



Call Center functionality within your reach

agentTel

"The Voxtron
Factory"
2/10/2010



What is agenTel?

- ⌋ AgenTel is a scalable, CTI-based solution for departmental, small-and medium sized call centers.
- ⌋ A total call center solution enabling you to:
 - *route the incoming calls to the most appropriate agent*
 - *answer your calls in an efficient and professional way*
 - *fine-tune and analyze your call center via real-time statistical data*
 - *use voice mail and voice to e-mail*
 - *offer a 24h service by supplying information, taking orders, ...*



Why agenTel

- ❧ **Improve the relationship with your customers**
By offering a faster and more professional service.
- ❧ **Filter out 'dummy' questions**
With its advanced build-in IVR, agenTel is fully capable of filtering the incoming calls and only routing the calls that really need agent intervention.
- ❧ **Fine tune your your telephony traffic**
Using the real-time reporting capabilities of agenTel you can quickly asses Call Center behaviour, bottlenecks, agent performance, ...
- ❧ **Increase job satisfaction**
By taking over the repetitive, time-consuming tasks of your agents
- ❧ **Because you never get a second chance to make a first impression**

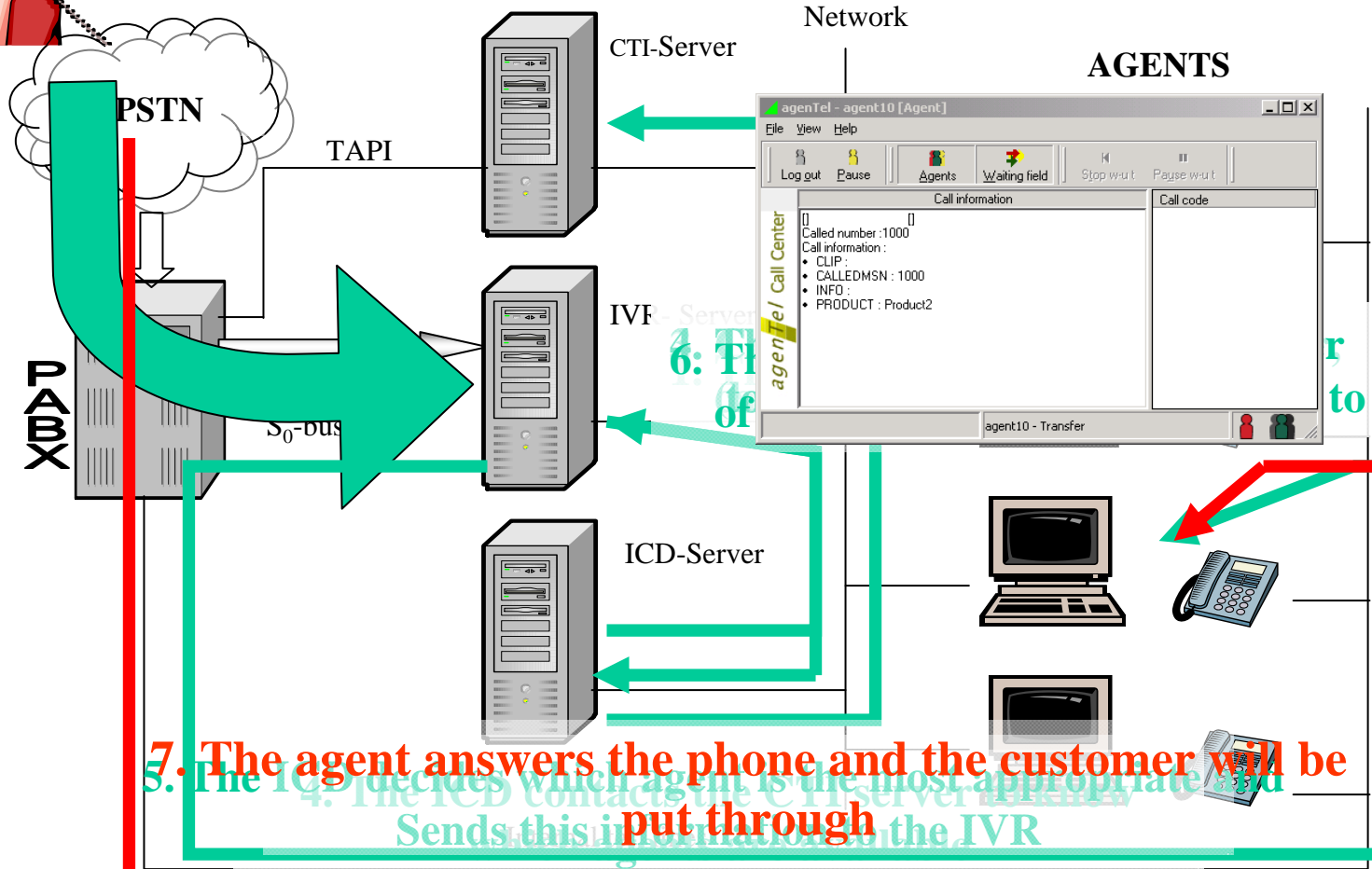


The 4 parts of agentTel

- ❏ The client software
the administrator, statistical and agent software
- ❏ The IVR (Interactive Voice Response) server
answers the phone and collects input from the caller
- ❏ The ICD (Intelligent Call Distribution) server
checks which agent is the most appropriate to answer the call
(3rd party TAPI)
- ❏ The CTI (Computer Telephony Integration) server
checks which agents are available



How does agentTel work?





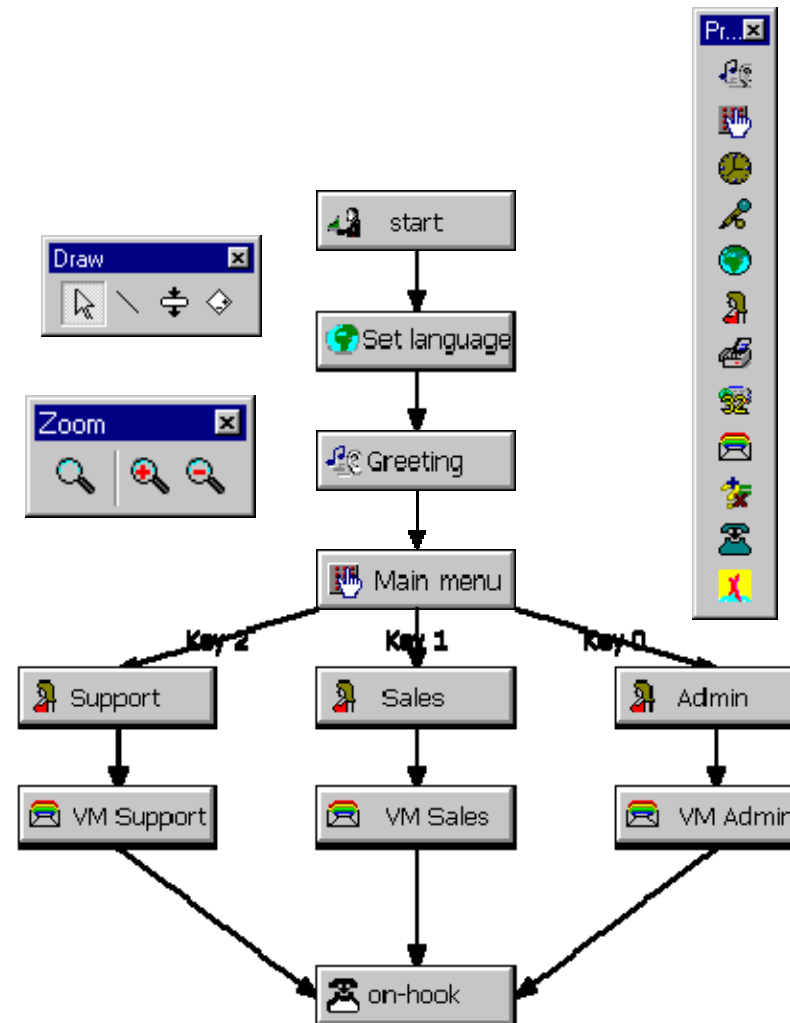
AgenTel's IVR, powerful!

- ❧ AgenTel comes with a very powerful and user friendly IVR (Axxium based)
- ❧ (1)The IVR answers the call
 - (2) *collects input*
 - (3) *decides if the call has to go to an agent*
 - (4) *and routes the call (in cooperation with the ICD-server) to the most appropriate agent*
- ❧ The IVR is available in 4 languages (English German, French, Italian) and comes with pre-recorded voice prompts in over 20 languages.



AgenTel's IVR, GUI!

- ❏ A Graphical development tool allows you to create your dialog without any programming.
- ❏ You design the call flow just by drawing it.
- ❏ Great flexibility: you can make (small) changes yourself.
- ❏ Only 12 icons allow you to make any application.



AgentTel's IVR, easy to use icons!



Play messages, variables, concatenated speech

Ask DTMF input, build menu's

Perform different actions on time of day, date, holidays, ..

Record message over the phone

Ask user which language to speak, set call flow language

Transfer calls

Fax on demand

Interface to any ODBC compliant database (add,update,..)

Manage voicemail boxes : record and listen to messages

Perform calculations on variables

End the current call

Use Axxium Plug-Ins to offer advanced functionalities.



How AgenTel routes calls

☞ Skill based routing

- *The IVR asks questions to the caller, the answers to these questions (can) result in a skill e.g. French speaking, tech. info,...*
- *Skill based routing means that the call is routed to the agents most closely matching the required skills.*

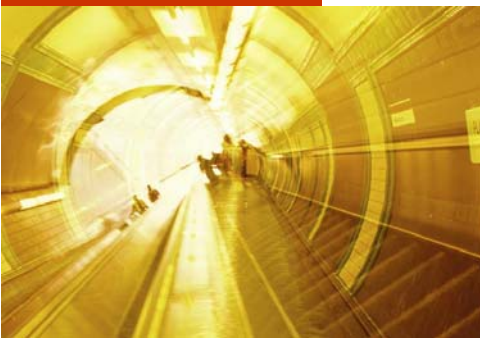
☞ Time based routing

- *The longer a caller has to wait, the more chance of being transferred to an agent that becomes free.*

☞ Agent based routing

- *Callers who call in multiple times, have a greater chance of being transferred to the same agent.*
- *Agents that have not had a call for a long time, have a greater chance of being selected*
- *Agents that have had few calls, have a greater chance of being selected.*

You decide the routing strategy!



Settings

Licenses | Times | Agents | **Routing**

Maximum waiting time for suitable agent: 00:10

Weighting of skill and routing parameters

Skills [50%] Routing [50%]

Weighting of skill and waiting time parameters

Skills [50%] Waiting time [50%]

The agent with the smallest load: 40

0 100

The last agent who spoke with a caller: 100

0 100

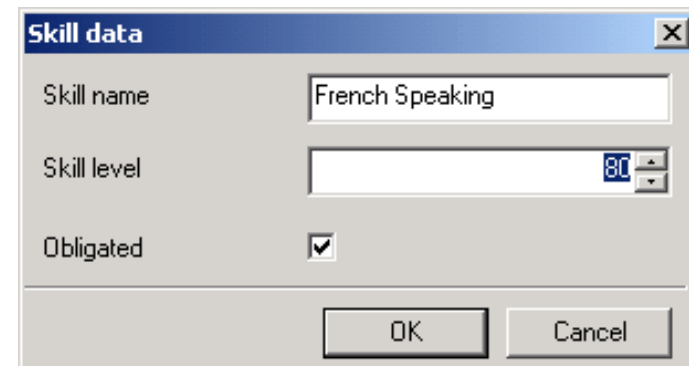
The longest waiting agent: 30

0 100

OK Cancel

Easy to configure, skills

- ❏ The administrator can create an unlimited number of skills.
- ❏ Each skill gets a certain skill level this defines the importance of this skill in respect to the other skills.
- ❏ Mandatory skills
- ❏ Examples of skills:
the knowledge of a certain product, language, commercial feeling etc...



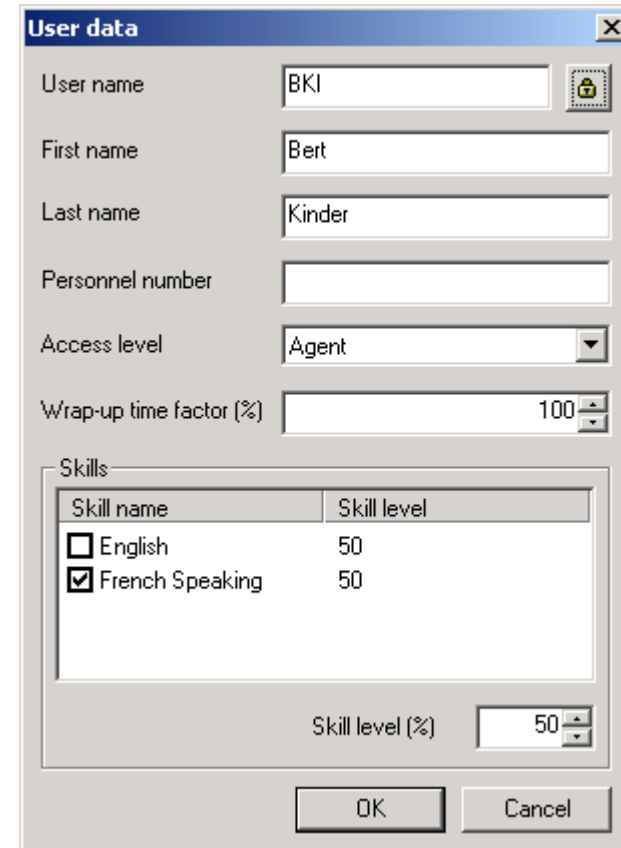
Screenshot of the 'Skill data' dialog box. The dialog contains the following fields:

- Skill name: French Speaking
- Skill level: 80
- Obligated:

Buttons: OK, Cancel

Easy to configure, agents

- ❏ When the skills are created. The administrator can start creating the agents.
- ❏ The number of agents is unlimited.
- ❏ Each agents has a number of properties (user name, first name,...)
- ❏ Assign skills to agent with agent dependant skill level



User data

User name: BKI

First name: Bert

Last name: Kinder

Personnel number:

Access level: Agent

Wrap-up time factor (%): 100

Skills

Skill name	Skill level
<input type="checkbox"/> English	50
<input checked="" type="checkbox"/> French Speaking	50

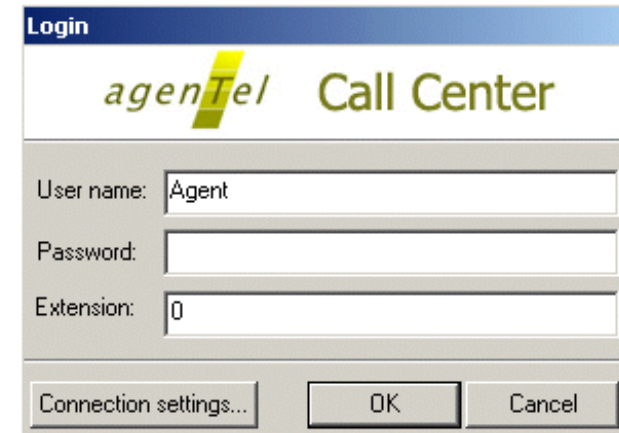
Skill level (%): 50

OK Cancel



AgentTel Client, login

- ❧ The agent logs on via:
 - *user name*
 - *optionally a password.*
 - *extension number this enables 'free seating'*
- ❧ PC-less agents are also supported:
 - *login by team leader*
 - *login via the phone (IVR)*

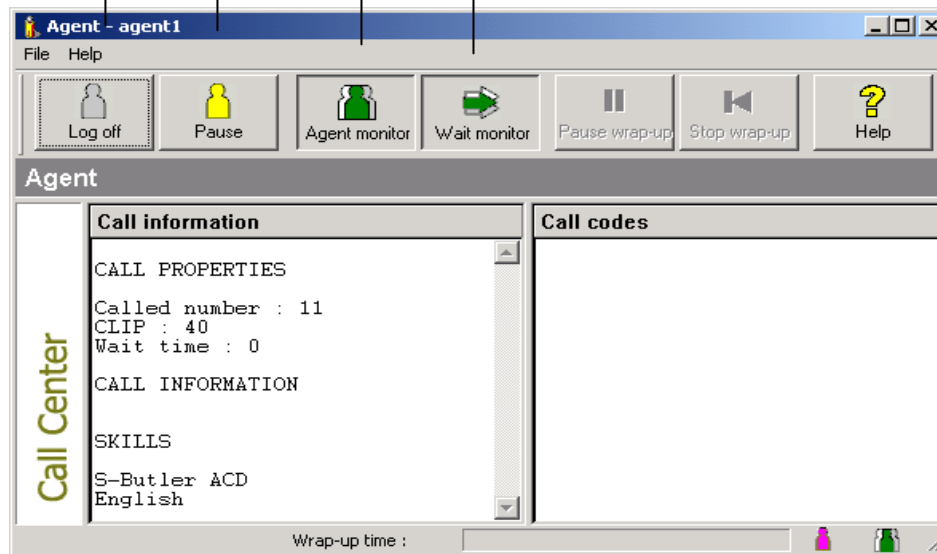


The screenshot shows a login window titled "Login" for the "agentTel Call Center". It contains three input fields: "User name:" with the text "Agent", "Password:" which is empty, and "Extension:" with the text "0". At the bottom, there are three buttons: "Connection settings...", "OK", and "Cancel".

AgentTel Client, GUI



- The agent can log off.
- The agent can change his status to 'Pause' he won't get any calls anymore, until he pushes this button again.
- Display an overview of the agents in the call center
- Display the calls currently waiting







AgentTel Client, agent status & calls waiting


Real-time overview agents.

- *status (pause, busy,...)*
- *Extension*

Agent monitor		
Name	Extension	Status
 wim	41	Free
 yves	42	Free

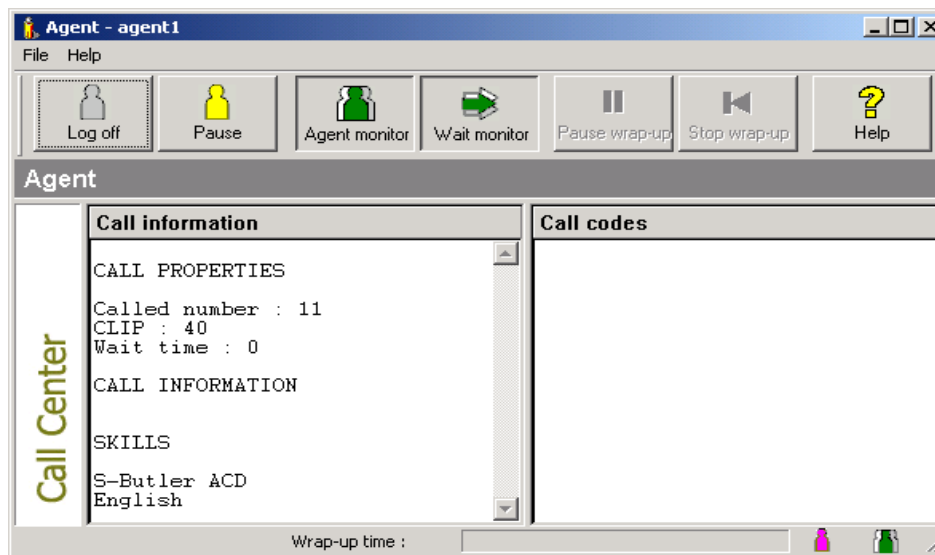
Real-time overview calls

- *Status:*
 - Connected: new call coming in
 - Waiting: call waiting for agent
 - Transferring
- *Waiting time*

Waiting monitor		
CLIP	Waiting time	Status
 037759479	4s	Waiting

- Real-time overview calls
- The team leader can interact with the system, by changing the status of an agent or by assigning an incoming call to a particular agent.

AgentTel Client, PopUp



- ❏ When the call arrives, the agent sees: the calling number, called number and the selections the caller made in the tree structure.
- ❏ Standard integration with MS Outlook
- ❏ Call codes
- ❏ Using the *agentTel Client SDK* it is possible to integrate with 3rd party (CRM) software.



AgentTel Client, once connected to caller

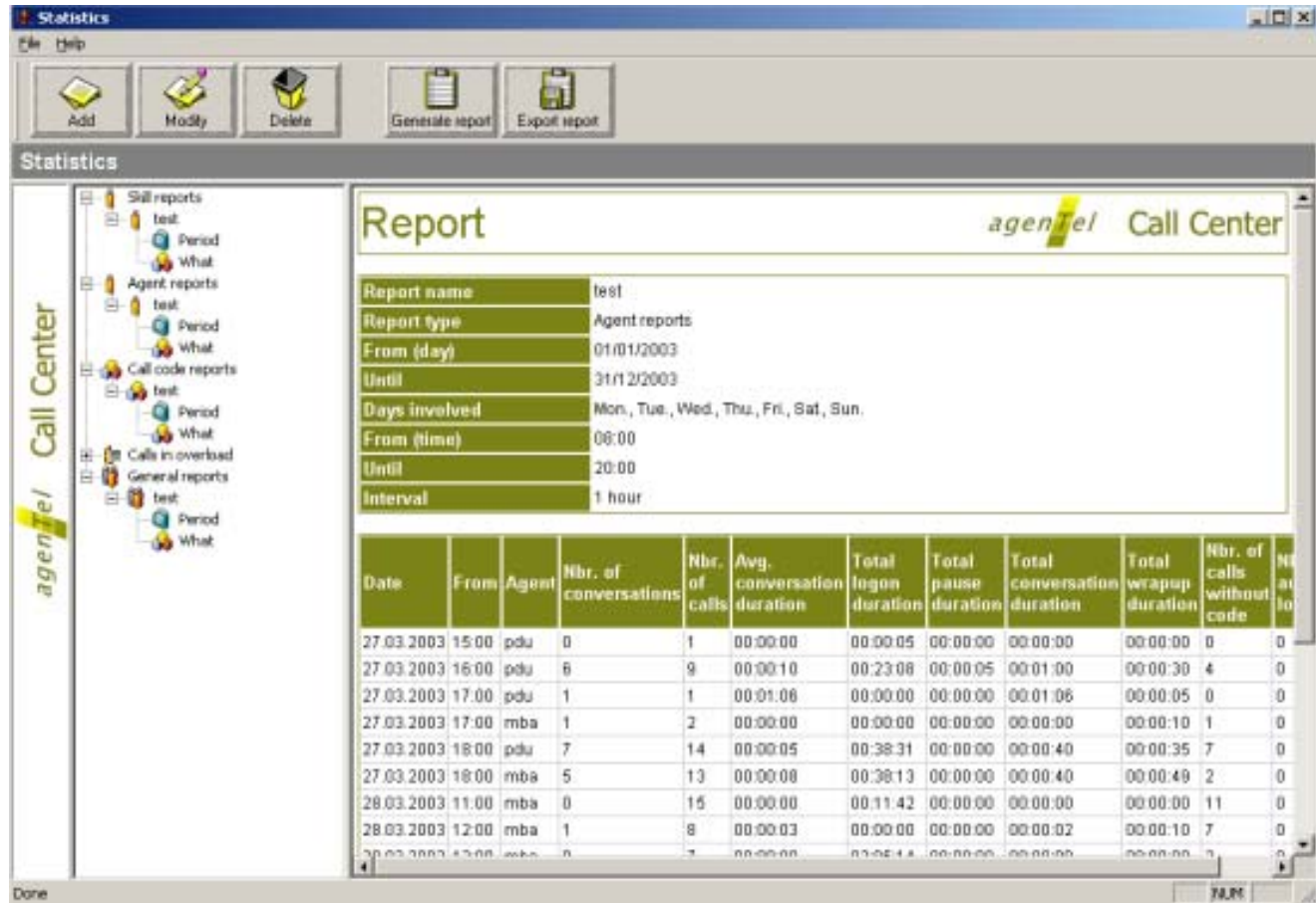
- ⌋ Agent to Agent transfer with PopUp
- ⌋ Call bridge (take a call over from another agent) with PopUp
- ⌋ Possibility to put caller on hold and make consultation call
- ⌋ Support for second call
- ⌋ Depends on 3rd Party TAPI driver possibilities



AgentTel's statistics, features

- ❏ Accessible by team leaders and administrators
- ❏ Real-time statistics
- ❏ Export to .csv file
(import in e.g. MS Excel)
- ❏ More than 30 customizable reports, divided in 5 categories:
 - *Skill reports (per skill and per time interval)*
 - *Agent reports (per agent and per time interval)*
 - *Call code reports* *(per call code per time interval)*
 - *Calls in overload report*
 - *General reports (per time interval)*

AgenTel's statistics, GUI

Statistics

File Help

Add Modify Delete Generate report Export report

Statistics

agenTel Call Center

Skill reports
test
Period
What

Agent reports
test
Period
What

Call code reports
test
Period
What

Calls in overload
test
Period
What

General reports
test
Period
What

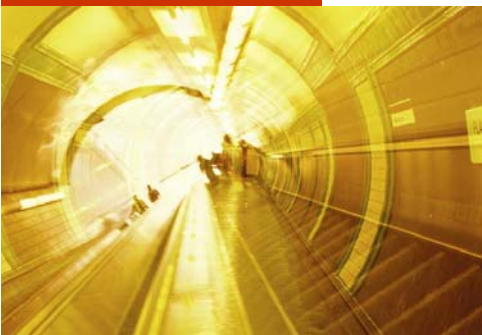
Report *agenTel* Call Center

Report name: test
Report type: Agent reports
From (day): 01/01/2003
Until: 31/12/2003
Days involved: Mon, Tue, Wed, Thu, Fri, Sat, Sun.
From (time): 06:00
Until: 20:00
Interval: 1 hour

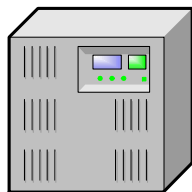
Date	From	Agent	Nbr. of conversations	Nbr. of calls	Avg. conversation duration	Total logon duration	Total pause duration	Total conversation duration	Total wrapup duration	Nbr. of calls without code	Nbr. at lo
27.03.2003	15:00	pdu	0	1	00:00:00	00:00:05	00:00:00	00:00:00	00:00:00	0	0
27.03.2003	16:00	pdu	6	9	00:00:10	00:23:08	00:00:05	00:01:00	00:00:30	4	0
27.03.2003	17:00	pdu	1	1	00:01:06	00:00:00	00:00:00	00:01:06	00:00:05	0	0
27.03.2003	17:00	mha	1	2	00:00:00	00:00:00	00:00:00	00:00:00	00:00:10	1	0
27.03.2003	18:00	pdu	7	14	00:00:05	00:38:31	00:00:00	00:00:40	00:00:35	7	0
27.03.2003	18:00	mha	5	13	00:00:08	00:38:13	00:00:00	00:00:40	00:00:48	2	0
28.03.2003	11:00	mha	0	15	00:00:00	00:11:42	00:00:00	00:00:00	00:00:00	11	0
28.03.2003	12:00	mha	1	8	00:00:03	00:00:00	00:00:00	00:00:02	00:00:10	7	0
28.03.2003	13:00	mha	0	7	00:00:00	01:05:14	00:00:00	00:00:00	00:00:00	7	0

Done 74,8%

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2/10/2010



System requirements



- (agenTel Server components (IVR, ICD, CTI)
 - *Computer:*
 - Pentium III 1GHz, 256 MB RAM, 1GB HD
 - Windows NT 4.0; 2000; XP
 - *Compatible PBX:*
 - 3rd party TAPI interface
 - Single line transfer protocol (ECT, ICT, Q.SIG,...) otherwise tromboning is used (takes more lines)
 - Call information (CLIP, called number, div. call info)
 - MWI (if voicemail)
 - *Telephony board:*
 - CAPI-compliant voice cards
 - Intel (Dialogic) board (Digital or Analogue)
 - *SMTP-server for voice to e-mail functionality*
- (agenTel Client
 - *PC capable of running Windows NT 4.0; 2000; XP*



Choose agenTel!

Because you never get a second chance..

agenTel

...to make a first impression