones, Sam	Jones, Sam
3228068129175260	Agent Outbound	9549334308	Jones, Sam	Outbound Call	Jones, Sam	Jones, Sam
3228068129175154	Agent Outbound	9549334308	Jones, Sam	Outbound Call	Jones, Sam	Jones, Sam
- Workgroup Media Totals Table:**

Workgroup	Calls Queued	ABD Calls	ANS Inbound	Inbound Total
Jeffrey Agents	0	0	0	0
Jeff's Reservation Dept.	0	0	0	0
JamesTest	0	0	0	0
<b>Totals</b>	<b>13</b>	<b>92</b>	<b>53</b>	<b>184</b>
- Workgroup Statistics (Oracle Service Cloud):**
  - Queued Interactions - 7.6%
  - Abandoned - 59.1%
  - Answered Total - 33.1%
- Workgroup Statistics (Queued Interactions):**
  - Average (Line Graph): Shows a fluctuating trend over time from 3:33 PM to 3:49 PM.
  - Queued Interactions - 18.2%
  - Answered Total - 77.3%
  - Answered Current - 1.5%
  - Logged in Agents - 5%

# Deliver optimized solutions tailored to many industry verticals.



Customers expect to speak to an agent who has the complete activity of their interaction with the organization. You can maximize customer satisfaction from customers as a result of having instant access to their history and fulfilling their needs.

The Promero solution integrates seamlessly into your business environment and connects Oracle Service Cloud with your contact center, giving agents a complete life-cycle view of the customer.

The screenshot displays the Promero CRM interface. On the left is a navigation sidebar with sections like 'Recent Items', 'Navigation', 'Home', 'Organizations', 'Contacts', 'Communication Center', 'Configuration', 'Leads', 'Analytics', 'Tasks', 'Answers', 'Incidents', 'Opportunities', 'Campaigns', 'Surveys', and 'Mailings'. The main area is divided into several panels:

- Agent State:** Available (top left)
- Customer Details:** Contact: Josh Early, Home Phone: 9549358800, Billing Address: 1100 Park Central Blvd South, Suite 2500, Pompano Beach, FL 33064, Organization: Promero.
- Account Details:** Account Number: 2324346474, Account Balance: 120000, Subscription: Surfer Unlimited.
- Support History:** A table with columns: Status, Source, Reference #, Subject, Assigned To, Response Int.

Status	Source	Reference #	Subject	Assigned To	Response Int
Solved		151016-000001	Cell Phone	Admin1 Admi	0h 0m
Solved		151015-000018	Configuration	Admin1 Admi	0h 0m
Unresolved		151015-000017	General Inquiry -	Admin1 Admi	0h 0m

Below the support history is a 'Recent Items' section showing a list of recent interactions. The bottom right panel shows a message history with an auto-response: 'The following answers might help you immediately. (Answers open in a separate window.) Answer Link: Changing cell phone battery Answer Link: Laptop replacement Answer Link: Battery replacement'.

# The Promero Cloud Call Center boosts overall contact center performance.



## Features

- Four powerful automatic CTI Screen Pops come standard
- Media bar providing presence, call control and interaction management
- Automatic Call Distribution (ACD) with Advanced Skill based routing
- Cloud access from anywhere at anytime
- Quality Control monitoring, whisper coaching and historical call recording access
- Call transfer and conferencing
- Predictive, Preview and Power Dialing
- Interactive Voice Response (IVR)
- Enterprise-class scalability
- Infrastructure independence preserves telephony investments with support for traditional PBX IP Telephony, Softphone and Mobile phones
- Supports remote contact centers and home agents
- Customizations available

## Benefits

- Support faster, more accurate, and more personalized customer service, while increasing agent productivity and reducing costs
- Eliminates tedious, time consuming screen switching
- Seamlessly deploy a true thin client with no need for additional software installation on an agent's workstation
- Avoid buying additional licenses as the connector uses standard service license
- Fewer clicks for an agent to complete their work, thereby lowering an agent's time per call
- Better communication
- Higher first-call resolution
- Superior customer experience
- Boost agent productivity

## Why Promero?

**Promero has extensive experience in deployment, integration, and management of call center solutions.**



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## About Promero

Promero, Oracle Gold Partner, has been a global leader in providing hosted call center software since 2001. Promero has implemented hundreds of company instances in both multi-tenant, single tenant and hybrid environments. Promero solutions provide maximum value for every customer interaction, every customer business requirement, deployment option and budget.

### For more information, contact

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