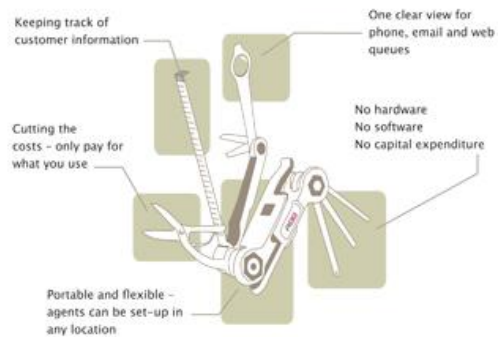


Cloud Contact Centre

Getting smart with customer contact

The Smart Business Tool For Managing All Your Customer Contact Points



Getting smart with customer contact

Cloud Contact Centre enables businesses to deliver superior customer service every time, quickly and affordably, with the simplicity of a web browser and a telephone line.

- Cloud Contact Centre puts you in control, with access to the latest technology and enhanced functionality without the need for complex IT integration and high upfront costs.
- Ideal solution for :
 - Price sensitive SME market & Government Departments
 - Fast response to unplanned demands
 - Disaster Recovery
 - Integrated queues across multiple locations

Its as easy as 1, 2, 3

1. Quick

- Fast deployment, online training and easy set-up for agents has the right number of agents up and running quickly from any location
- With no software or hardware installations or integration, deployment is in hours not months

2. Flexible

- With an easy to use web interface, users can configure everything themselves, including queues, skills, agents, IVR's, CRM/case management
- Agents, including those in the same queues, can log-in and take calls from any location as long as they have access to the internet
- Easily scalable, adding agents achieved via online ordering with rapid provisioning

3. Cost effective

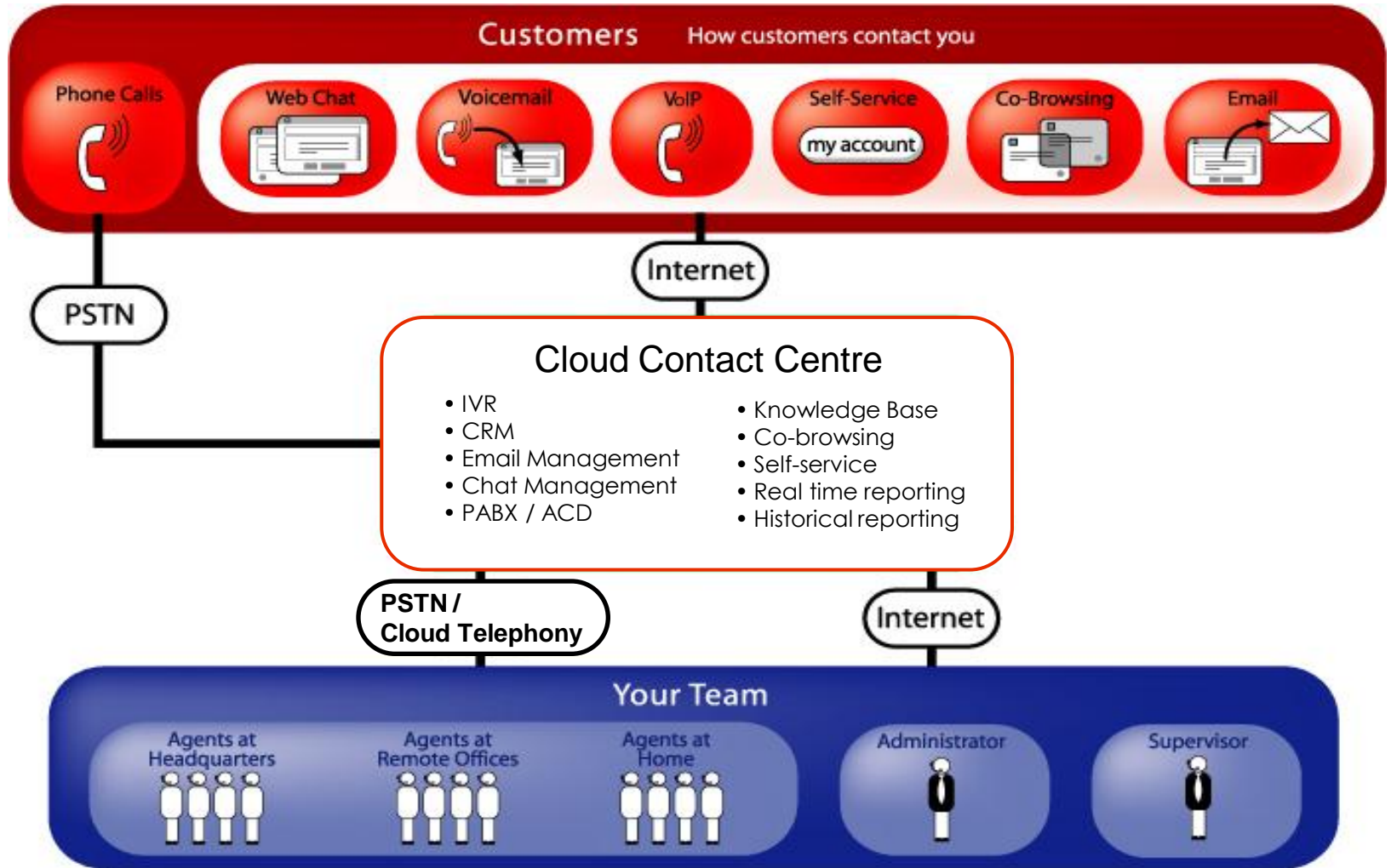
- With fixed 'pay for use' pricing, you can anticipate costs and ensure ample budget allocation
- No upfront investment of time or money with no need for investments in telephone switches, complicated installations, or additional software

Customer Deployment


- Cloud Contact Centre is simple and easy to deploy
- Easily integrates with Cloud Telephony for Business solution to provide a comprehensive Unified Communications and Contact Centre offering
- The only Agent requirements are:
 - A Web Browser running Internet Explorer 7 and above
 - An Internet Connection
 - A Telephone Line
 - Agents can be located anywhere* – ideal for home workers

* Voice performance may be less than optimum for overseas based Agents due to quality of international voice lines. Please talk to your Reseller about how this can be addressed.

Enhanced functionality in a unified solution



Cloud Contact Centre provides:

- Blended multi-media contacts: 
- Voice monitoring and recording;
- Voice mail routing;
- CTI integration and 'screen pops';
- CRM and case management;
- Real-time and historical reporting;
- Dialer with Campaign Management
- Integration to 3rd party CRM: Salesforce, MS Dynamics, Zendesk
- Skills based routing with prioritisation;
- Fully featured IVR;

- Telephony;
- Voice over IP;
- Email;
- Voicemail;
- Web Chat; and
- Web co-browsing.

Cloud Contact Centre functionality

- Telephony
 - PBX/ACD Functionality
 - Voicemail as Email
 - Skills Based Routing to Agent
- Dialer with Campaign Management
 - Managed and automate outbound campaigns with multiple CRMs
- IVR
 - Customizable Greeting
 - Prompt for Customer or Case ID
 - Skills Based Routing
- Email management
 - Routing Rules (parsing of email)
 - Integrated to Knowledge Base
 - Email Log
- CRM
 - Contact Management
 - Case Management
 - Team Workflow
 - Escalation
- Knowledge base / FAQ
 - Fully Customizable Hierarchy
 - Accessible through all Channels (voice, chat, email, self service)
 - Integrated into Email and Chat Responses
- CTI
 - Screen Pop

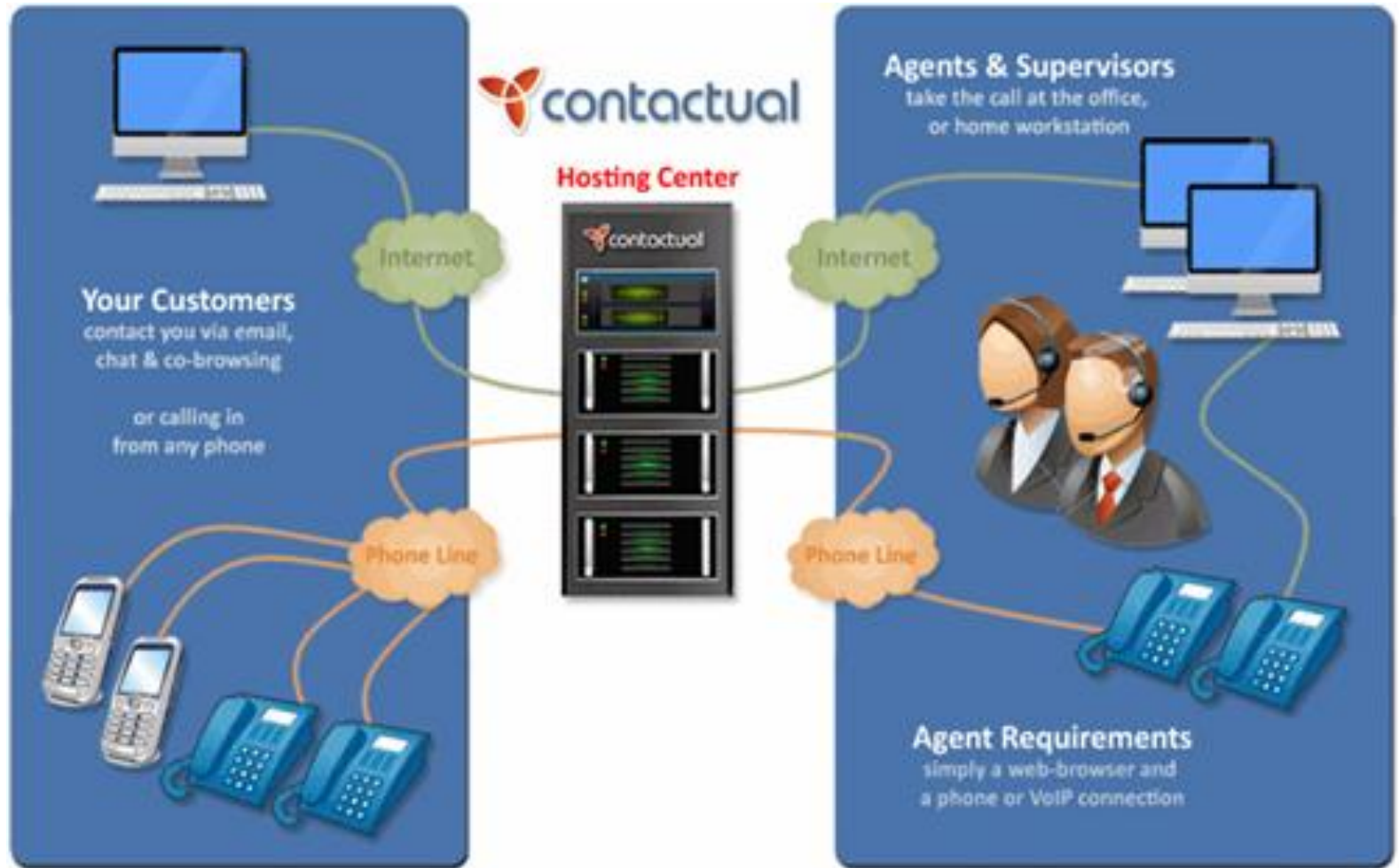
Cloud Contact Centre functionality

- Universal Queue
 - Queue Email, Chat, Telephony
 - Multi-media Skills Based Routing
- Web chat
 - Routing Rules
 - Supports up to 3 Simultaneous
 - Chat Log
- Self Service
 - Access to Case Management History
 - Access to Knowledge Base
 - Creation of New Case/Incidence
- Reporting & Monitoring
 - Integrated reporting across all media
 - Detailed Agent Reports
 - Real-time Alerts
- Administration
 - Queue Configuration for all Media
 - Agent Configuration
 - IVR Configuration
- Collaboration
 - Integrated to Chat, PSTN & VoIP
 - Navigation Synchronization
 - Form Fill Synchronization

Three Views - One Solution

- **The Configuration Manager:**
 - Set-up, view and change incoming channels, queues, agent groups, and profiles.
- **Agent/Supervisor Interface:**
 - Manage contact via all channels and access real-time and historical reports.
- **The Support Centre:**
 - End users can request help via phone, email, or Web chat, or they can research their own account information and search the FAQ knowledge base.
 - Channels in the Support Centre can easily be integrated into customers' web sites.

How does it work?



Easy to manage - Configuration Manager

Configuration Manager [CTL] ? Help

Home » Summary Info

Summary | Profile | Audio Files | Schedules

Incoming Channels		
Phone		4
Email		1
Chat		2

Agent Groups		
Test		17
Guest		0


Queues		
Phone Queues		9
Email Queues		1
Chat Queues		2
Voice Mail Queues		1

Home
Groups
Agents
Queues
Channels
CRM
Support Center
Broadcast
Integration
Status Codes
Transaction Codes

- Set-up, view and change incoming channels, queues, agent groups, and profiles.





Blending phone, email, and web


Configuration Manager [CTL] ? Help





- Home
- Groups
- Agents
- Queues
- Channels**
- CRM
- Support Center
- Broadcast
- Integration
- Status Codes
- Transaction Codes

Channels Info

Phone Channel(s)	Queues	Enabled	Options
 Sales	Main IVR	Yes	Edit
 Support	Main IVR	Yes	Edit
 03-8526-6956	Main IVR	Yes	Edit
 03-8526-6983	Main IVR	Yes	Edit

Add Email Channel(s)		Queues	Enabled	Options
 agent99test@nexnet.net.au		1	Yes	Edit Delete

Add Chat Channel(s)		Queues	Enabled	Options
 Service Enquiry		Main ICR	Yes	Edit Delete
 Tek Support		Main ICR	Yes	Edit Delete

Flexible IVR Set-up

- Easy to configure tree structure for IVR:
 - Manage open/close hours
 - Upload customised voice recording
 - Manage overflow

The screenshot shows a software interface for configuring an IVR script. The breadcrumb navigation at the top reads "Channels » Phone » Main IVR" with an "Info" icon. Below this are two tabs: "Properties" and "IVR Script", with "IVR Script" being the active tab. In the top right corner, there is a "Sales" label with a small icon. The main area is split into two panels. The left panel, titled "IVR Script", contains a tree view of the script structure. The right panel, titled "Edit: Main IVR", displays the message "This object has no properties." The tree view in the left panel is as follows:

- MainIVR
 - Schedule [S1]
 - open
 - Menu [main-menu]
 - 0
 - 1
 - Check ANI [Check CLI]
 - contact found
 - Label [Found]
 - Forward to queue [Q1]
 - overflow
 - contact not found
 - Goto [F1] -> Found
 - 2
 - Forward to voice mail [VM123]

Integrated voicemail


Configuration Manager [CTL] ? Help

Agent 99

Queues » Edit a Phone Queue » Voice Mail Info

Properties | Members | **Voice Mail** | Interactions | SLA

Home | Groups | Agents | Queues | Channels | CRM | Support Center | Broadcast | Integration | Status Codes | Transaction Codes

Sales 










Enable Voice Mail

Force Voice Mail after:

Voice Mail message (played to customer):

Route Voice Mail to queue:


All queues visible in one screen

| Queues | | | | Info |
|--|---------------------|----------|-------------------------|---|
| Operation completed successfully. | | | | |
| Add | Phone Queue(s) | Priority | Agents | Options |
|  | Sales | 8 | 15 assigned, 15 enabled | Edit Delete |
|  | tech support | 8 | 10 assigned, 10 enabled | Edit Delete |
|  | Trial phone queue | 8 | No Agents | Edit Delete |
|  | Dummy to Paging | 8 | No Agents | Edit Delete |
|  | Dummy for IVR-ALL | 8 | No Agents | Edit Delete |
| Add | Email Queue(s) | Priority | Agents | Options |
|  | johngtest | 2 | 3 assigned, 3 enabled | Edit Delete |
| Add | Chat Queue(s) | Priority | Agents | Options |
|  | Saleschat | 6 | 3 assigned, 3 enabled | Edit Delete |
|  | Techsupport chat | 6 | 2 assigned, 2 enabled | Edit Delete |
| Add | Voice Mail Queue(s) | Priority | Agents | Options |
|  | vmqueue | 4 | 11 assigned, 11 enabled | Edit Delete |

Direct all contacts to the most suitable people

Queues » Edit a Phone Queue » Members Info

Properties **Members** Voice Mail Interactions SLA

Sales 

| <input type="checkbox"/> Agent | Skill level | Enabled |
|---|-------------|-------------------------------------|
| <input checked="" type="checkbox"/> (ericz) Zhang, Eric | Low | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> (agent01) test, agent01 | High | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> (agent02) test, agent02 | Medium | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> (johng) Gilmour, John | High | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> (chester) Bennington, Chester | High | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> (kevin) Hower, Kevin | High | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> (mike) Khare, Ankit | High | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> (buki) Adeniji, Buki | High | <input type="checkbox"/> |
| <input type="checkbox"/> (chetan) Gupta, Chetan | High | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> (isaza) Isaza, Carlos | High | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> (greg) Woods, Greg | High | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> (william) Rapert, William | High | <input checked="" type="checkbox"/> |


Deliver superior customer service

Configuration Manager [CTL] ? Help

Agent 99

Queues » Edit a Phone Queue » SLA Info

Properties Members Voice Mail Interactions **SLA**

Sales 

Target Service Level

% of calls should be processed within seconds ▼

Evaluate service level every ▼

Send email notification to

- Home
- Groups
- Agents
- Queues
- Channels
- CRM
- Support Center
- Broadcast
- Integration
- Status Codes
- Transaction Codes

Easy to use Agent Interface

- Status panel – always available on screen
 - Displays the status of the queues the agent is assigned to
 - Allows the agent to manage their status (eg. accept calls, switch across media, work offline, take a break)

The screenshot displays a user interface for an agent. On the left, a status panel is visible, showing the agent's name 'agent01 test' and their current status 'Working Offline' with a timer '0m:22s'. Below this, there are buttons for 'Available', 'Take Break', and 'Log Out'. A red arrow points to the 'Working Offline' status. The status panel also includes a table of queues and a table of agents.

| Queue | Busy | Wait | Longest |
|----------------|------|------|---------|
| ▼ Phone | | | |
| ▲ Sales | 0 | 0 | 0m:00s |
| ▲ tech support | 0 | 0 | 0m:00s |
| ▼ Chat | | | |
| ▲ Saleschat | 0 | 0 | 0m:00s |
| ▼ Voice Mail | | | |
| ▲ vmqueue | 0 | 0 | 0m:00s |

| Agent | Status | Duration |
|--------------|---------|----------|
| ▼ Test ▲ | | |
| agent01 test | Offline | 0m:14s |

The main interface on the right features a navigation bar with icons for Home, My Customers, My Cases, My Profile, FAQ, and Help. Below this is a 'Customer' section with a table of actions (Create, Edit, View, List, Search, Report) and a form for customer details including Customer, Customer Type, Company, Voice, Email, and Comments. A 'Case' section follows, with similar actions and a form for Number, Status, Priority, Severity, Category, Subject, and Description. Finally, a 'Follow-up' section has actions (Create, View, List) and a form for Created By, Create Date, Subject, Description, and Visibility.

CRM Contacts Management

The My Customers screen displays customers that are/have been managed by an Agent.

- The drop down list box allows an Agent to select the following options:
- Assigned To Me - displays the list of all the customers whose cases are assigned to the Agent. It is the default listing.
- Assigned To My Group – displays the list of all customers whose cases are assigned to the Agent's Group.
- Created By Me – displays the list of all the customers with cases that the Agent created

Home My Customers My Cases My Profile FAQ Help

Create New Customer

Account Number: (will be set upon save) Customer Type: Default

• First Name: Vicki Voice: 0392621850

• Last Name: Scotland Fax: 0392641430

Email: vicki.scotland@nec.com.au Alternative:

Company: NEC Look-up Password:

Restrict customer's access to Support Center Generate password automatically

Note: if no password is specified, customer will not be able to use My Account in Support Center

Comments:

| Primary Address | Secondary Address |
|------------------------------------|-------------------|
| Street (line 1): 649 Springvale Rd | Street (line 1): |
| Street (line 2): | Street (line 2): |
| City: Mulgrave | City: |
| State: VIC | State: |

CRM Case Management

The My Cases screen displays open cases that have been assigned to a particular Agent, the Agent's Group or created by the Agent. The drop down list box allows an Agent to select the following options:

- Assigned To Me - displays the list of all cases assigned to the Agent. It is the default listing.
- Assigned To My Group – displays the list of all cases assigned to the Agent's Group.
- Created By Me – displays the list of all cases that the Agent created.

The screenshot shows the 'Create New Case' interface. At the top, there is a navigation bar with buttons for Home, My Customers, My Cases, My Profile, FAQ, and Help. Below this is a 'Create New Case' header. The main form is divided into two tabs: 'Properties' (selected) and 'Notification'. The 'Properties' tab contains several fields:

- Case Number:** (will be set upon save)
- Created By:** agent01 test
- Status:** Open
- Assigned To:** agent01 test
- Priority:** Medium
- Project:** Default
- Severity:** Information
- Media Type:** Phone
- Category:** Default
- Visibility:** Internal
- Call Wrap Up:** P&A
- Casenum:** 219

Below the form, there is a 'Subject' field with the text 'Enquiry about new features of supported services' and a 'Description' field with the text 'VoIP', 'CRM', 'FireWall', 'On-demand contact center', and 'Hosted Exchange'.

CRM Case Creation

Home My Customers My Cases My Profile FAQ Help

Create New Case

Properties Notification

Case Number: (will be set upon save) Created By: agent01 test

Status: Open Assigned To: agent01 test

Priority: Medium Project: Default

Severity: Information Media Type: Phone

Category: Default Visibility: Internal

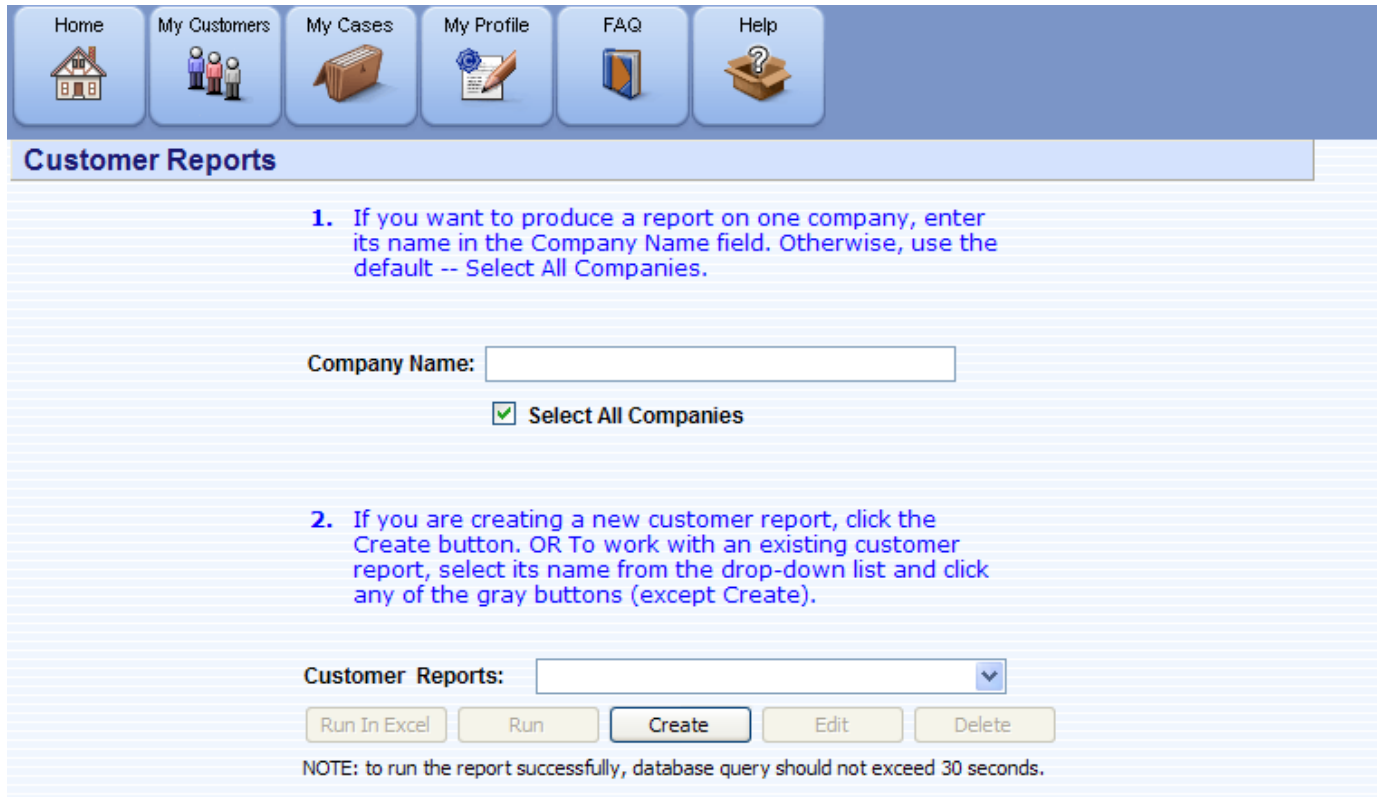
Call Wrap Up: P&A Casenum: 219

• Subject: Enquiry about new features of supported services

• Description: VoIP
CRM
FireWall
On-demand contact center
Hosted Exchange

CRM Reporting

- Customer reports are composed of customer management data collected from the CRM system. Once a report has been created, the format can be saved and run repeatedly or edited.



The screenshot displays the CRM Reporting interface. At the top, there is a navigation bar with six tabs: Home (house icon), My Customers (people icon), My Cases (folder icon), My Profile (document icon), FAQ (book icon), and Help (question mark icon). Below the navigation bar is a section titled "Customer Reports".

1. If you want to produce a report on one company, enter its name in the Company Name field. Otherwise, use the default -- Select All Companies.

Company Name:

Select All Companies

2. If you are creating a new customer report, click the Create button. OR To work with an existing customer report, select its name from the drop-down list and click any of the gray buttons (except Create).

Customer Reports:

NOTE: to run the report successfully, database query should not exceed 30 seconds.

Supervisor Realtime Reporting

The Supervisor Monitor Panel allows

- Monitoring and Management of Queues and Agents including real time reporting of Agents and Queues

| SLA | | | | | | | | |
|---------------------------|----------|--------|------|---------|--------------|---------------|-----------------|--------------------------|
| Queue | Activity | Target | Busy | Waiting | Longest Wait | SL Wait Limit | Avg. Processing | Enabled Agents |
| <i>Chat</i> | | | | | | | | |
| Saleschat | 0% ▼ | 100 | 0 | 0 | n/a | 00m:10s | 10m:45s | 5 of 5 |
| <i>Phone</i> | | | | | | | | |
| Sales | 0% ▼ | 60 | 0 | 0 | n/a | 00m:30s | 01m:00s | 16 of 16 |
| <i>Voice Mail</i> | | | | | | | | |
| vmqueue | n/a | n/a | 0 | 0 | n/a | n/a | 00m:00s | 13 of 13 |
| <i>Email</i> | | | | | | | | |
| uattest | 0% ▼ | 90 | 0 | 53 | 01h:40m | 05m:00s | 03m:26s | 1 of 1 |

Supervisor Historical Reporting

The following historical reports available are:

- Agent/Groups: Time on Status
- Agents: Login Time
- Agents: Inbound Transactions
- Agents: Processing and Post Processing Time
- Agents: Other Transactions Analysis
- Media/Queues/Channels: Inbound Transactions
- Media/Queues/Channels: Abandoned Transactions
- Media/Queues/Channels: Accepted Transactions
- Agents: Detailed Accepted Transactions Activity
- Queues: Detailed Accepted Transactions Activity

Supervisor Historical Reporting

- Select the report required with date range and data granularity
- Generate graphical report or spreadsheet report

Home My Customers My Cases My Profile FAQ Monitoring Reporting Help

Reporting » Historical Reports

Available Reports: [Last Report](#)

- Agents: Time on status
- Groups: Time on status
- Agents: Login time
- Agents: Inbound transactions
- Agents: Inbound transactions per media
- Agents: Inbound transactions per media per queue
- Agents: Inbound transactions per media per channel per queue
- Agents: Processing and post processing times
- Agents: Processing and post processing times per media
- Agents: Processing and post processing times per media per queue

Data Granularity: 30 minutes

Date Range: Yesterday

Start Date:

End Date:

Queue selection: Checked 9 of 9

Agent selection: Checked 18 of 18

Show totals

[Transaction Graphs](#)

Report Preview:

Agents: Time on status
Period from: 07/18/2007 to 07/18/2007
Granularity: day

Further Information / Enquiries

Further information available from:

- Online
<http://agent99.net.au/links.html>
- Call or Email
Nextep Sales on 1800 NEXTEP
http://www.nextep.com.au/ContactUs_120.aspx