

CONTACT CENTER SOLUTIONS

MOVE YOUR CONTACT CENTER INTO THE CLOUD

Contact centers increasingly see the benefits of moving their infrastructure into a cloud-based environment.

Since contact center equipment is costly to purchase and maintain, the cloud model enables customers to purchase services in a more efficient manner, buying only what they consume. With the added benefits of rapid deployment, best-in-class features, and regular updates, it's no surprise that the cloud is becoming the preferred model for contact center infrastructure.

Metaswitch has implemented two solutions for the contact center market. First is Cloud Contact Center (CCC), the advanced solution for contact centers requiring functions like work force management and multi-channel (voice, email, chat) support. Second is Integrated ACD (iACD), the simpler solution for smaller contact centers with less demanding requirements.

CLOUD CONTACT CENTER (CCC)

For advanced contact center applications, Metaswitch has partnered with Telax to provide a highly advanced, customizable contact center solution. It's everything your customers will need to deliver a best-in-class service so they can maximize their customer experience and provide world class support.

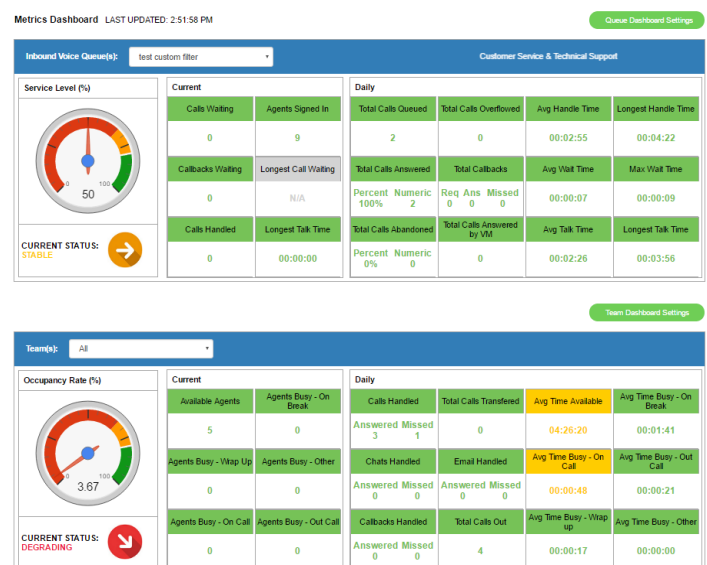
INCREASE SPEED TO MARKET AND REVENUE

With CCC, your customers will have a state-of-the-art contact center solution up and running in just a few weeks. Capabilities such as intelligent skill-based routing, customized reporting and workforce management provide the tools to run and manage a call center effectively. CCC includes full multimedia queues for voice, email, social media, and chat, so agents can communicate with customers in whatever way suits the situation best.

TECHNOLOGY YOU CAN TRUST

CCC is built from the ground up to provide the reliability and security you need. High availability is ensured via around-the-clock network monitoring and geographically dispersed data centers. CCC has been certified to meet critical standards such as HIPPA, SSAE 16 and PCI DSS 3.0.

Like any cloud-based offering, CCC delivers the latest features and functions without the hassle of costly hardware and software upgrades. In addition, agents can be easily added and subtracted to meet seasonal demands – you only pay for what you use.



Cloud Contact Center dashboard

POWERFUL FEATURES

CCC is designed with multi-skill-based routing capabilities, so calls can be answered by the most qualified agent. Agents and supervisors can communicate via a chat application which results in faster and more efficient call resolution. Supervisors can monitor calls in real time, provide coaching or enter into a conversation. Call recording for all calls (with agent notes appended) enables you to review calls to verify quality standards. CCC also includes a powerful and flexible Interactive Voice Response (IVR) solution that provides robust routing functions as well as integration to back-office systems for customer self-service, to allow you to serve your customers without having to engage a live agent.



Cloud Contact Center supervisor monitoring

INTEGRATED ACD

Integrated ACD is designed for small call centers that need ACD routing and queuing with supervisory capabilities and reporting.

CORE FUNCTIONS

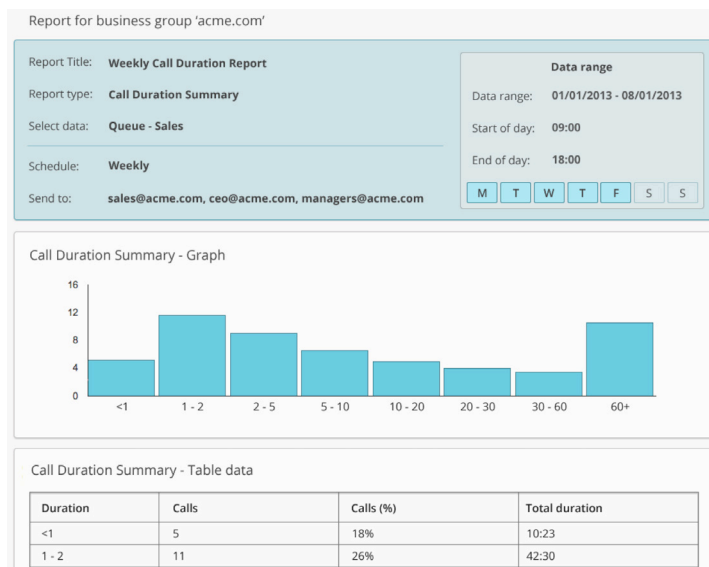
iACD draws many of its capabilities from Hosted PBX features such as hunt groups, auto attendant, and music-on-hold. These core functions provide basic IVR and queueing functions through both Easy Attendant and Premium Auto Attendant. Using the routing algorithms in Hunt Groups enables call distribution using methods such as longest idle time or round-robin. Music-on-hold enables not only music but announcements to be played while customers are waiting to speak to an agent.

AGENT LEVEL FEATURES

Call center agents have a number of features available. A portal view shows Key Performance Indicators (KPIs) so agents can monitor their performance versus desired metrics. As calls come in, information about the caller can be displayed to help the agent identify the caller. Agents can set their status using one of up to 30 custom agent statuses such as “at lunch” or “in a meeting”. Agents can “wrap” calls with disposition codes and notes and be placed automatically back into the agent queue after a configurable timer has finished.

POWERFUL SUPERVISOR FEATURES

Supervisors and administrators need a different set of capabilities to manage operations. For this, iACD has a number of features, including whisper, monitor, and barge-in, that enable supervisors to coach agents and assist in customer calls. The supervisor dashboard enables supervisors to administer call queues and the call center’s overall performance. Additionally, supervisors can access detailed reports that track trends and performance over time. Supervisors have a full view of agents’ current status and performance over a selected period of time.



iACD reporting panel

CLOUD CONTACT CENTER SPECIFICATIONS

PLATFORM

CCC is hosted in the cloud, so there is no local platform. The only requirement is a SIP trunk between Metaswitch and your data center.

FEATURES

Cloud Contact center contains all of the features required to manage a fully featured contact center. It contains all of the features within Integrated ACD plus the following:

- Geographic survivability with fail-over
- Executive dashboard
- Threshold alerts
- Fully customizable self-service IVR
- Queued automated outbound dialing
- Multi-level call classifications
- Custom agent activities (activities can mark agent as busy, available for internal calls only or available for all calls)
- Agent presence
- Agent scripts (custom workflows allow agents to follow specific steps to resolve issues)
- IVR / queue bulletins (prerecorded messages that can be quickly placed on queues and IVR trees for inclement weather, etc.)
- Skills-based routing
- Announcement of place in queue / estimated wait time
- Priority queueing (moving high priority callers to the front of the queue)
- Call recording tagged with dispositions and agent notes
- Supervisor/agent chat (IM)
- Over 260 standard reports
- Call in prompt record

PLATINUM PACKAGE

For customers requiring even greater functionality, the CCC platinum package includes:

- Multi-channel support (email, social media, chat, voice, SMS)
- Work force management for scheduling of resources
- API integration for CRM systems
- Requested callbacks (Caller is prompted to hang up and receive a callback as soon as agent is available. Caller keeps place in queue.)
- Callback for abandoned calls
- End of call surveys

INTEGRATED ACD SPECIFICATIONS

PLATFORM

Integrated ACD is deployed using standard Metaswitch server configurations.

- Blade Server System
- Stackable Server System
- Dual Server System

FEATURES

- Multi-line hunt group call routing – ring all, linear, circular, round robin, longest idle
- Configurable agent states
- Configurable call disposition codes
- Monitor, whisper, and barge-in actions for supervisory functions
- Supervisor dashboard – statistical data on ACD performance and reporting
- Agent dashboard
- Multi-queue membership
- Call wrap up with configurable wrap up timer
- Multiple language support (English, French, Spanish)
- Ad-hoc and standardized reporting (with scheduled reports sent to list via email)
- Caller ID lookup with URL-based CRM integration (with Accession Desktop clients)
- Time of day / day of week routing (with Premium Attendant)
- Music on hold/messages on hold
- Zero out of queue

CAPABILITIES

- Max number of agents per iACD group: 64
- Max number of iACD queues per business group: 10
- Max number of agents per business group: 64
- Max number of Supervisors per business group: 20
- Max number of calls per queue: configurable with no upper limit