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# Contact Center Service Provider

What's New in Version 7



Contact Center Service Provider

# WHAT'S NEW IN VERSION 7

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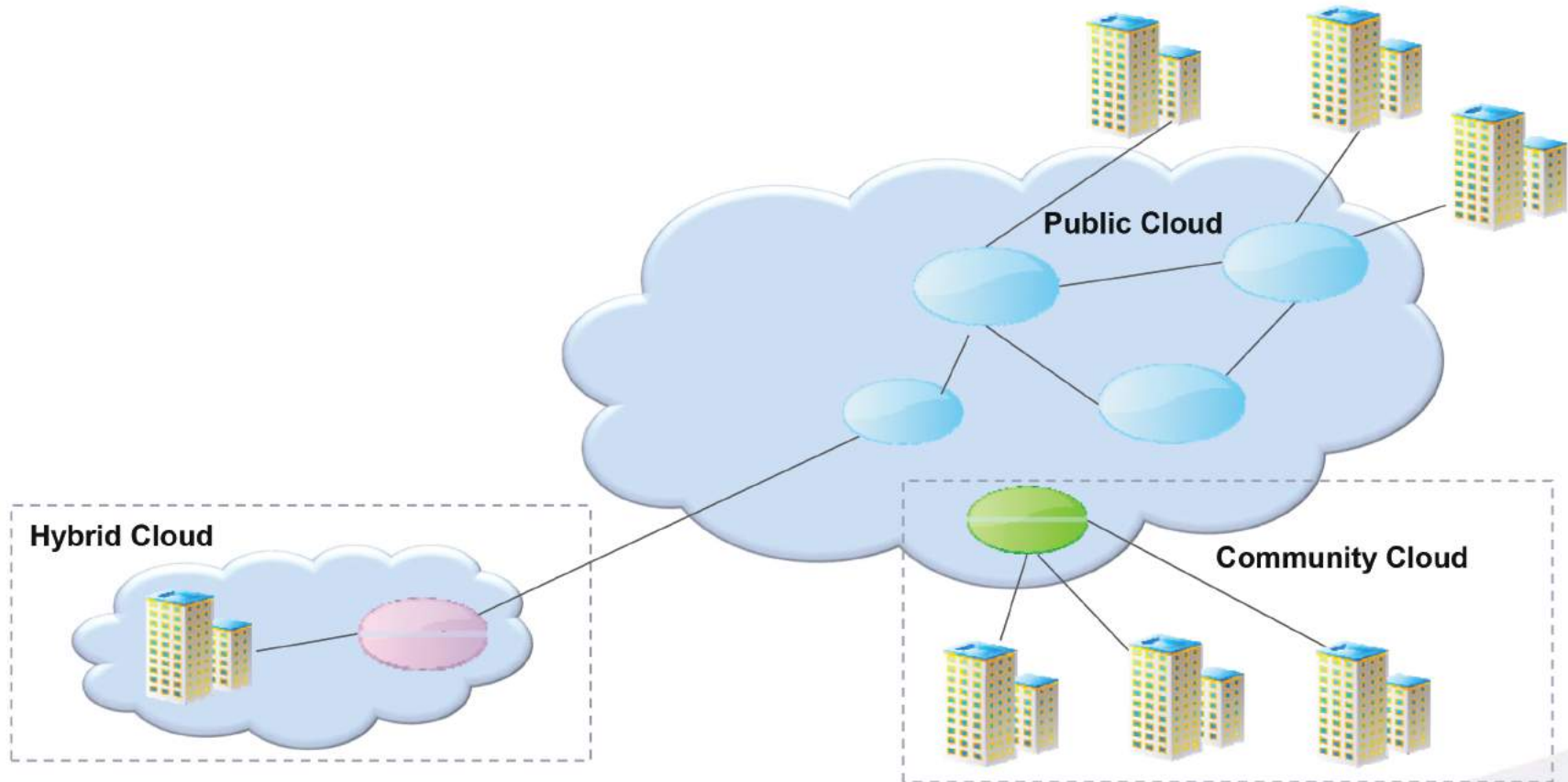
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# Contact Center Service Provider

Contact Center Service Provider is highly scalable, carrier-grade, **multi-tenant**, omni-channel Contact Center as a Service (**CCaaS**) application designed as a service delivery platform for **cloud** based contact center deployments.



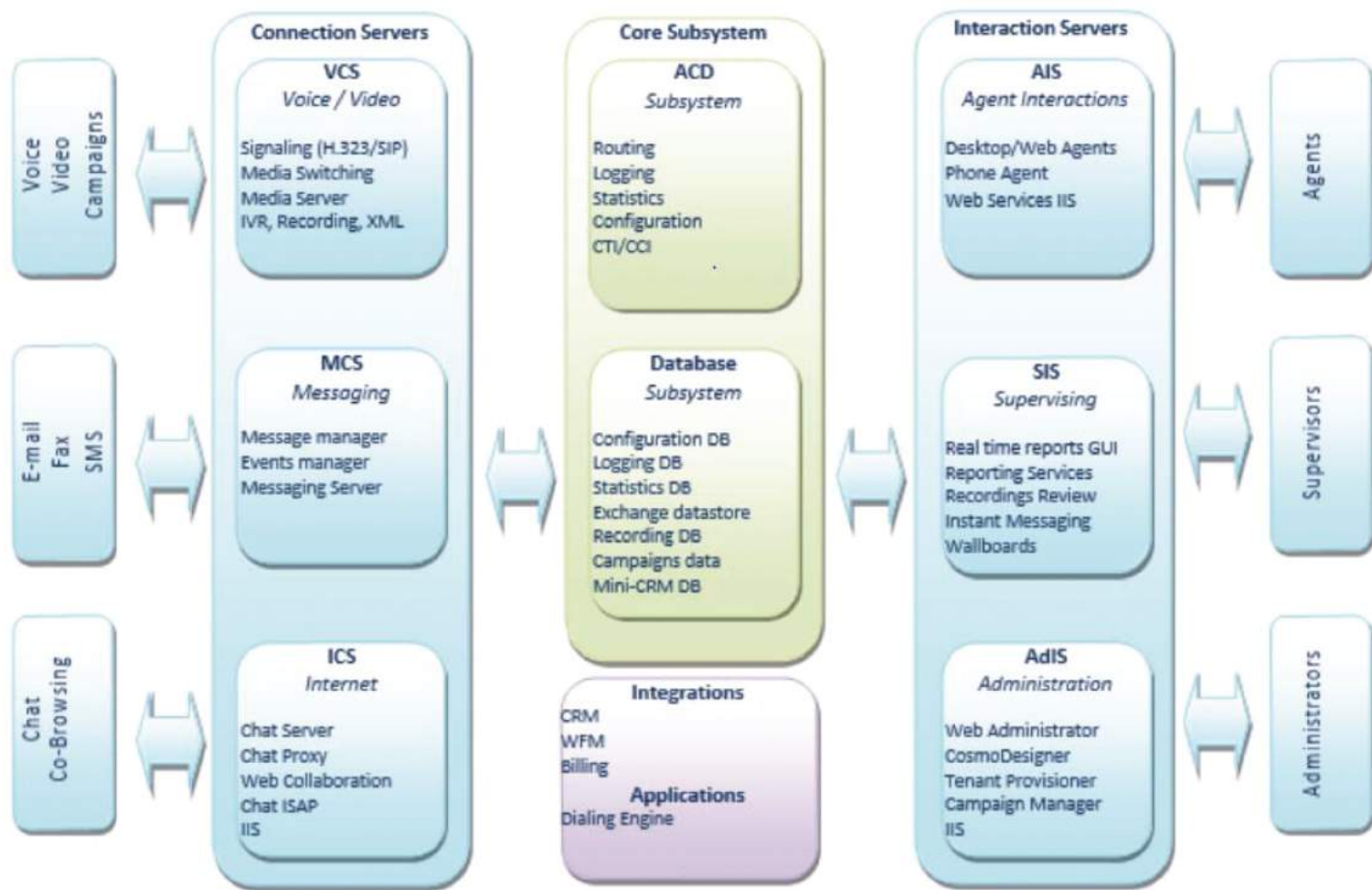


# CCSP Product Strategy

Be the preferred platform for service providers to deliver contact center services to their customers based on:

- ❖ Reliability, scalability and operational management
- ❖ Total cost of ownership of delivering contact center services
  - Multi tenant platform with shared resources
  - Lowest operational costs with tenant self administration
- ❖ Adaptability and integrations
  - Full open interfaces for standard, flexible and easy integrations
  - Customisable to service provider and end-customer requirements
- ❖ Customer Interaction capabilities
  - Rich multi media interaction routing and self services
  - Enhanced functionality and features

# CCSP Architecture



# CCSP Version 7

- ◆ Based on modern Microsoft server technology to extend the service life
- ◆ New features will be delivered on the latest 7.2 software branch, provides smaller, faster update packs
- ◆ Windows Server 2012 R2 and SQL 2012 RS
- ◆ Touchpoint Client and Admin
- ◆ Skype for Business Integration
- ◆ Messaging Server and New capabilities
- ◆ Speech Analytics (Batch Mode Integration, based on IT Sonix integration)
- ◆ Central Integration Server
- ◆ Single Sign On (SAML 2.0 Support)
- ◆ Fax Machine Detection on SIP

# CCSP and Microsoft Technology

## ❖ Version 7 offers Microsoft technology support:

- Microsoft Windows Server 2012 R2 support
- Microsoft SQL Server 2012 SP2 support
- Microsoft Active Directory 2012 R2 support
- Microsoft Exchange 2010



Updating Microsoft products provides peace of mind, alleviating concerns for impending EOL status and related security risks.

Windows Server





# New TouchPoint Client

- State of the art technology based on HTML5 and AngularJS
- Full two-way client side integration
  - Based on “Gadget” and “Notifications” technology
  - Reduce the cost and the complexity of integrations
- Customization on many levels
  - Tenant / Group / Team / Role
- Clear and updated UI and User Experience
  - Intuitive application with short learning curve
- Web based (cross browser) application
  - Minimal footprint and minimal installation privileges
  - IE, Chrome, Firefox
- Screen footprint is flexible
  - Collapse to sidebar
  - Ability to easily work with two monitors
- Automatic Updates (Policy Driven, Faster Response)

Modern, intuitive interface with feature rich capabilities makes everyone's job easier.

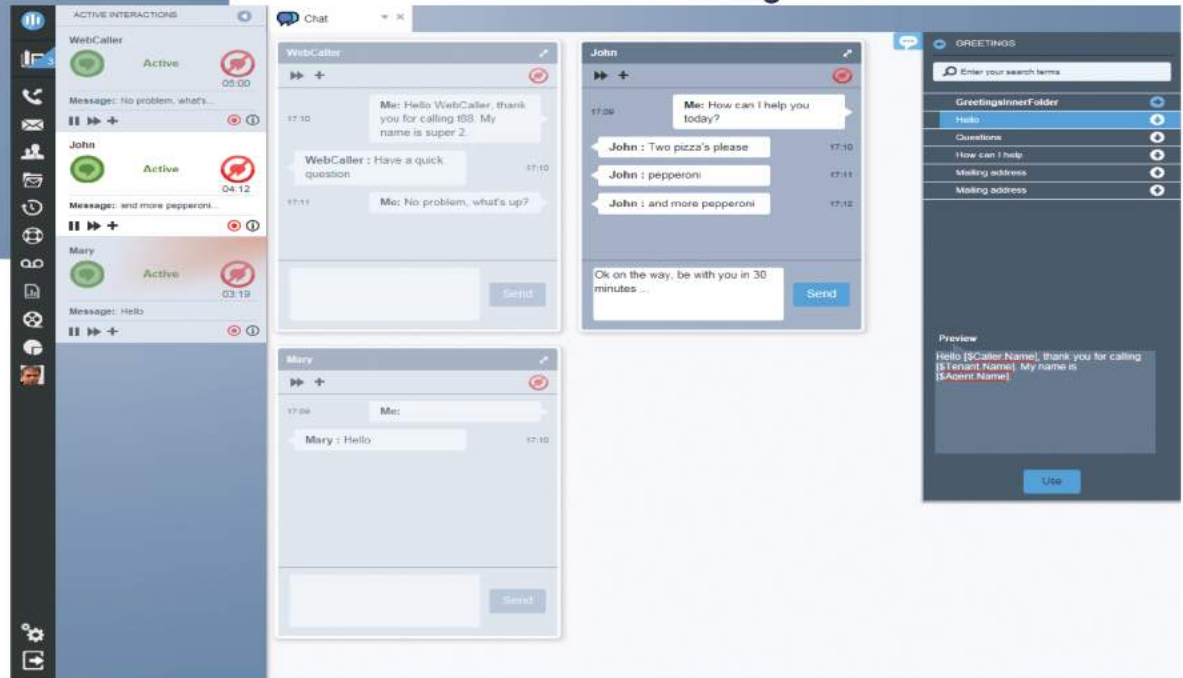


# Web Accessible Interface



Agent/Supervisor access  
client from anywhere

Designed for intuitive  
access and navigation



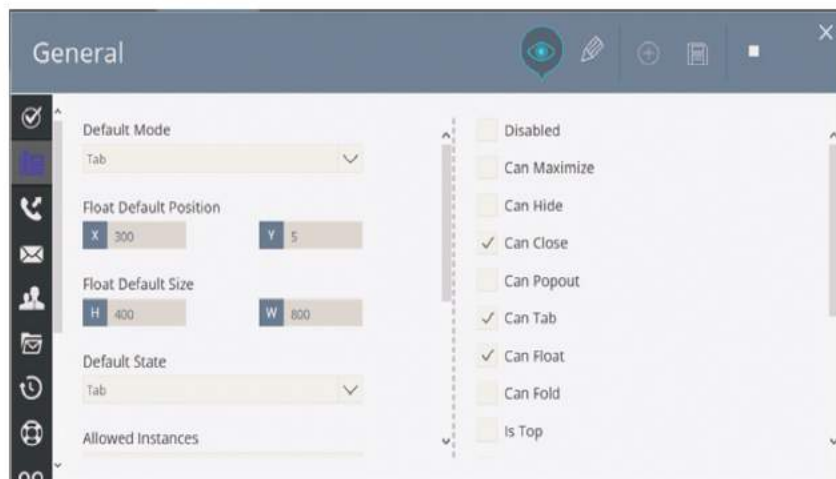
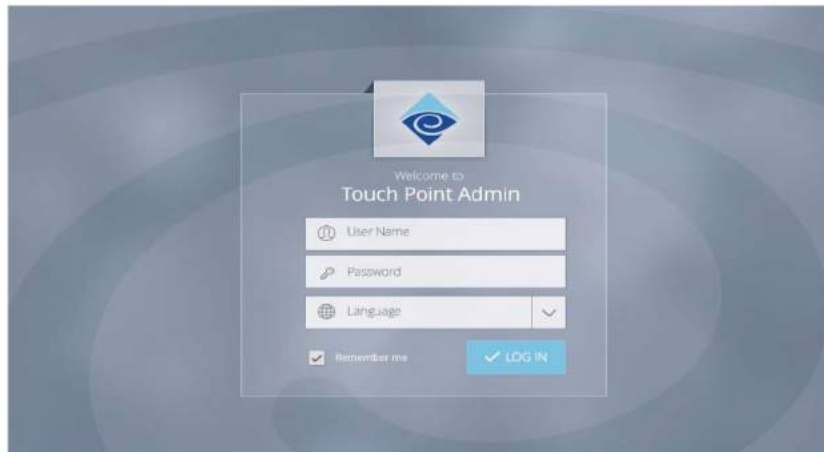
# TouchPoint Admin

- ◆ New Administration tool for TouchPoint customizations
- ◆ Landlord and Tenant level
- ◆ Manage TouchPoint Gadgetory
  - List of available gadgets
  - Look and feel of gadgets
  - Add, change, delete gadgets
- ◆ Tenant, Group, and Roles overrides for specific gadgets
- ◆ Use of templates
- ◆ Options to duplicate and edit
- ◆ Groundwork for future updates to CCSP Administration

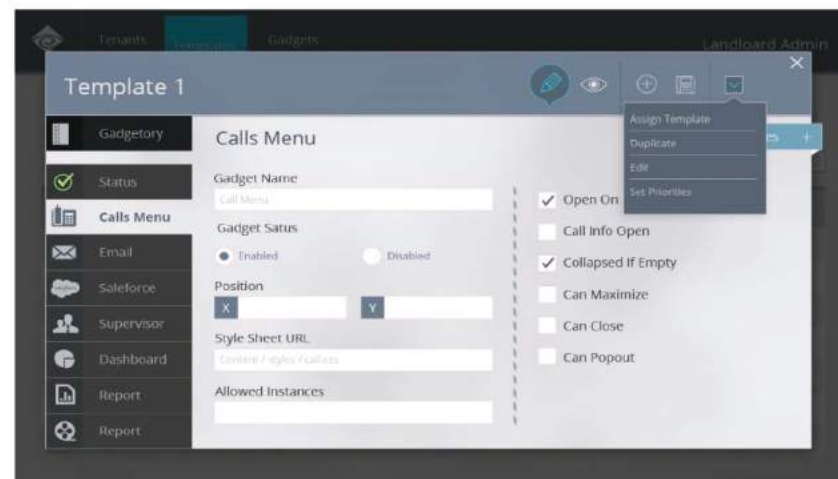
With Touchpoint Admin, true multi-tenant capability is extended to each admin



# TouchPoint Admin Interface



Setting Properties



Building Templates



# CCSP Gadgetory

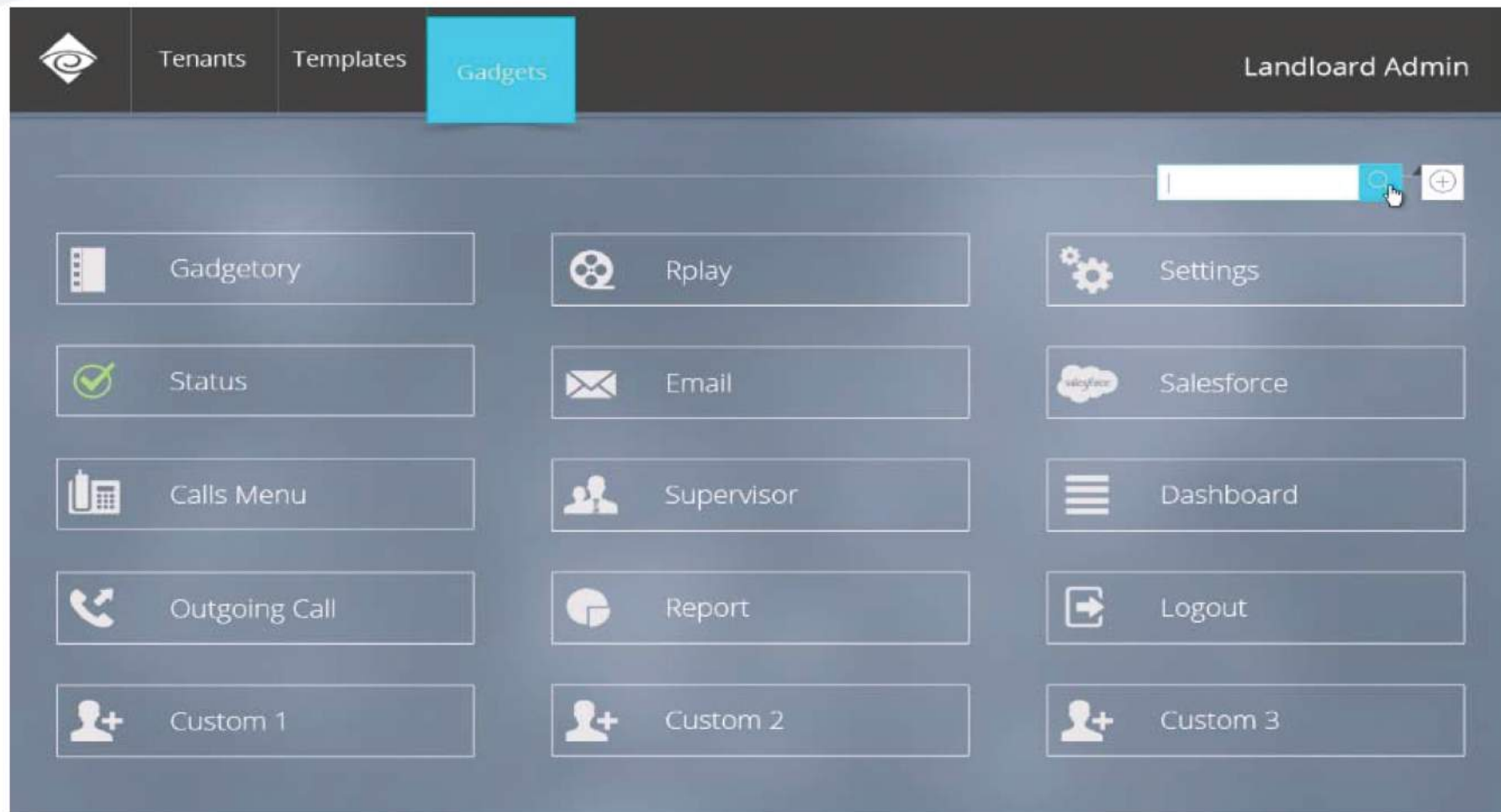
- ◆ Simple, easy to use library where the administrator can manage what gadgets available to agents

- Configurable UI components
- Gadgets provide user interface access to features and to manage communication channels
- Integration framework – create custom gadgets
- Makes the user interface extensible

- ◆ Default Gadgets:

- Agent Status
- Calls Menu
- Outgoing Call
- Outgoing Email
- Supervisor
- Message View App
- Callback
- Assist Application
- Voicemail
- Historical Reports
- Corder
- Dashboard
- Settings

# Administer Gadgets



# Skype for Business Integration

Client based integration utilizing the new TouchPoint Connector to exchange presence information and provide easy back office integration

User scenarios:

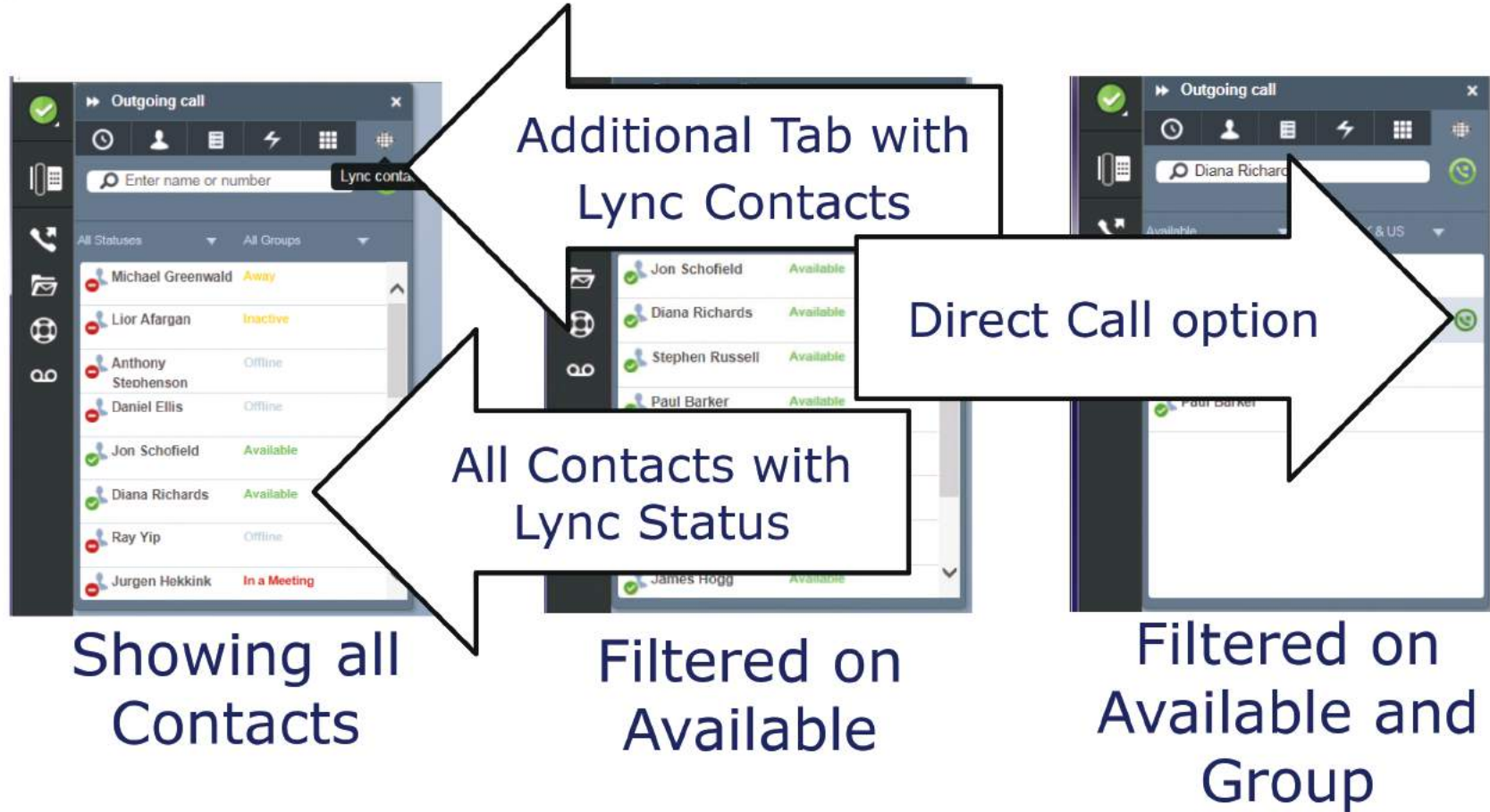
1. CCSP Agent presence synchronisation with Skype4B
2. CCSP Agent seeing back office specialists presence
3. CCSP Agenttransfer/conference call to back office specialist
4. CCSP Agent using Skype4B phone as alternative device



Skype for Business + CCSP =  
Increased Collaboration across  
the enterprise

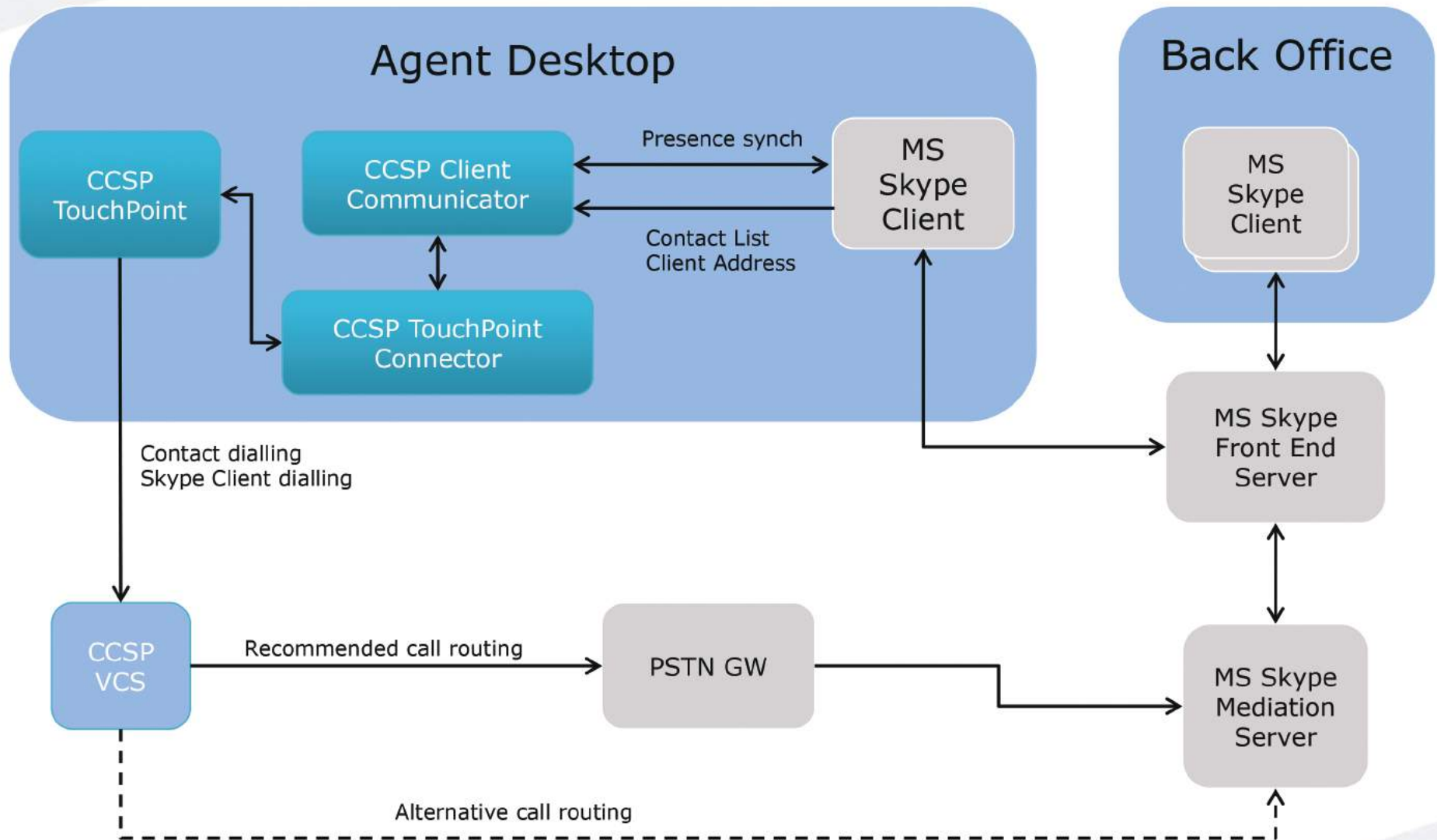


# Skype for Business Integration





# Skype for Business Integration Architecture



# Messaging Server

- ◆ Supported MS technology -> Migration path for current Exchange 2003
  - Connector into Exchange 2010, reduce risks of running non supported MS components
- ◆ Lower Total Cost Ownership (TCO)
  - Use of public folders reduces Exchange licensing requirements
  - New connectors can be built into free message repositories
- ◆ Improved Flexibility and Scalability
  - Connector model provides open API into third party Message Server Repository (MSR)
  - Design facilitates multiple MSR per system/per tenant/per media type
- ◆ Native messaging offers enhanced capabilities
  - Greater access to native product features leads to higher agent efficiency and productivity
- ◆ Ability to route and handle each message type individually
  - Media type separation enables better control and handling of media types
- ◆ Platform for future messaging type routing
  - Social media, etc.

# New Messaging Capabilities

## ◆ Folder View

- Emails, Call-backs, and Voicemail
- Sort and filter abilities
- Preview

## ◆ Pull Capabilities

- Pull from queue to handle
- Assign to agent
- Move back to queue

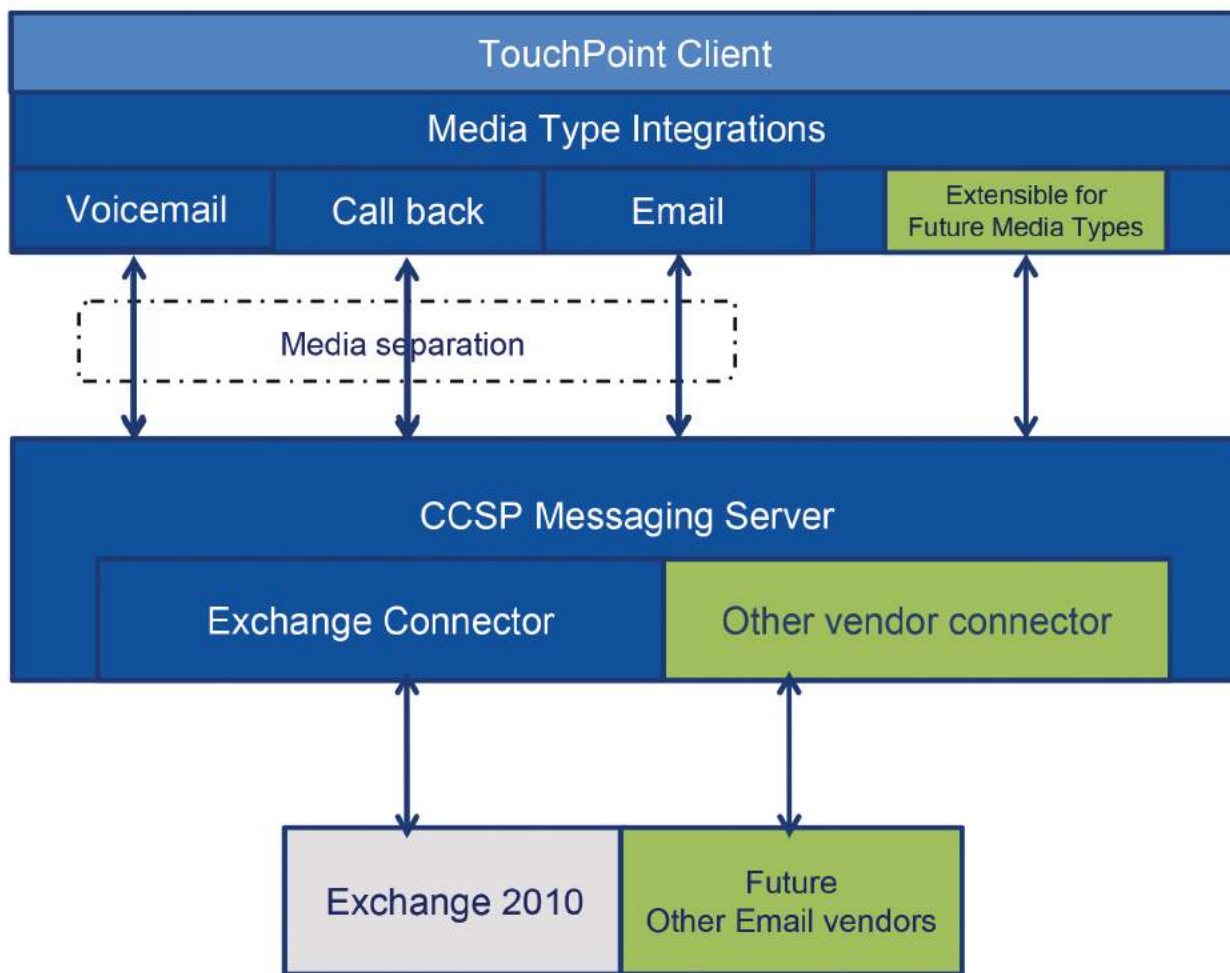


Added flexibility so an agent can see queued items and proactively pull urgent ones for rapid response

## ◆ Defer Capabilities

- Defer to self
- Defer to group

# Messaging Server Architecture

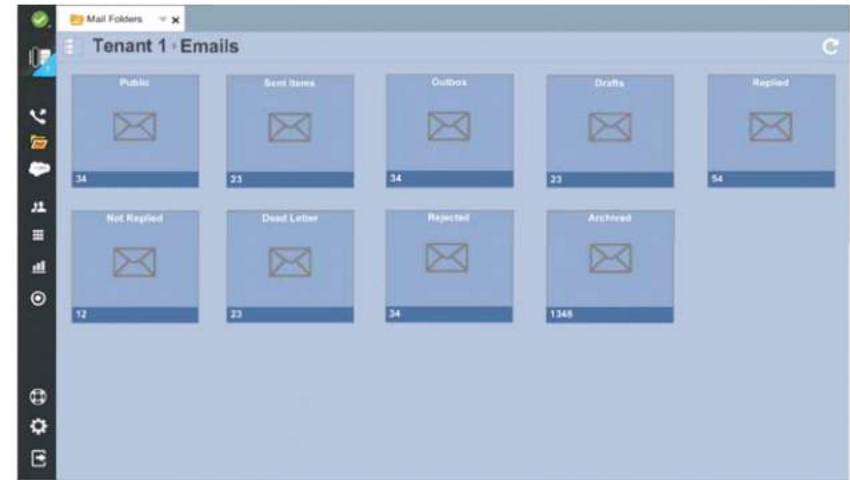




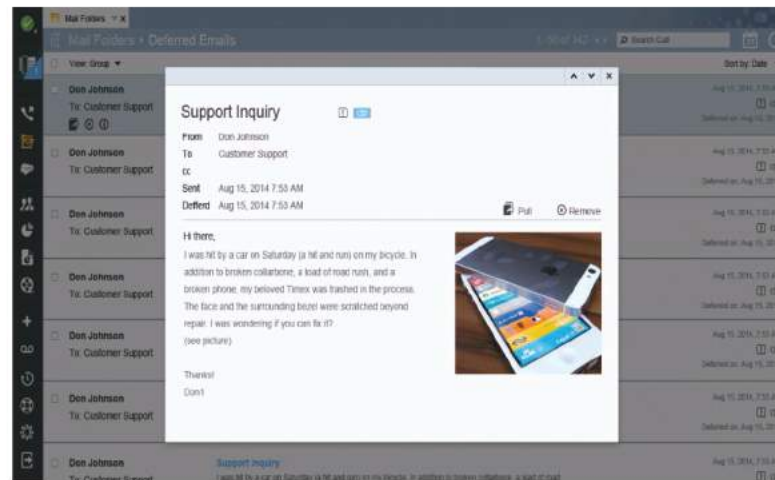
# Messaging Views



Folder Structure



Folders based on Media Type



Preview of Folder

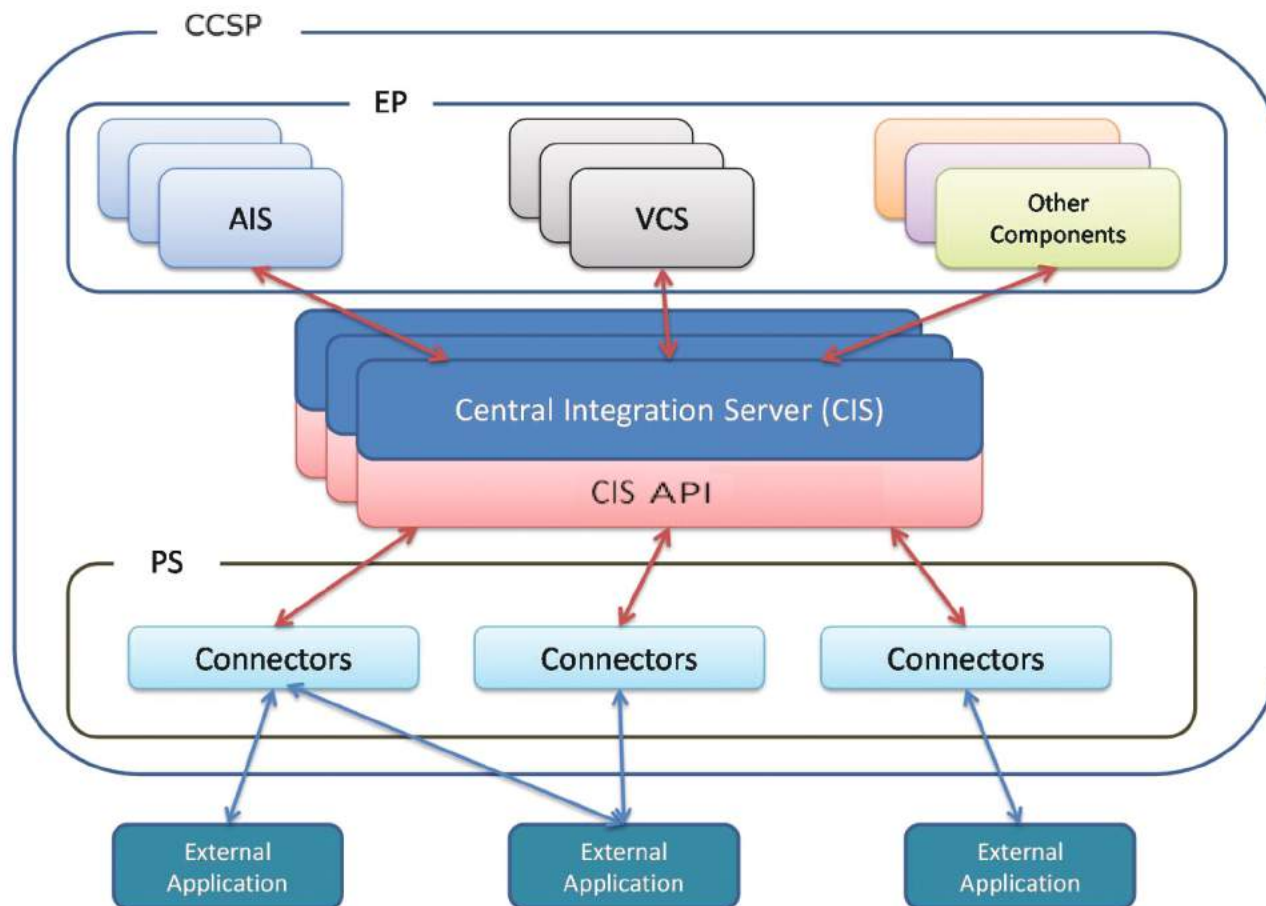
# Central Integration Server (CIS)

- ❖ CCSP Integration Server enables event subscription and publication
  - receive call and agent related events via single integration server
- ❖ Links specific integration connectors for specific tasks to required connection
- ❖ Connectors can subscribe to event flows
- ❖ CIS can be deployed in a N+1 architecture for resilience and scalability
- ❖ In 7.2 CIS and the integration API is internal and utilized by professional services to create custom integrations
  - E.g. WFM, CRM, ERP, etc. applications
  - A future release will provide an open API for Service Provider use



CIS will simplify complex integrations via a single API and an event subscription and publication method

# CIS Architecture



# Speech Analytics (Batch Mode Integration)

- Supervisors can review recorded Agent calls, hold trainings, and improve customer service.
  - Integrates CCSP Call Recording to Enghouse Interactive IT Sonix
  - Use Optional parameter to select calls in scripts for VC analysis
  - Files are exported to the Vocal Coach file server for easy access and storage



Vocal Coaching and Speech Analytics give both agents and supervisors the tools to be better.



# Single Sign On

- ❖ Supports Security Assertion Markup Language (SAML) 2.0
- ❖ Higher Levels of Security Possible
  - Third-party Identity Providers can utilize higher levels of authentication methods:
    - Level 1: something you know (e.g. password)
    - Level 2: something you have (e.g. smart card)
    - Level 3: something you are (e.g. fingerprint)
- ❖ Cloud Providers Flexibility
  - Uniform logins if offering multiple cloud solutions
- ❖ End-User Experience
  - Easier, quicker access, more convenient

SSO creates the ideal scenario allowing agents ease and convenience while maintaining a high level of security.



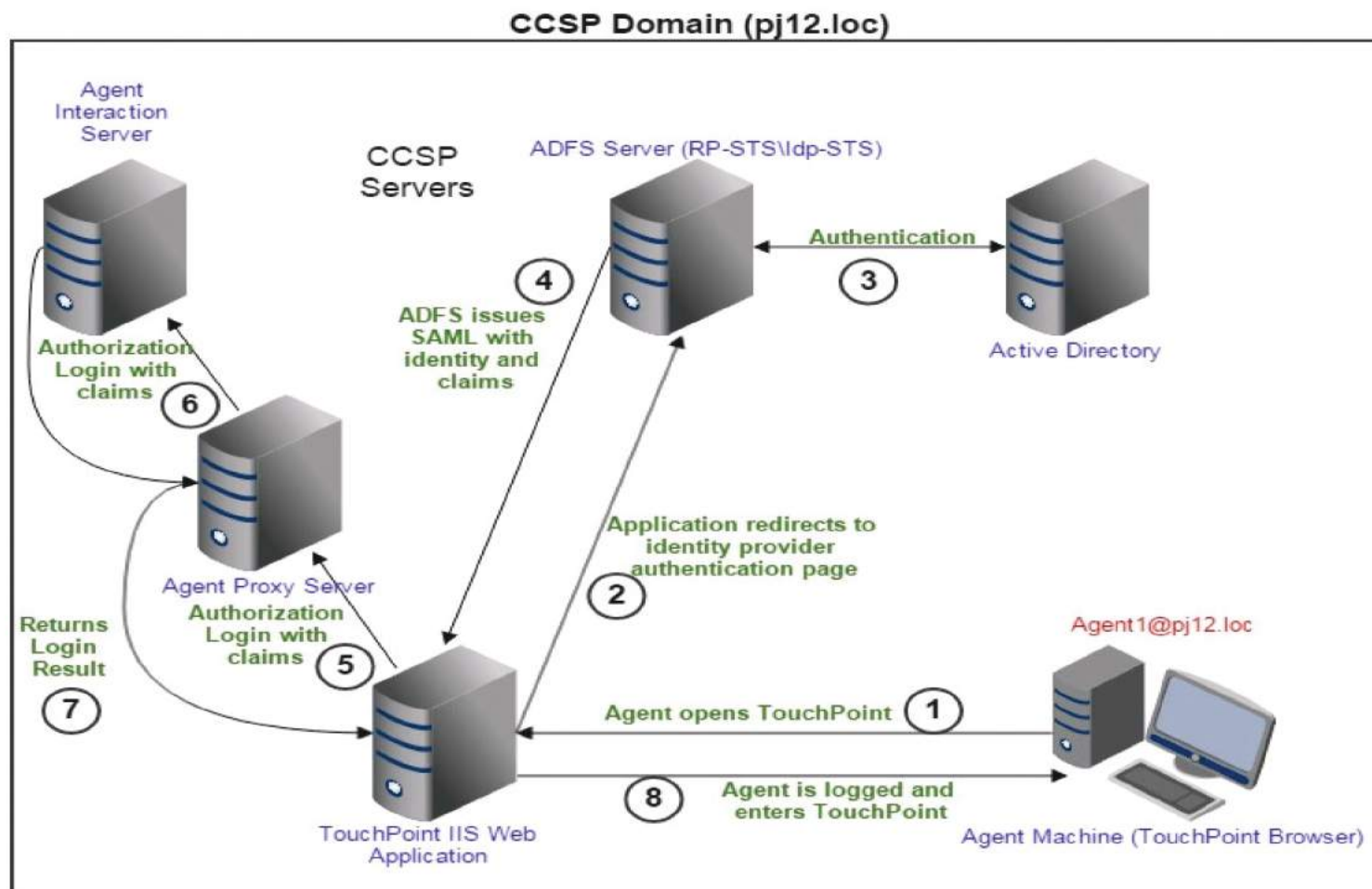
# Domain Options

Active Directory Federation Services (ADFS) is an Identity Provider installed on Windows. It provides Security Token Service (STS) that creates SAML tokens to authenticate users for Single Sign On.

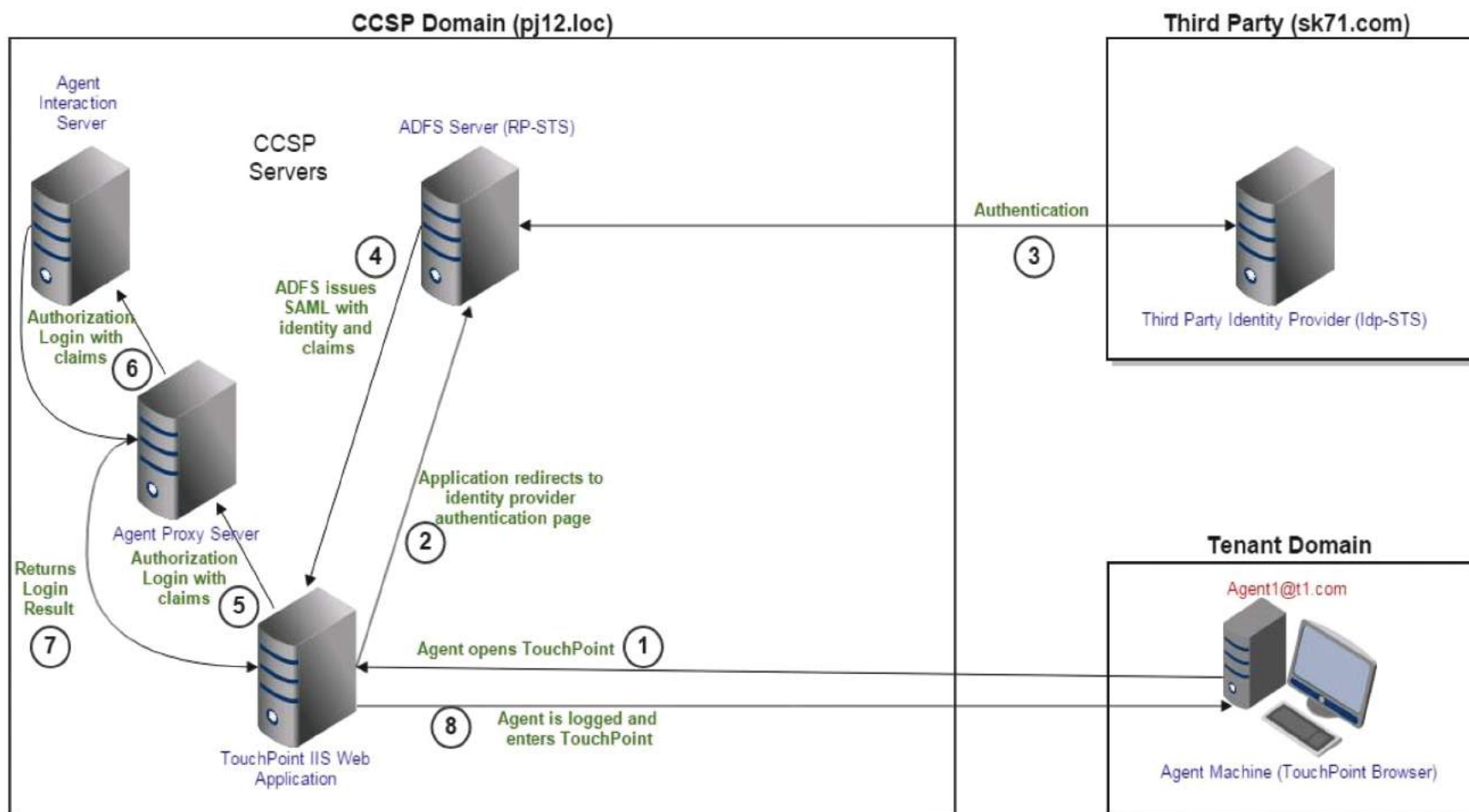
CCSP supports two modes (depending on deployment scenario):

- ❖ Authentication as part of the internal domain where the service provider wants seamless authentication
  - Usually where the Service Provider and the Tenant are the same organization and same domain
  - User logs in once to Windows and after that authentication is based on those credentials
- ❖ Authenticate TouchPoint and CCSP system using a different identity provider
  - Third party provider from external domain

# Internal Domain Authentication



# External Domain Authentication

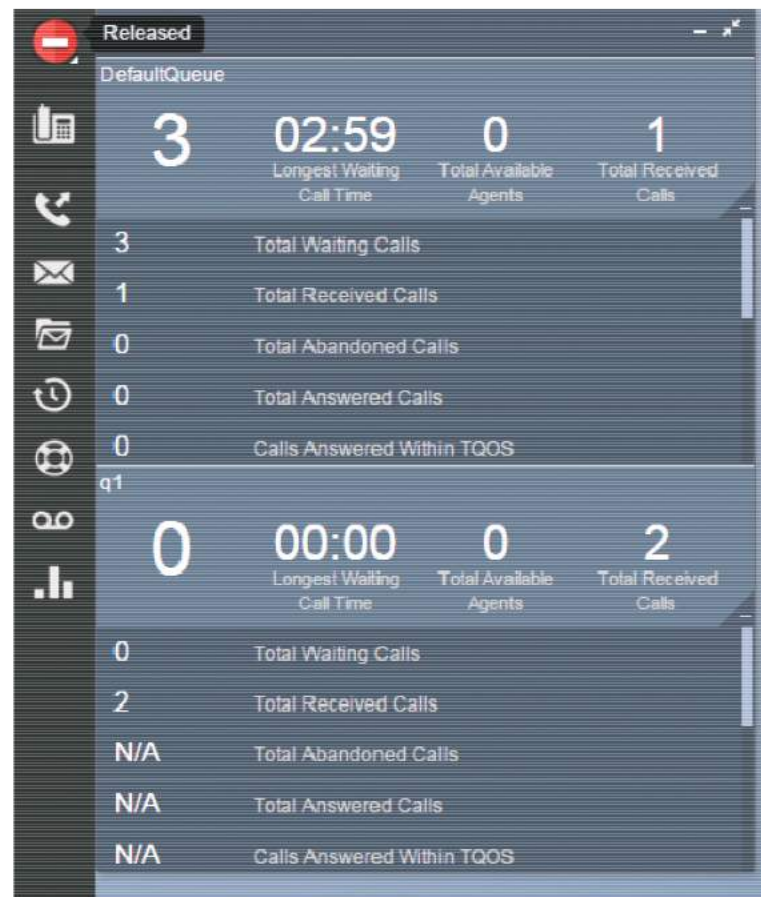
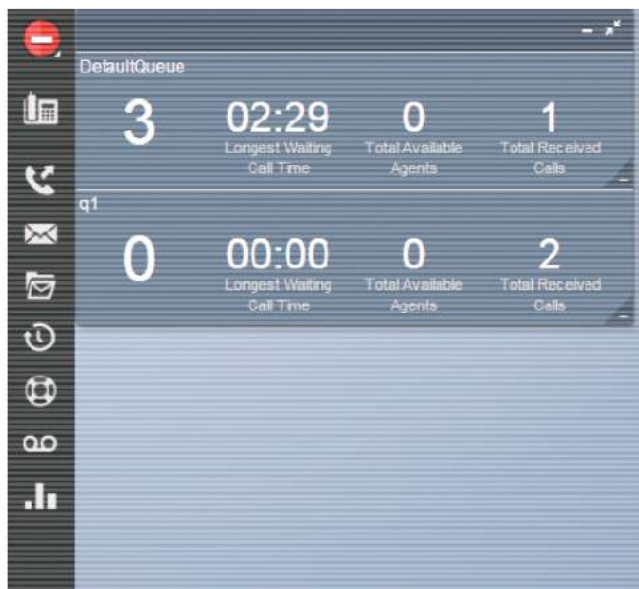




# Fax Machine Detection on SIP

- ❖ Used for predictive dialing campaigns to filter out fax machine answers from the campaign and report back to campaign data (similar to answering machine detection)
- ❖ Fax detection over SIP is implemented by checking for T.38 codec inside SIP re-invite and 488 messages
- ❖ CCSP supports 2 modes (set via the FaxDetectionMode registry key):
  - 0: disable fax detection (default value)
  - 1: a call is reported as a call to a fax device if a received message contains only fax codecs
  - 2: a call is reported as a call to a fax device if a received message contains at least one fax codec, but can also contains other media types including audio and video

# Mini Wall Board

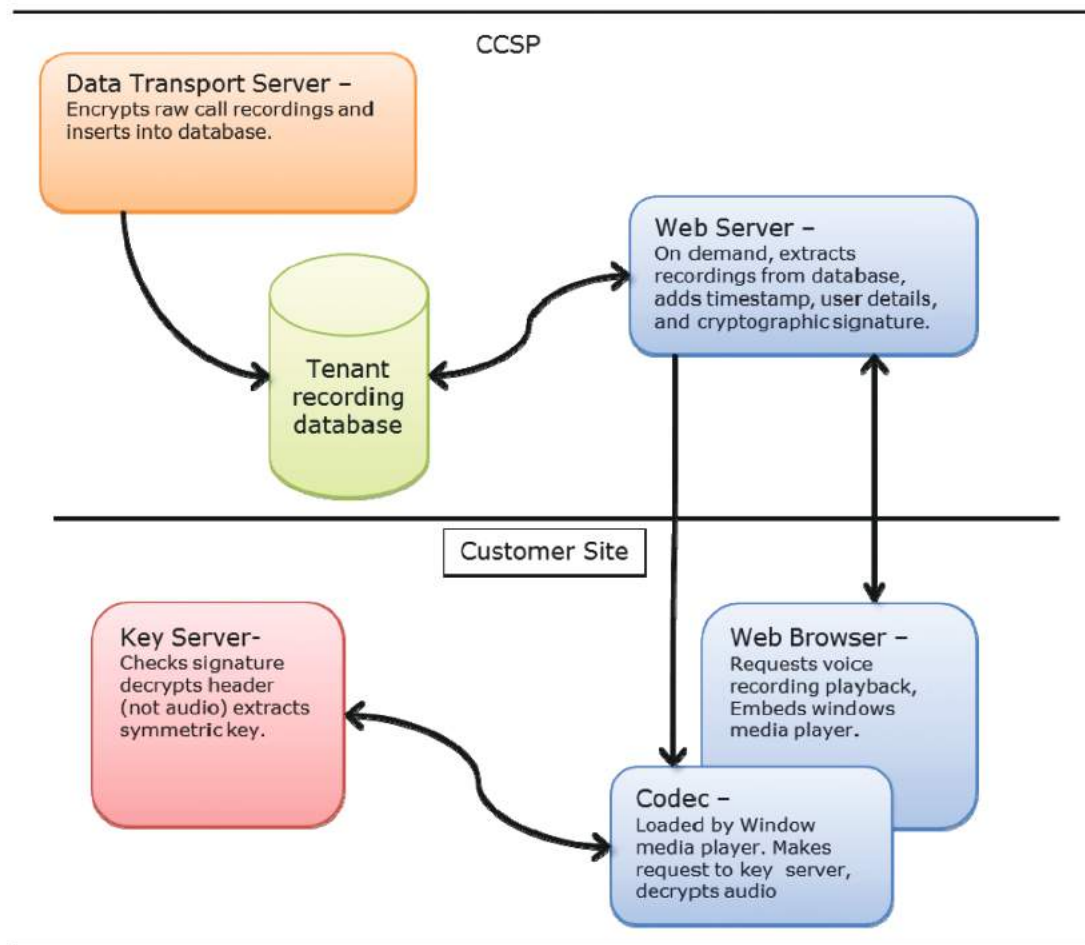


Real-time communication statistics on-the-fly that are configurable and expandable, saving time and effort for busy Agents.



# Recording Encryption

- Recordings are encrypted before being stored in database
- Provides tenant specific encryption key security
- Encrypting call recordings can be part of a larger program for facilitating PCI compliance when recording credit card transactions





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