

# INTEGRATED CALL CENTER SOLUTION

Alcatel **OmniTouch** Call Center Office

## Offer summary

	Alcatel <b>OmniTouch</b> Call Center Office							
	EasyContact Office		Welcome Office		Welcome Office Pro		Welcome Office Pro 32 agent	
	Compact	Premium	Compact	Premium	Compact	Premium	Compact	Premium
<b>Simultaneous agents</b>								
ACD groups (max.)	8	8	8	8	8	8	8	8
Agents (max.)	5	5	10	10	20	20	32	32
<b>Call Center options</b>								
Agent application (max.connections)	n/a	n/a	10	10	10	20	10	32
Supervisor application (max.connections)	n/a	n/a	1	4	1	4	1	4
Statistics application	n/a	n/a	Option	Option	Included	Included	Included	Included
<b>Additional Applications</b>								
Full automated attendant	Option	Option	Option	Option	Option	Option	Option	Option
PIMphony Pro/Team	Option	Option	Option	Option	Option	Option	Option	Option

## Client PC requirements

Agent Assistant	Supervisor Console	Statistic Manager
CPU Pentium 500 Mhz	CPU Pentium 500 Mhz	CPU Pentium 500 Mhz
RAM: 64 MB	RAM: 64 MB	RAM: 64 MB
Disk space: 50 MB	Disk space: 50 MB	Disk space: 50 MB and 500 MB for one year statistics
OS: Windows® NT4 SP6, Windows® 2000 SP4 or Windows® XP	OS: Windows® NT4 SP6, Windows® 2000 SP3 or Windows® XP	OS: Windows® NT4 SP6, Windows® 2000 SP3 or Windows® XP
Ethernet board	Ethernet board	Ethernet board



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Telecommunication is one of the most essential factors in building customer relations, and the role of call centers is becoming more and more important as they have to handle an increasing number of calls. Your call center's capacity, your agent's ability to answer and efficiently deal with customer requests, and the quality of service provided by your call center are of strategic importance. They reflect the image of your entire company.

Alcatel **OmniTouch** Call Center Office is designed to meet SME needs. It's a complete, packaged call center solution reinforcing the "All-in-One" positioning of **OmniPCX** Office allowing users to:

- improve call handling
- handle more calls
- optimize the efficiency and effectiveness of the company's resources
- keep the quality of service under control
- monitor and anticipate the incoming call flows.

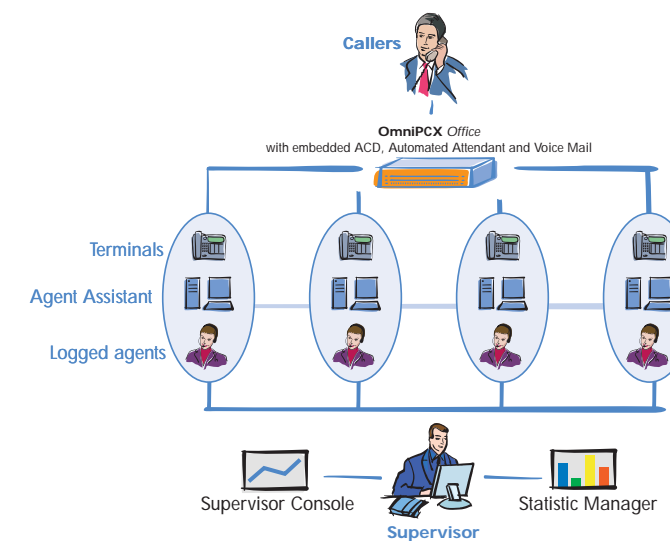
This solution targets not only small voice oriented call centers, but also services with advanced welcoming needs. It includes:

- Automatic Call Distribution (ACD) to improve processing of incoming calls,
- the Agent Assistant, a desktop application for the agent enhancing his or her efficiency,
- the Supervisor Console, providing real-time monitoring and allowing the supervisor to overview service levels and traffic,

- the Statistic Manager, an application dedicated to post-processing of traffic and call information stored in the system.

As this solution is integrated with **OmniPCX** Office embedded applications such as automated attendant and Voice Mail. This enables your company to have a single switchboard number and allows callers to leave messages in an appropriate manner.

This professional solution enables Small and Medium Businesses to critically improve their phone response, company greeting and other associated services. It delivers advanced call queuing and call routing functions, to optimize management of a large flow of incoming calls and at the same time protect the quality of service for the caller. The Alcatel **OmniTouch** Call Center Office is particularly easy to install, configure and use, thanks to its intuitive graphical user interface.



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## Call Distribution

The principle of call distribution is to dispatch calls to available agents. There can be up to 32 agents belonging to one or more groups. Agents can use all types of terminals including DECT/PWT extensions for mobile agents. Up to 8 groups can be defined. Incoming calls are automatically distributed to services (groups) according to called numbers (DNIS) and/or calling numbers (ANI). Calls can also be distributed by the Automated Attendant. In each group, calls are distributed to the agents using 3 methods:

- longest idle time,
- fixed priority,
- rotating priority.

Automatic opening and closing of each group is either determined by time periods defined by the administrator or can be specified using the Supervisor Console.

## Queue

Each group has a welcome prompt which is played to the caller. If all the agents of the group are busy, the call is placed in the queue in chronological order (one queue per group). Dedicated messages are played to the caller depending on the situation (waiting in queue, dissuasion, service closed). The queue size (number of calls in the queue) is dynamic and based on the number of active agents. However the caller can leave the queue at any time. Different priorities can be assigned to the groups and calls can overflow from one group to another if the waiting time is excessive.

## Agent Assistant

The agent application enhances agent activity by providing session control, personal statistics and screen pop-ups. The agent can focus on customer satisfaction in order to reinforce the call's effectiveness.

Dedicated ACD features enable agents to control their session (log-on/log-off, wrap-up, pause) and to open / close groups. The agent has access to information such as called and calling number, group reached and the call's waiting time in the queue. In addition, this application provides call classification and free-seating features.

To optimize call flow, the agent can visualize the number of waiting calls in the groups the agent is controlling, his activity rate, the classification status of the calls handled. The agent can also consult his call log.

The screenshot shows the Agent Assistant interface with several key components labeled:

- Calling and called numbers:** Located at the top left, showing a phone icon and a call log entry.
- Personal activity rate:** A gauge chart on the left showing activity levels.
- Called ACD group:** A dropdown menu below the activity rate.
- Agent status:** A set of icons at the top for managing the agent's session.
- Skills management:** A section for managing agent skills.
- Waiting time in queue and conversation duration:** A gauge chart on the right showing queue and conversation metrics.
- Qualification of a call:** A dropdown menu for call classification.
- Personal qualification statistics:** A table at the bottom right showing call statistics.
- Agent's groups statistics:** A bar chart at the bottom showing call volume per group.

Finally, the agent benefits from screen pop-ups giving contact information for the incoming call. The application is supplied with a pre-defined Microsoft® Access™ database, which can be customized.

In addition, it interacts with PIMphony for telephony features (answer call, clear call, ...) and pop-ups with Microsoft® Outlook™, Act!™, GoldMine® or Microsoft® Access™. For further information, please refer to the PIMphony datasheet.

## Supervisor Console

The supervisor application provides:

- real-time performance analysis for the agents, groups and lines,
- modification of agent or group status.

## Statistic Manager

In addition to real-time monitoring, consolidated statistics can be displayed in tables or graphs, for different periods of time (daily, user-defined or monthly).

It is possible to download data from the **OmniPCX Office** for off-line actions. Pre-defined reports can be automatically printed.

The statistical information concerns the group(s) (number of calls and average duration of received calls, calls in queue, etc.), the agents (ACD answered calls, average length of conversation, etc.) and call classification.

## Phones supported

The Alcatel **OmniTouch Call Center Office** supports the following sets for agents:

- Reflexes™ and e-Reflexes™ terminals
- IP Touch terminals
- DECT/PWT terminals
- PIMphony IP softphone
- Analog sets.

PIMphony IP and e-Reflexes™ make it possible to deploy an IP Call Center in the company with the possibility of remote off-site agents.

The Supervisor Console interface shows a table of agent performance:

No.	Station	Name	Group	Rank	Rate	Status
1		Smith	1	01	0%	Off duty
2	102	Jones	1	148	9%	Ringing
3	103	Harry	1	148	0%	No answer
4	101	Martin	1 2	148 252	26%	A.C.D. busy
5	105	Flannery	2	02	0%	FAULTY
6	106	Muller	2	03	0%	FAULTY
7	107	Meyer	2	04	0%	FAULTY
8	108	Lopez	2	05	0%	Off duty

The Statistic Manager interface shows a bar chart of answered calls over time:

**Answered calls**

The chart shows call volume over days (12-22). The legend indicates: Blue = Agent, Green = Call in queue < 31, Yellow = 31 < Call in queue < 32, Red = Call in queue > 32.