

# Intelligent Contact Centre

Enabling a group of geographically dispersed staff to function as a contact centre



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intelligent Contact Centre removes the need for capital investment to provide groups of geographically dispersed people to function as a single contact centre. The contact centre market today includes workers functioning as virtual teams and needs to accommodate home workers and flexible workstyles to better maintain the required skills

Improvements in call handling can be applied when contacting staff teams, workgroups or individual staff members and serve to set enhance the callers' experience. Contact Centre ensures calls are answered promptly, but can also make callers better informed to reduce anxiety, minimise dropped calls and foster customer satisfaction.

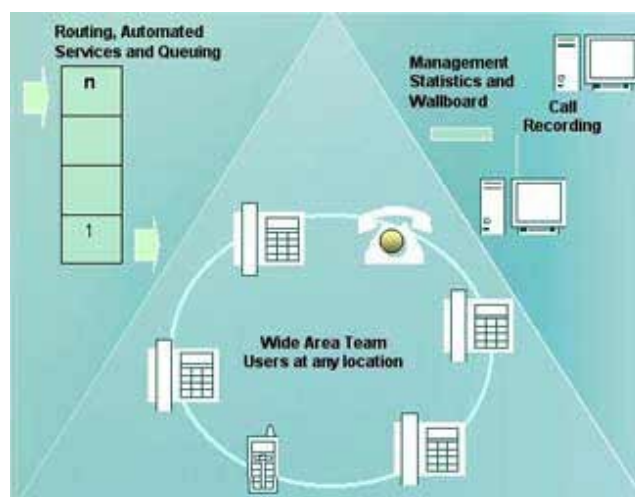
## Wide Area Team Working

Individuals spread across a wide geographic area can handle incoming calls as a virtual team with the flexibility of using a virtually limitless number of telephone handsets, internal, external, fixed or mobile, on any network at any worldwide location. The ability to support wide area call distribution makes Contact Centre a particularly attractive proposition for project teams, workgroups and helpdesks and for handling overflow situations or providing an out-of-hours service using, for example, home-based workers.

## Call Queuing

Calls can be dynamically queued with the ability to customise queue details as announcements. The option to incorporate the position-in-queue of the caller is supported. Maximum queue length and additional time parameters can be applied.

intelligent Contact Centre service comes into its own as an application used by a group of professionals serving a customer base on a flexible time and location basis.



# Features and Benefits of the Contact Centre Service

Feature	Description	Benefit
<b>Wide Area Call Distribution</b>	Calls are distributed to an available agent who may be registered to any telephony device at any location.	<ul style="list-style-type: none"> <li>The service is particularly suited to providing out-of-hours and emergency service cover utilising home-based staff.</li> </ul>
<b>Flexible Teams</b>	Agents may be members of more than one team. Agents can log in and out of a team as required. Creates virtual teams without any restriction on geographical location.	<ul style="list-style-type: none"> <li>Allows the customer to optimise costs by making best use of available resources</li> </ul>
<b>Call Handling Controls</b>	Calls are distributed to agents using a variety of methods, including longest available agent, and agents can be members of multiple skill groups. Dynamic call queuing with customer Announcements	<ul style="list-style-type: none"> <li>Ensures calls are handled efficiently and effectively in the way that best suits the business.</li> </ul>
<b>Management Reporting</b>	A wide range of real-time management information and statistical data is available. Data can be displayed on virtual wallboards on any PC using a browser interface.	<ul style="list-style-type: none"> <li>Enables managers to monitor and optimise performance levels to meet corporate targets</li> </ul>
<b>Wrap Up</b>	Processing time after each call can be configured for team members with the flexibility of over riding if not required.	<ul style="list-style-type: none"> <li>This allows agents time to complete task associated with each call before answering the next call.</li> </ul>

## Upgrade Options

The Contact Centre Service is part of the suite of hosted business applications and so can be extended with other modules to meet changing business needs.

## Easy Access

The Contact Centre service can be managed either via a telephone handset or through a graphical interface using Web Assistant.

The image displays two screenshots from a contact center management web interface. The left screenshot, titled 'Registration', shows configuration options for an agent's status (set to 'Available'), call routing (set to 'Telephone'), location (set to '01-Home'), phone number (01162792400), and alternative settings. The right screenshot, titled 'Messages', shows a list of messages with columns for Sender, Date/Time, and Length. The message log includes entries from 'Richard Spencer mobile', 'Spencer, Richard', and several 'Unknown' senders.

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