Cloud Contact Centre

Getting smart with customer contact

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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

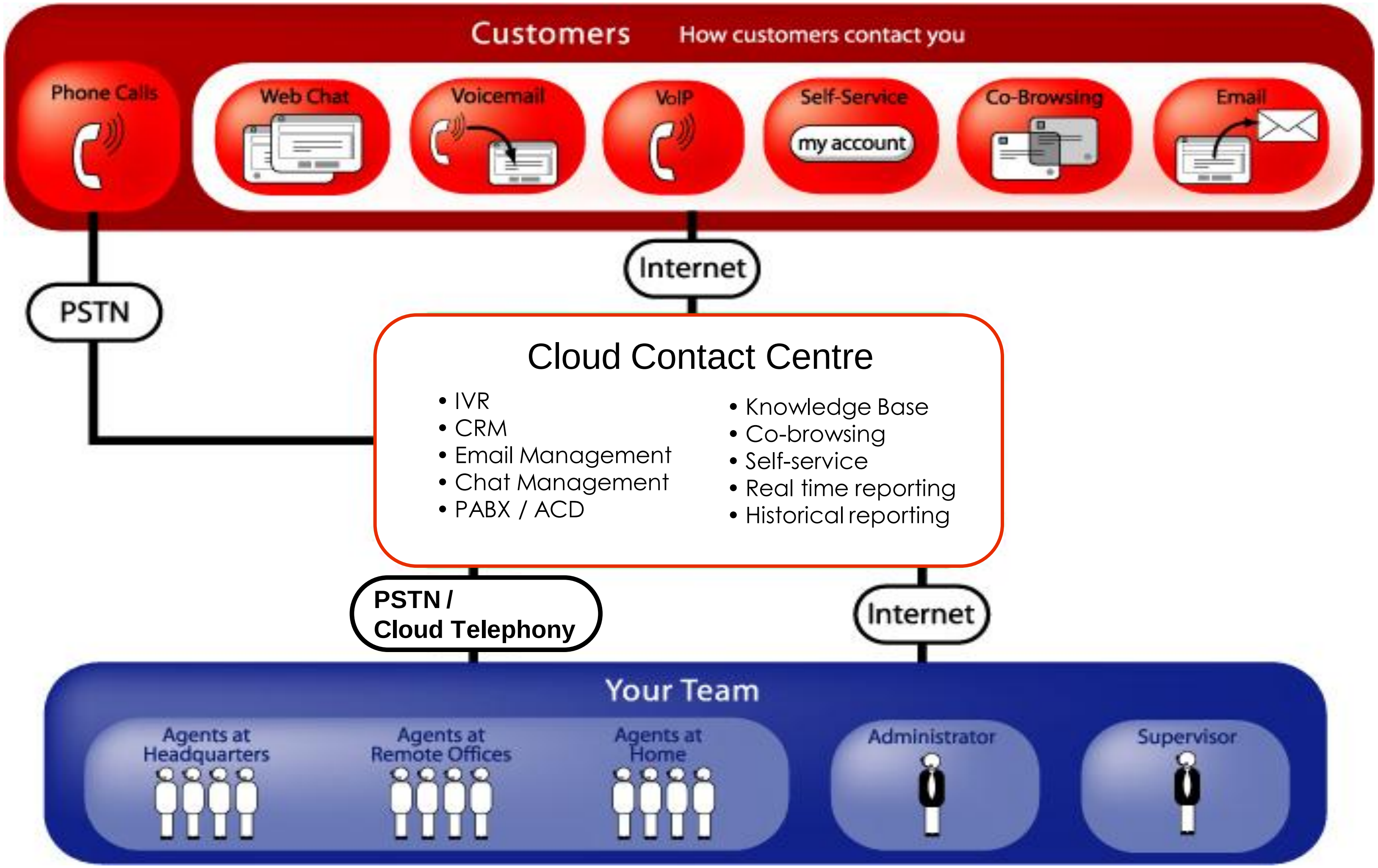
Customer Deployment

- 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

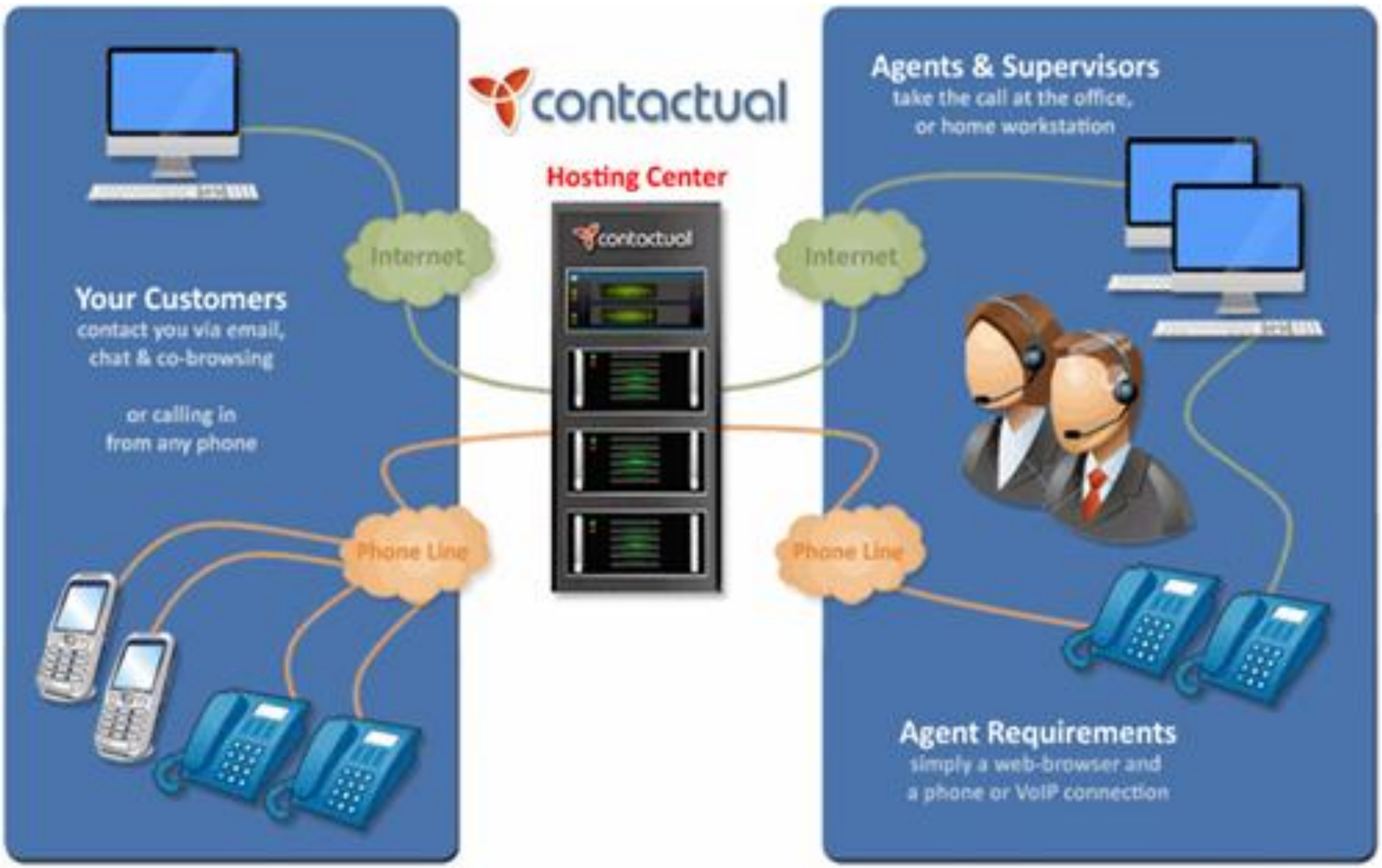
Cloud Contact Centre functionality

- 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

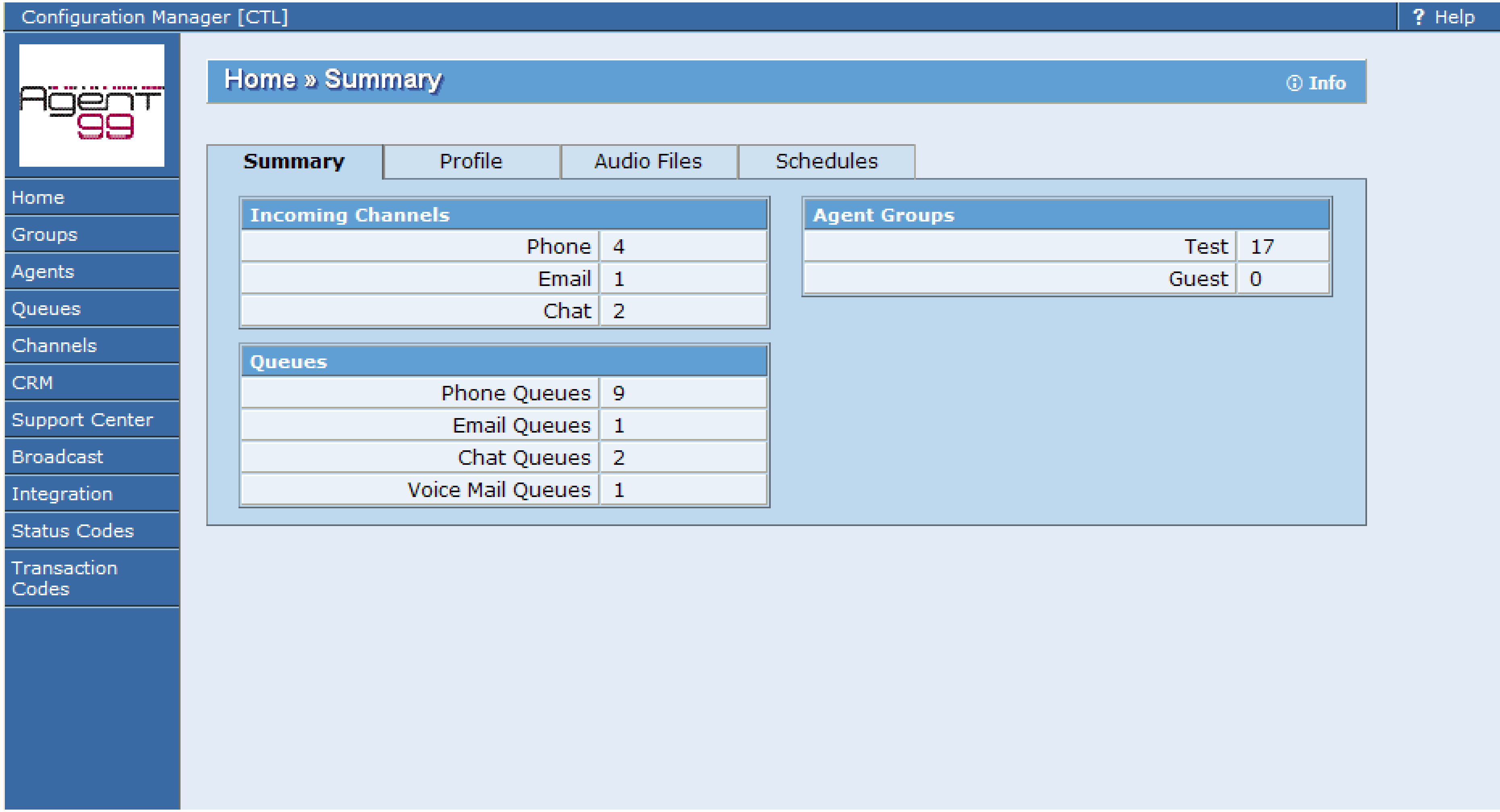
Three Views - One Solution

- **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?

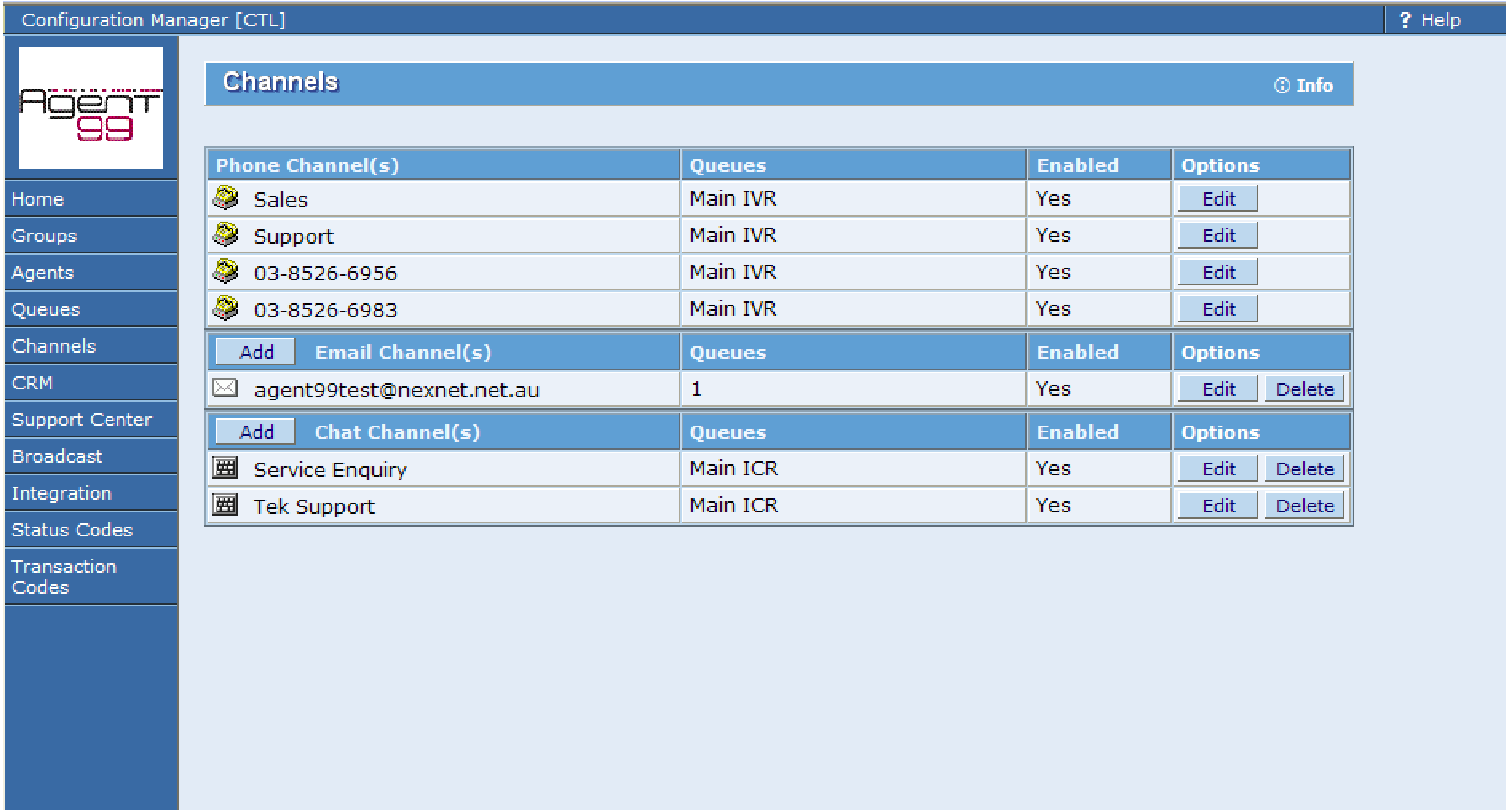


Easy to manage - Configuration Manager



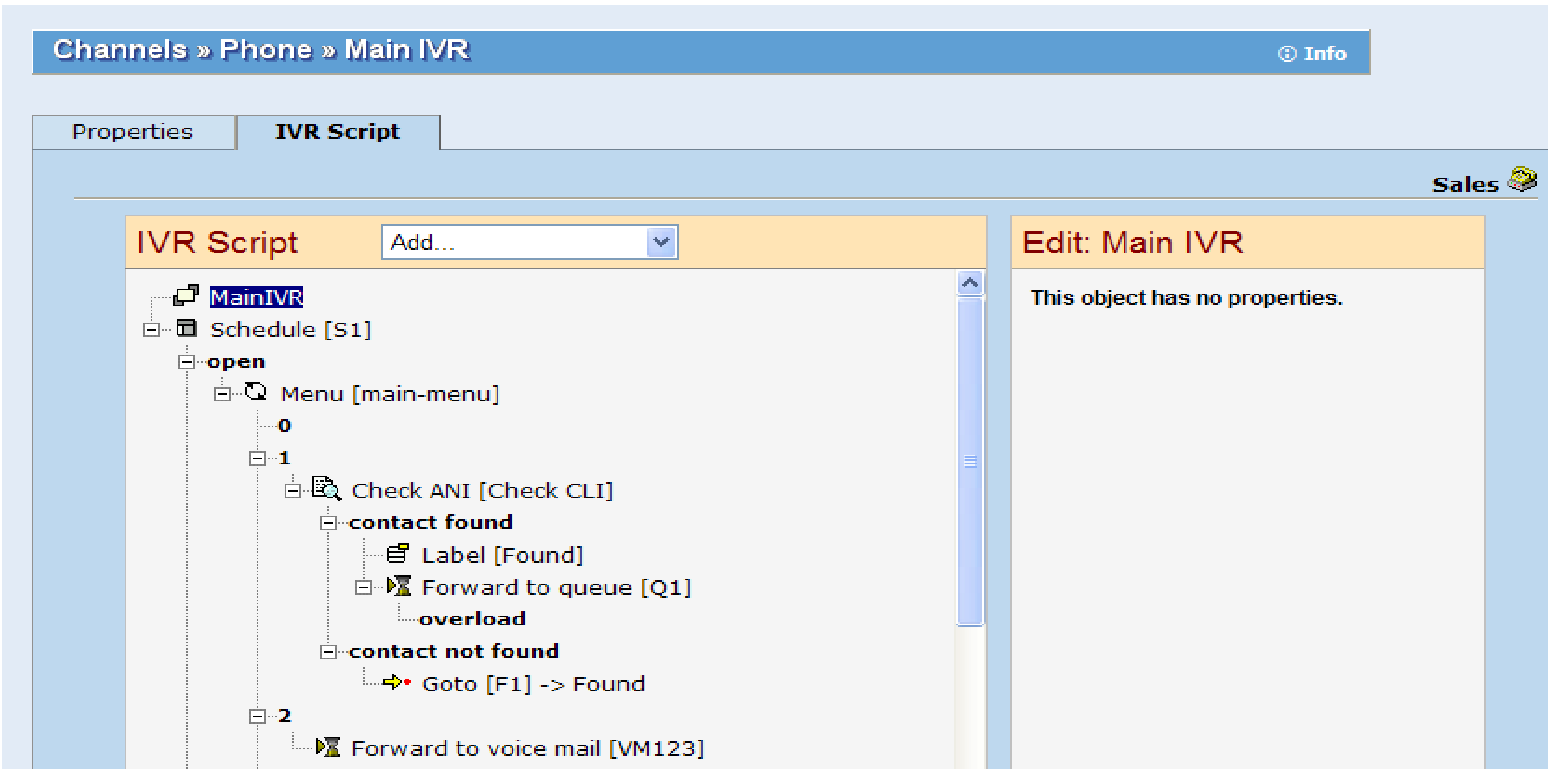
- Set-up, view and change incoming channels, queues, agent groups, and profiles.

Blending phone, email, and web

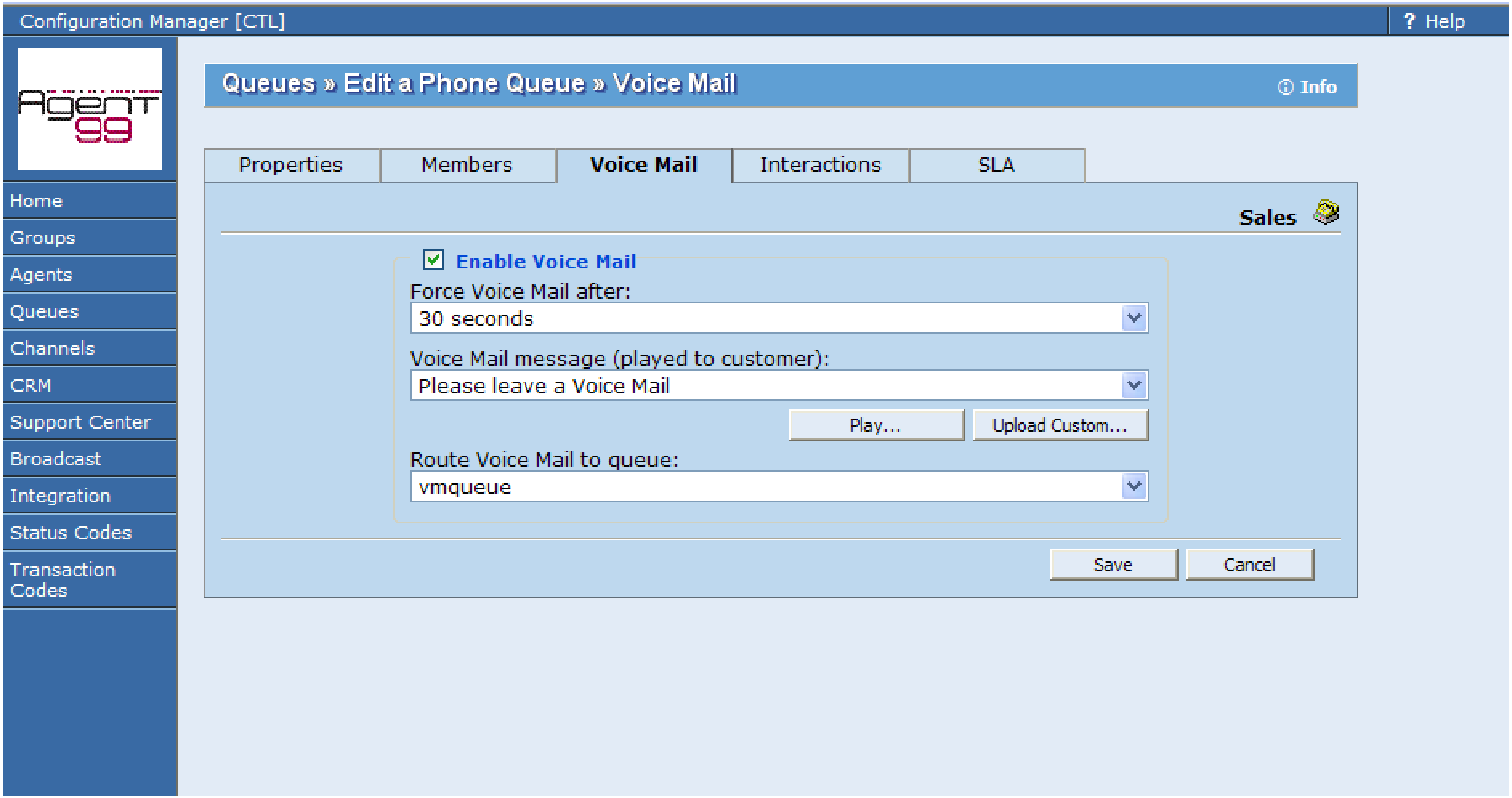


Flexible IVR Set-up

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



Integrated voicemail



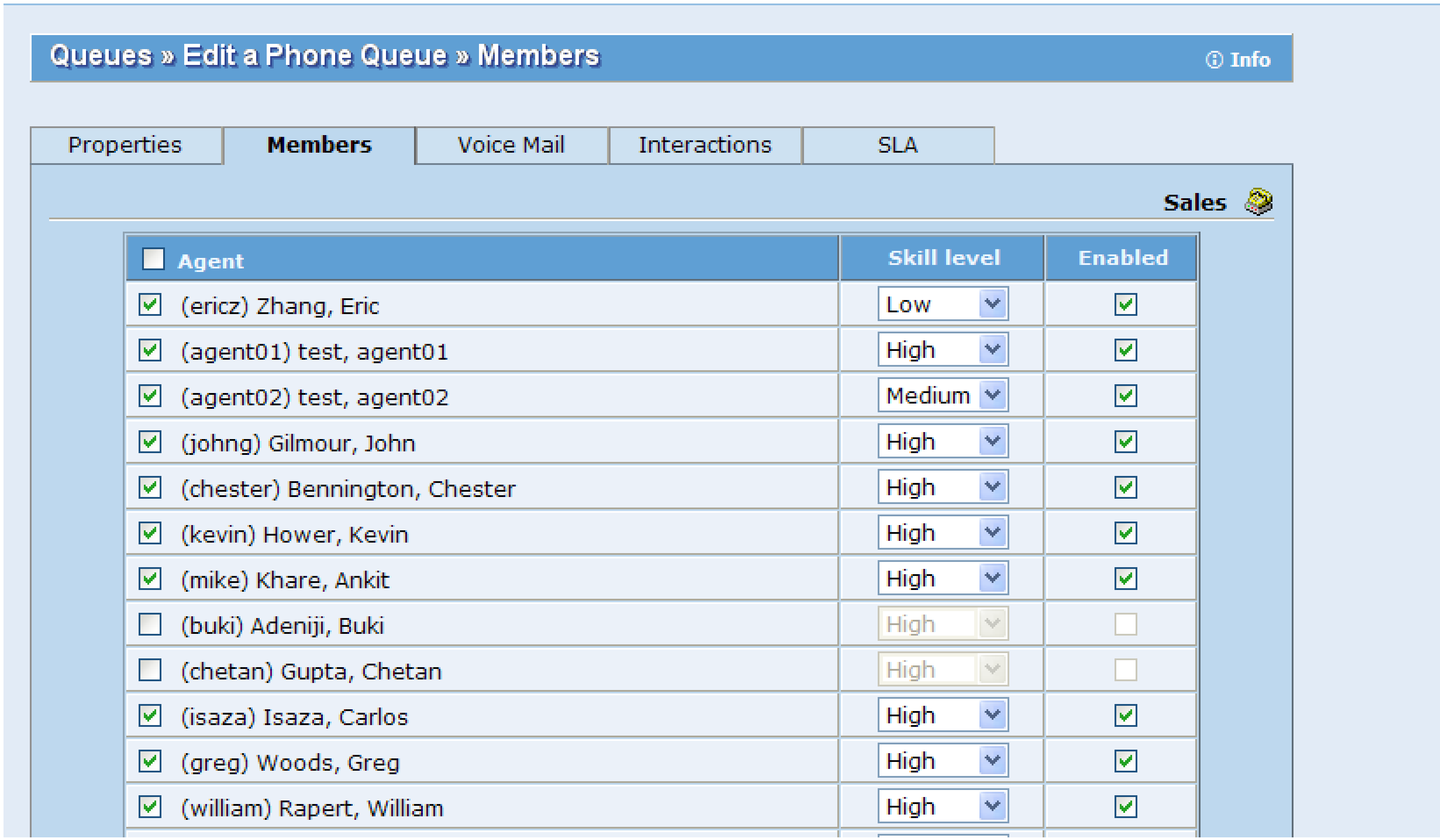
All queues visible in one screen

Queues Info

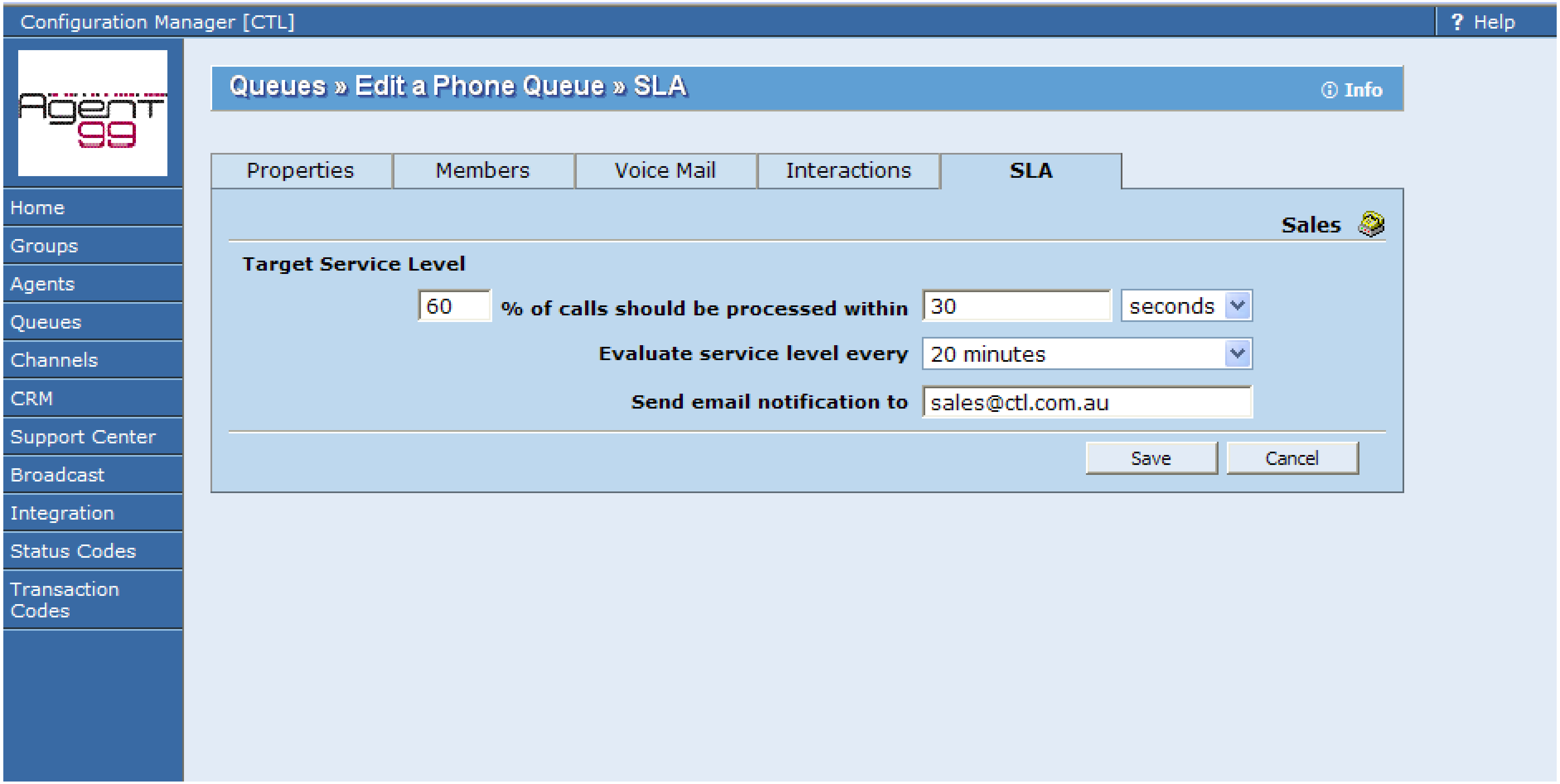
Operation completed successfully.

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



Deliver superior customer service



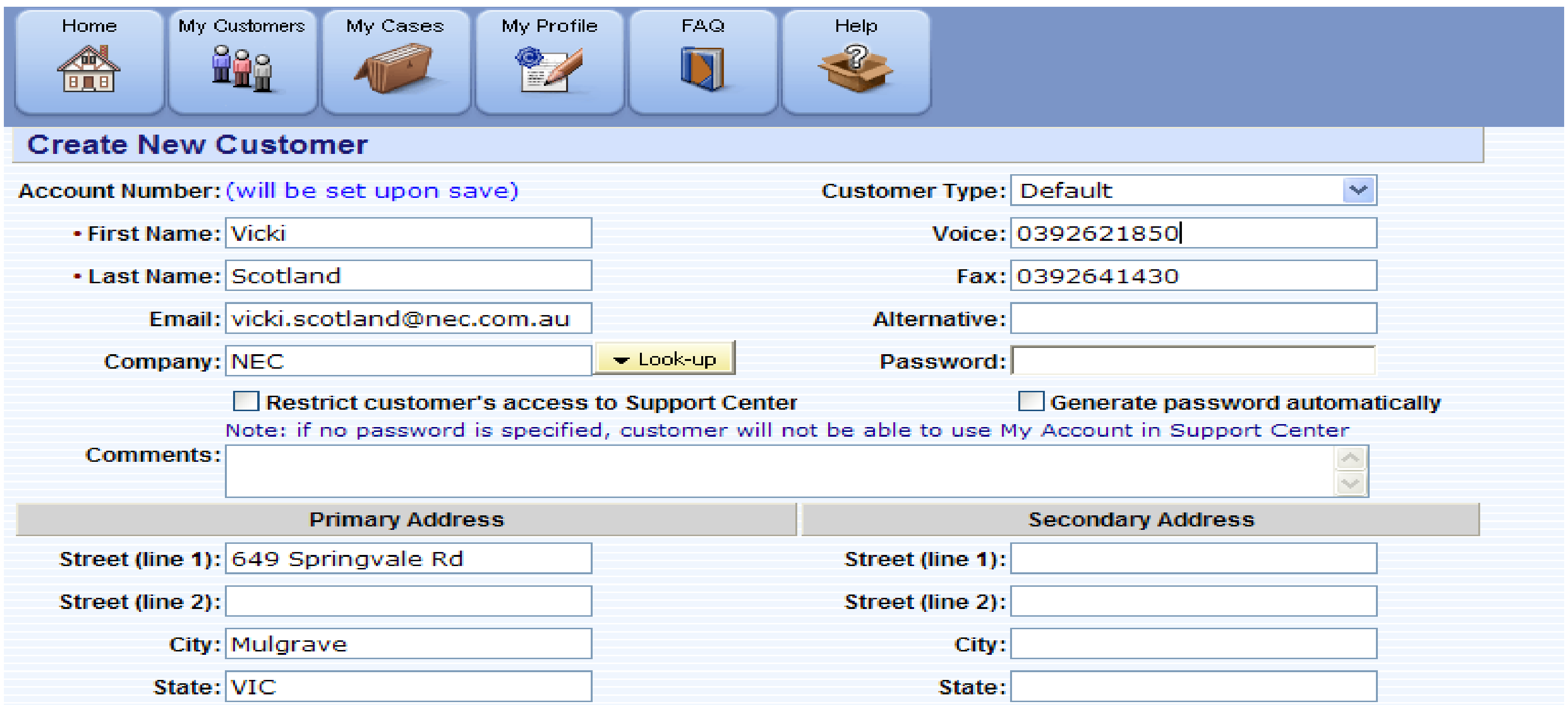
Easy to use Agent Interface

- 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)

CRM Contacts Management

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

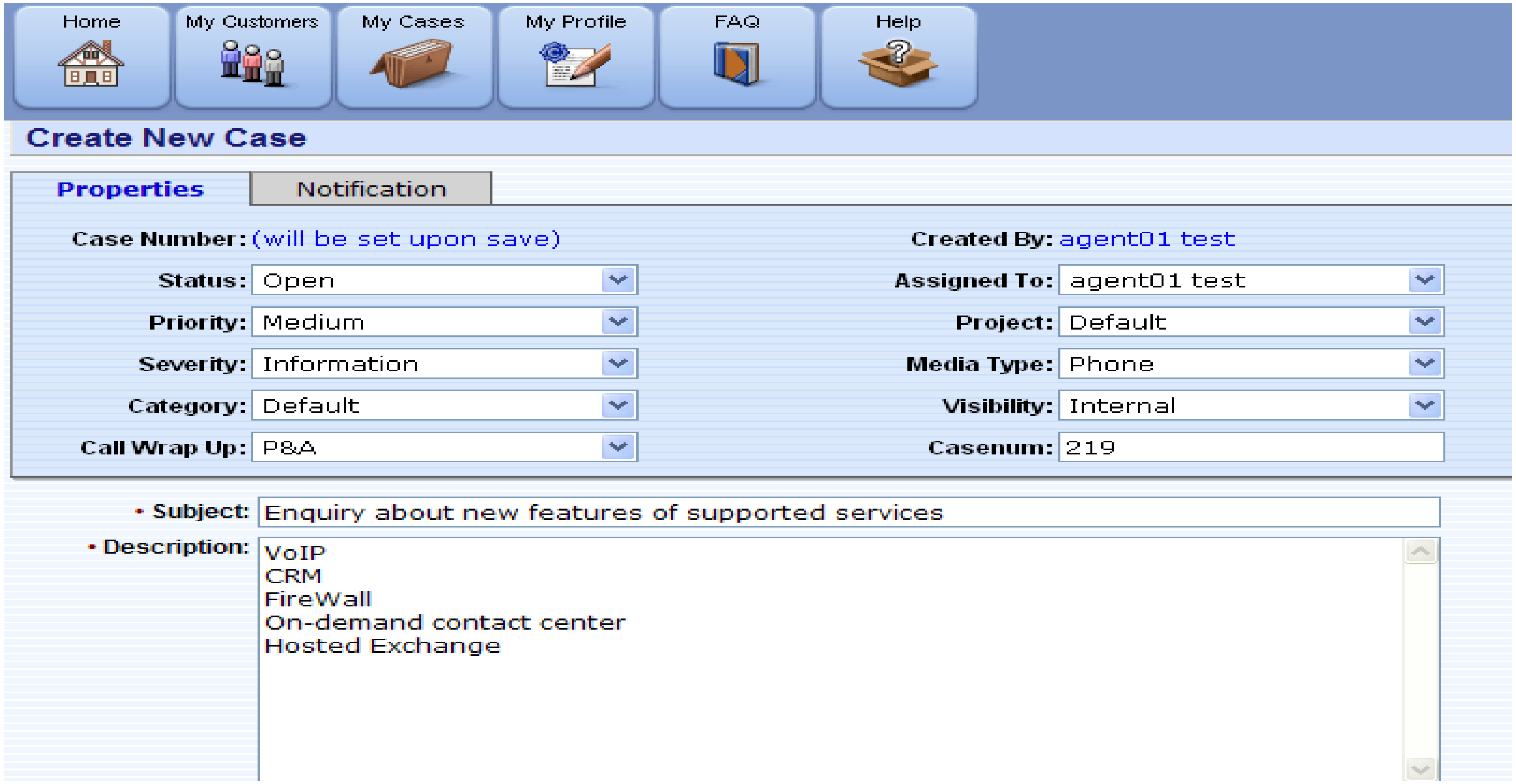
- The drop down list box allows an Agent to select the following options:
- Assigned To Me - displays the list of all the customers whose cases are assigned to the Agent. It is the default listing.
- Assigned To My Group – displays the list of all customers whose cases are assigned to the Agent's Group.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



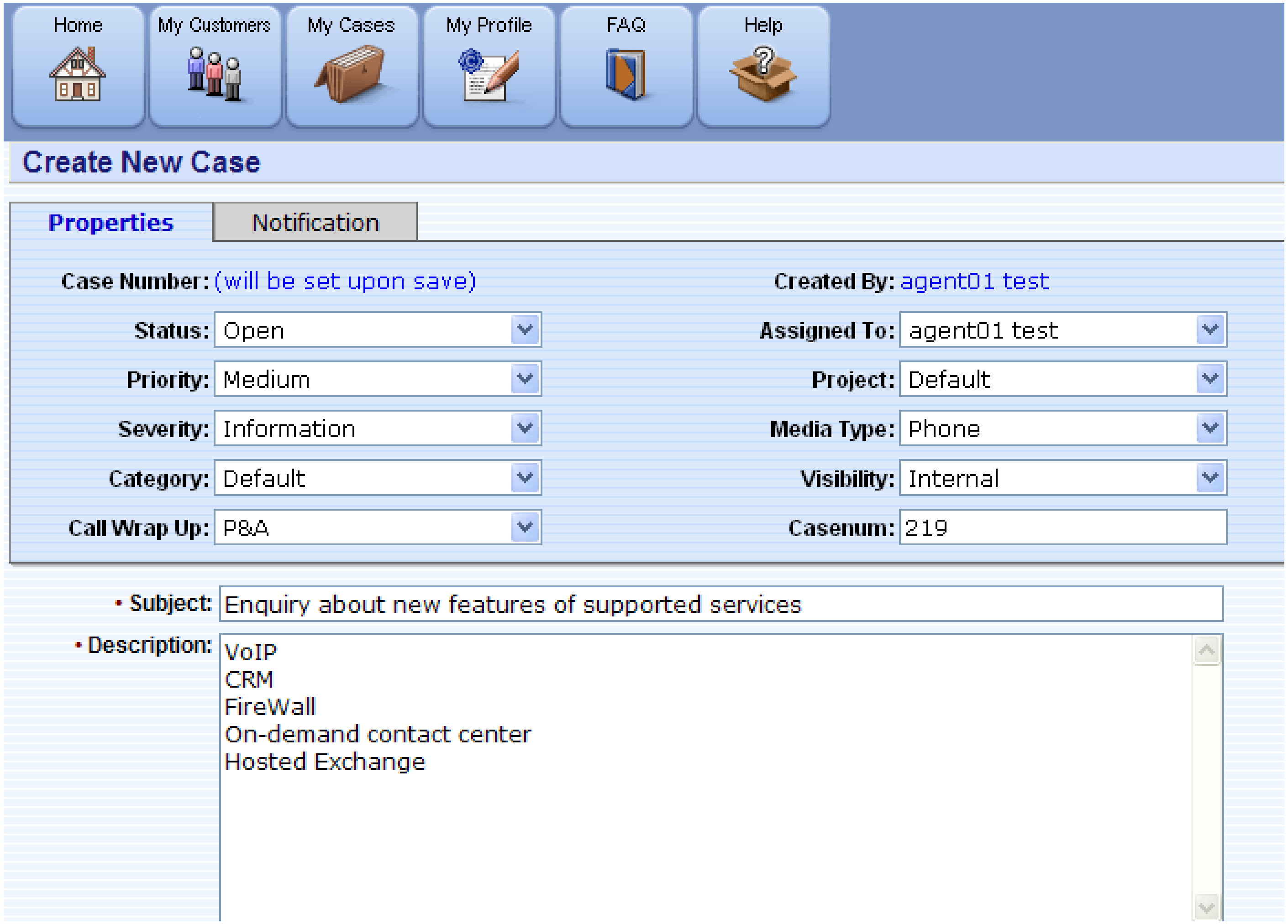
CRM Case Management

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.

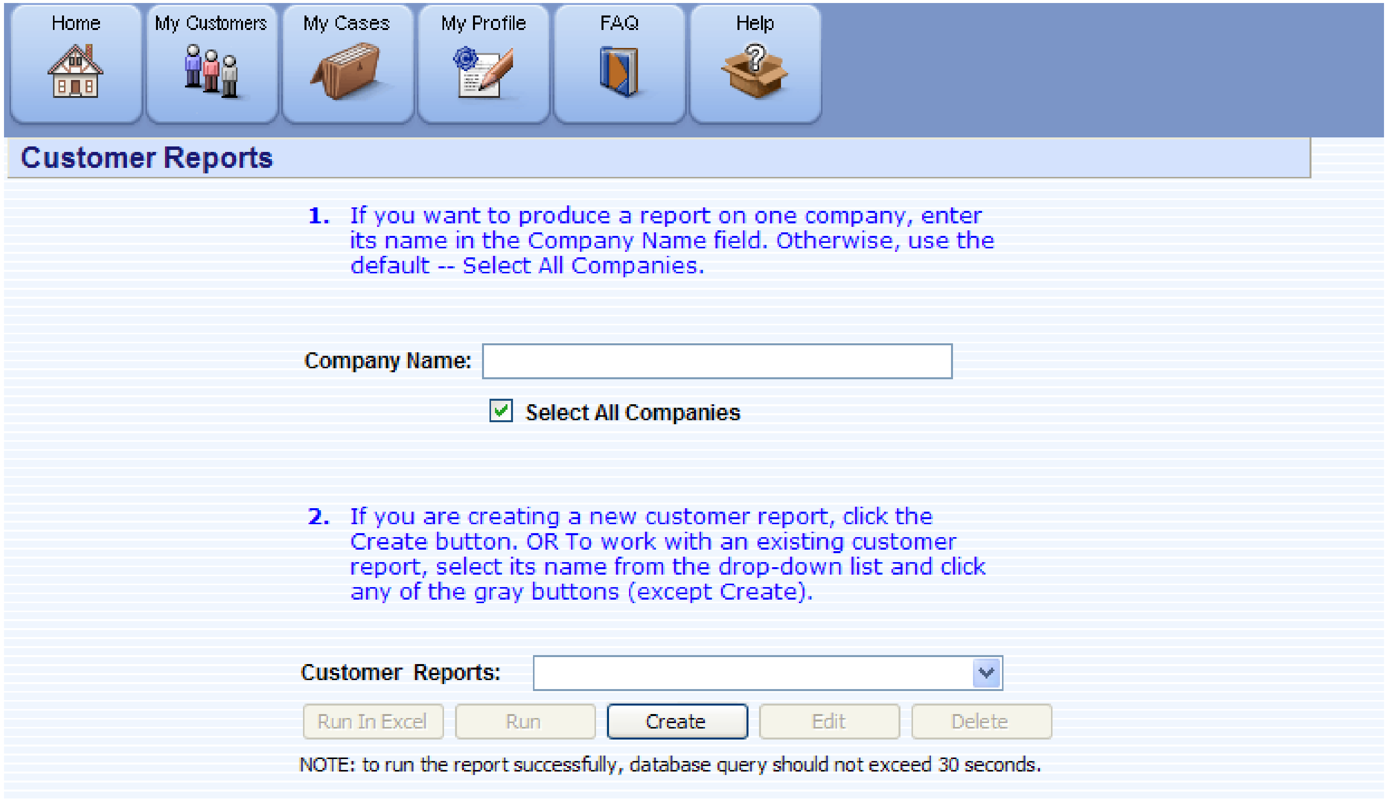


CRM Case Creation



CRM Reporting

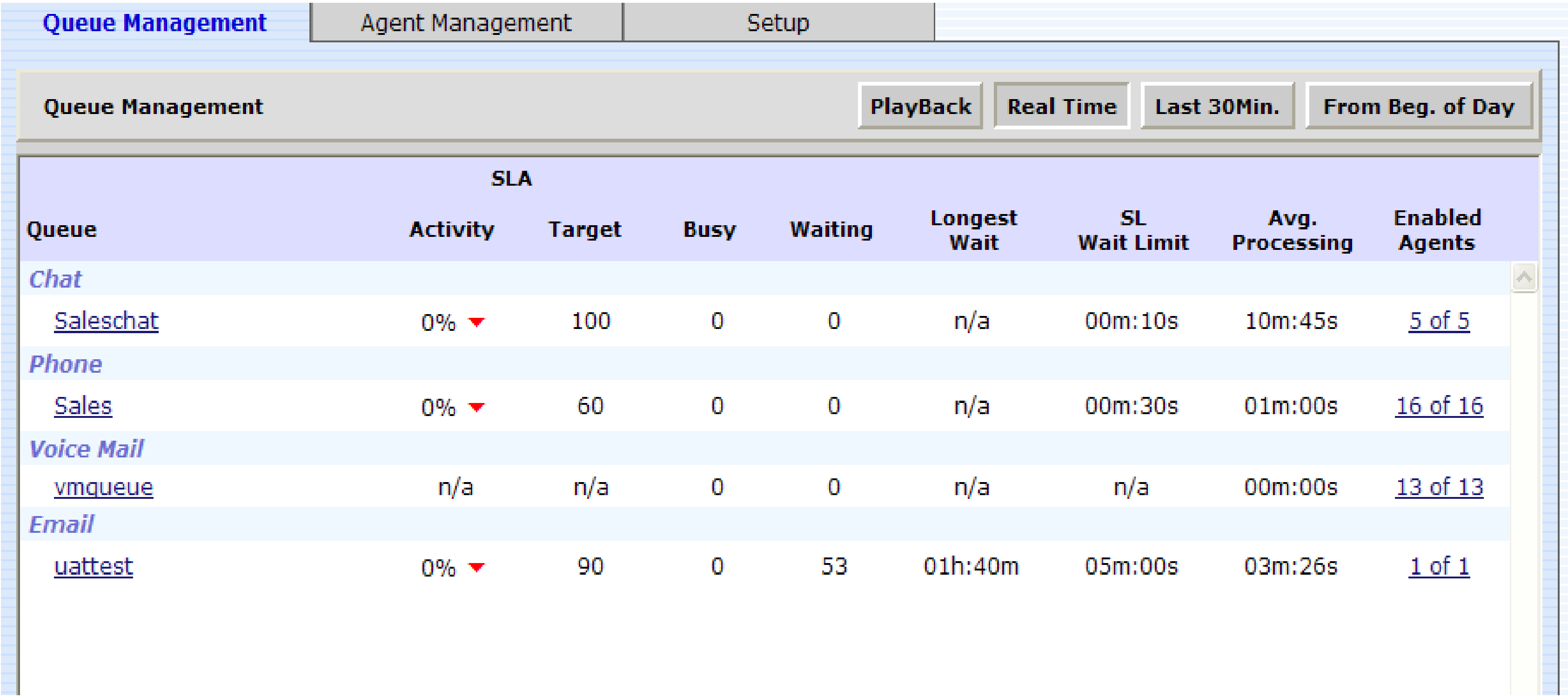
- Customer reports are composed of customer management data collected from the CRM system. Once a report has been created, the format can be saved and run repeatedly or edited.



Supervisor Realtime Reporting

The Supervisor Monitor Panel allows

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



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

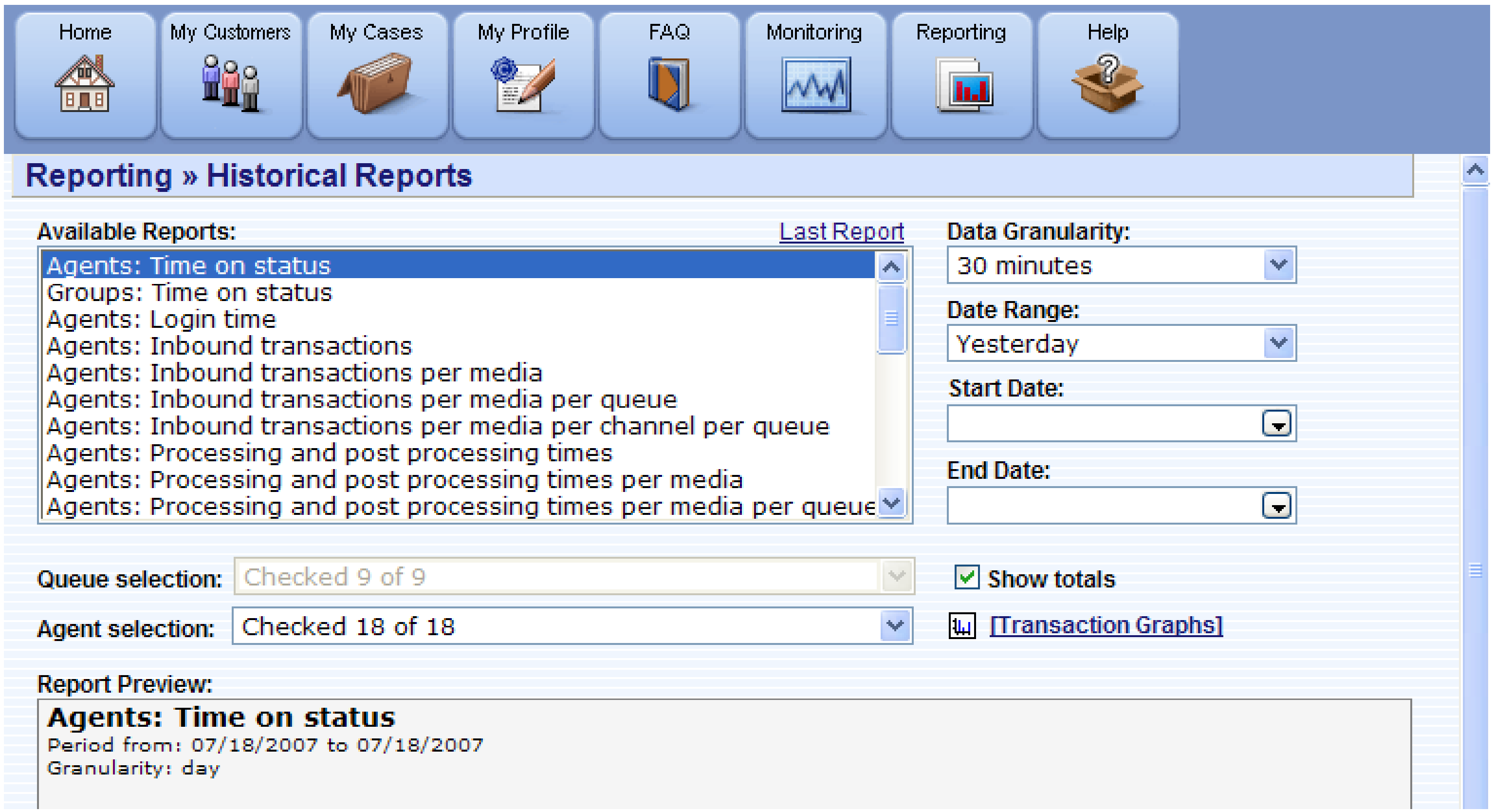
Supervisor Historical Reporting

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



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