

Call Centre Assistant 3.0



Call Centre Assistant is an advanced user friendly call management application. It simplifies call handling and ACD/ANCD function for the agents and supervisors within the MD110 Call Centre.

MD110 Call Centre is an integrated solution consisting of Call Distribution packages to route calls. Call Centre Manager is used for administrating and maintaining the operation. The MD110 Call Centre is complemented with Call Centre Assistant, a call control and feature-rich desktop application for the call centre user.

Call Management

Call Centre Assistant is a Computer Telephony Integration (CTI) application which combines telephony functionality with the PC on the user's desktop. It provides advanced call management including directory dialling, real-time information, supervisor features, messaging, recording and screen-pop. The screen-pop feature is DDE which provides the call centre desktop with basic screen-pop and data sharing between Call Centre Assistant and other Windows applications. Call Centre Assistant helps call centre agents as well as call cen-

tre supervisors in their daily tasks by simplifying their call handling procedures and by offering several new and useful call centre features. By improving the efficiency and flow of information within the call centre Call Centre Assistant can contribute to:

- Increased income because of more calls served.
- Improved customer service because of more efficient and better informed agents.
- Decreased staffing costs because the existing work load can be handled by fewer agents.



Call Centre Assistant Toolbar



Call Window

Call Centre Assistant has a wide range of features. These features are available as optional components to the standard version of Call Centre Assistant and access to these features is controlled through the use of different user groups and privileges. This way Call Centre Assistant can be customised to fit each specific call centre.

Call Centre Assistant is well integrated into the MD 110 Call Centre offering using the MD110 PBX and MD110 ApplicationLink 3.02 or 4.0.

Call Centre Assistant also has interfaces to Call Centre Manager 4.0 and the corporate directory maintained by D.N.A. Directory Manager 4.0/5.0. All of these products are optional.

Call Centre Assistant has a client server architecture and operates under Windows NT and Windows 98 (CCA clients only) as a Win32 (32-bit) application.

Call Centre Assistant features

The strength of Call Centre Assistant is the flexibility of the application. By employing feature based licensing, groups of features are available as optional components to the Standard version of Call Centre Assistant.

Feature based licensing

The optional licenses are supervision features, Real Time Information, screen-pop, Desktop Messaging, Recording and D.N.A. Directory Access.

Standard version

- Free ACD seating – the PC and MD110 Digital Telephone Set (DTS) are not tied to a specific agent. Free seating enables agents in a flexible office to easily change desks.

Agents working during different shifts can share desks even if they handle different ACD groups. This means saved money because fewer working places, less office space and equipment, is required.

- All main DTS functions on the PC, including ACD log on/off and ACD available/unavailable gives the call centre agent just one interface to work with. This eliminates the frustration caused by jumping back and forth between the telephone and PC.
- Simplified call handling with an easy to use Graphical User Interface (GUI) means that new

agents need less training and become productive earlier.

- Validation and enhanced entering of call qualification codes by selecting a name or number from a list. This means more reliable call qualification code statistics in Call Centre Manager as well as an easier way of entering call qualification codes.

Supervisor feature

The Supervisor feature combine functionality that is useful for the call centre supervisor or team-leader.

- Force log off/Ready/Not Ready
- Continuous monitoring
- Immediate and scheduled service divert to easily set a forwarding destination for an ACD group. This can be done immediately or scheduled, either for one time or on a regular basis.

Real Time Information

If Call Centre Manager 4.0 is present, Call Centre assistant provides call distribution statistics. Both ACD/ANCD Group and Agent statistics may be displayed on separate windows in graphical or tabular format.

- ACD/ANCD statistics on the agent's PC provide feedback to the agent about current workload and performance. Agents who can not easily see the wall displays can view the statistics on their PC.



ACD Statistics

Recording

The new recording feature enables CCA users to record and playback the conversation on demand. Call center agents have full control to start, stop or annotate the recordings. These recordings can be used for training, performance monitoring or service level measurement.

Screen-pop

The screen-pop feature is Dynamic Data Exchange (DDE) feature enables integration and data sharing between Call Centre Assistant and compatible business applications. The Call Centre Assistant screen-pop feature offers traditional call control and basic Computer Telephony Integration (CTI) with customer applications. DDE allows Call Centre Assistant to enter data into windows-based applications for faster data access, improved productivity and advanced real-time data sharing capabilities to bring leading edge technology to the call centre desktop.

Desktop Messaging

- Broadcasting of text messages provides another means for efficient information flow by giving selected supervisors and agents ACD Statistics the possibility to quickly send and reply to messages all over the call centre.
- New feature to easily ask for and provide assistance. The Assist function improves the

agent's ability to quickly resolve issues during calls without putting the caller on hold. This means shorter calls and fewer call backs.

D.N.A. Directory access

- If D.N.A. Directory Manager 4.1 is present Call Centre Assistant provides directory dialling using the common D.N.A. corporate directory for internal as well as external telephone numbers. Through an easy to use GUI dialogue, the user can search and select a telephone number from the common, corporate directory as well as privately entered numbers.

Technical Specifications

PBX requirements and telephony interface

For Call Centre Assistant 3.0 the following are always required:

- MD110 BC9 or BC10
- ApplicationLink 3.02 or 4.0
- CT adapter(s) connecting ApplicationLink 3.02 and MD110 are required for ApplicationLink 3.02
- For MD110 BC9 one free serial port for I/O connection to MD110 IPU board
- For MD110 BC10 one free serial port for I/O connection to either MD110 IPU or NIU board

DTS requirements: Dialog 3202, 3203, 3212 or 3213.

- ApplicationLink 32-bit Client DLL

Requirements for user's desktop

- A Pentium 133 MHz or better, Windows NT or Windows 98 compatible PC
- Monitor with 800x600 resolution, minimum
- 32 Mbytes RAM minimum.
- 10 MB of free disk space
- Network Interface Card
- Windows NT Workstation or server version 4.0 with Service Pack 5 or Windows 98

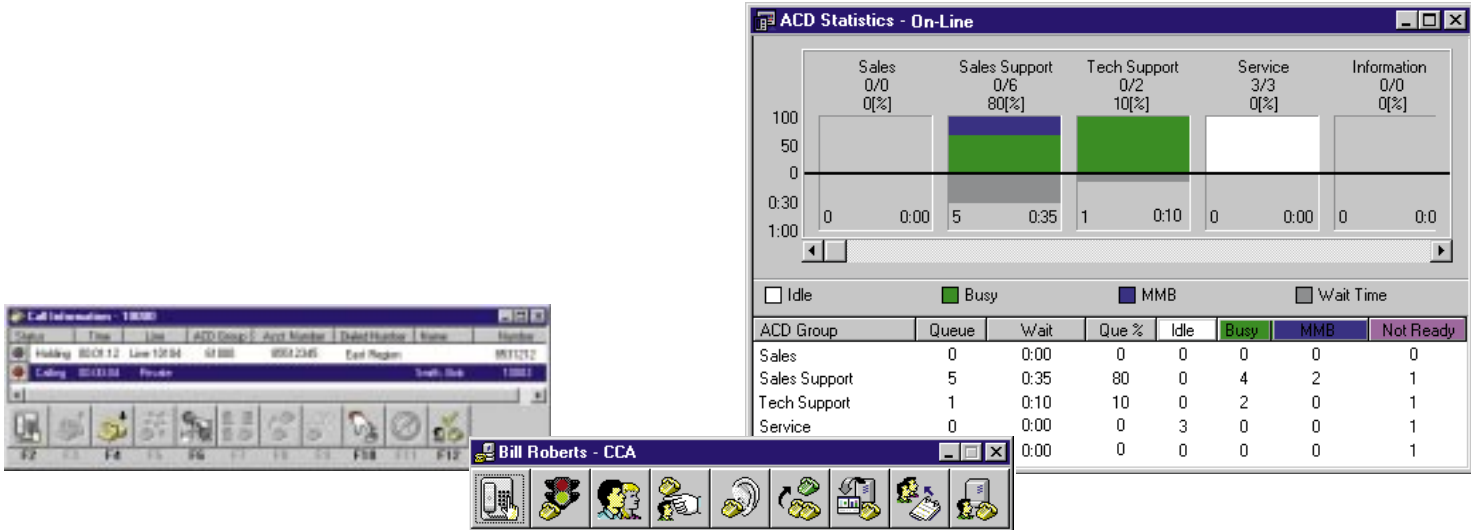
- ApplicationLink 32-bit Client DLL, distributed together with ApplicationLink

Requirements on Call Centre Assistant Server PC

- A Pentium II 200 MHz or better, Windows NT compatible PC
- 64Mbytes RAM
- Network Interface Card
- TCP/IP protocol installed
- 20 Mbytes of free hard disk space
- Windows NT 4.0 Server version Service Pack 5

These are the requirements Call Centre Assistant puts on the server.

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The screenshots shown in this datasheet are of the enhanced interface of Call Centre Assistant 3.0. This interface is optional and a standard version (shown above) is available as a user preference alternative. Both are included in the new Call Centre Assistant 3.0.