Vuesion®

Multimedia Blended Contact Center, Just right for SME

Know. Analyze. Create. Improve. Win.

Vuesion® Multimedia Contact Center Solutions

Benefits

- Scalable from small groups to Enterprise multi-site businesses.
- Intuitive and familiar PC interface.
- Blended multimedia with Email, FAX, Voice and Out dial queuing.
- Enhance customer service with Skills based routing, priority routing and rules based routing.
- Increase agent productivity with call coordinated database screen pops, I.M. chat, and presence.
- Improve Supervisors' efficiency with access to reporting, agent coaching and call recording.

Efficiency and Productivity

In today's highly competitive marketplace, differences are made on customer loyalty and customer service. Every business has a need for flexible call distribution systems to increase sales and revenue. Small/medium size enterprises need the flexibility to move agents around, have simultaneous coverage in multiple groups, and maximize their workforce's skills to better serve their customers.

Vuesion® Contact Center is the right choice for these companies; it is powerful yet flexible, offering skills based call routing for maximum efficiency and productivity.

Multimedia Features, Easy to Add-on

The Vuesion Contact Center suite offers the same advanced features, typically found in larger contact center suites, at an affordable cost of ownership. Unleash the potential of your call center with PC desktop agent and supervisor client software, with built-in wallboards, real time statistics and intuitive presence states that clearly enhance call centers of any size. Blend various media including Email, FAX, voice and outdial campaigns.
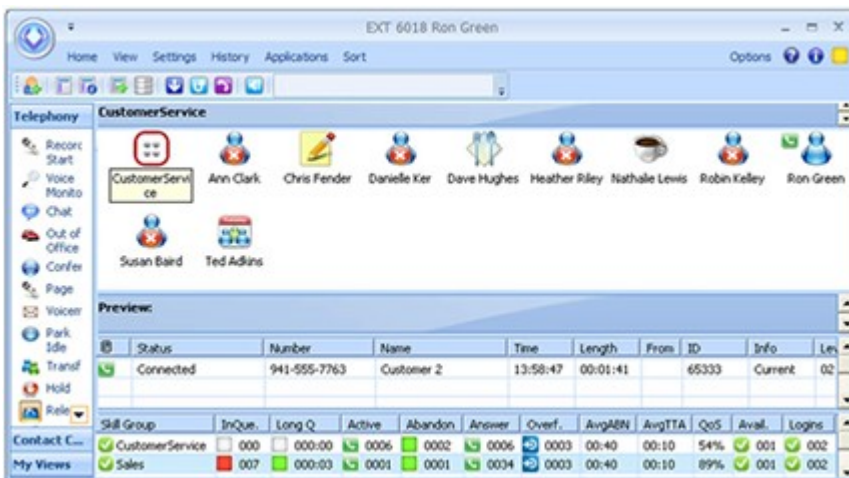

Supervisor and Agent software

Integrated IVR

Studies have demonstrated over and over that efficient and informational call center announcements increase customer retention and customer loyalty. Vuesion announcements provide position in queue and average time to answer as well as advanced scripts for playing different announcements in several patterns with different information. Customers may record their own seasonal promotions and messages and make them part of the announcement. The IVR (Interactive Voice Response) prompts callers for their ID or account numbers used for intelligent routing and routing to the call center.

Supervisory & Management

With the powerful Vuesion PC software, supervisors have the features they need to manage the center and agents: Supervisors have real-time information on agents, wallboards, and threshold alarms when important events occur. Supervisors may "rescue" a specific call from queue, monitor and record agents and utilize the PC chat with instant text messaging for agent assistance. Supervisors have access to call reports for tracking every performance and productivity aspect of an agent, a group and/or the entire center. Supervisors keep track of their agents and groups in one single site or across multiple sites in the enterprise.

Cost Savings and R.O.I.

The Vuesion solution provides call back number queuing, where callers have the option to leave a call back number and disconnect the call. They keep their place in queue and get a call back when an agent becomes available. While in queue, callers may opt-out by dialing another group, agent, voice mail or operator. These options provide better service to your customers, save on inbound toll calls and maximize line usage.

Productivity Enhancement

♦ Database/CRM screen pop based on ANI or IVR collected information

♦ Dial out from TAPI applications

♦ Call Back number queuing

♦ Smart database/CRM router

♦ Blended Email, FAX and voice queuing

♦ Outdial with agent disposition, call status processing and campaign scripts
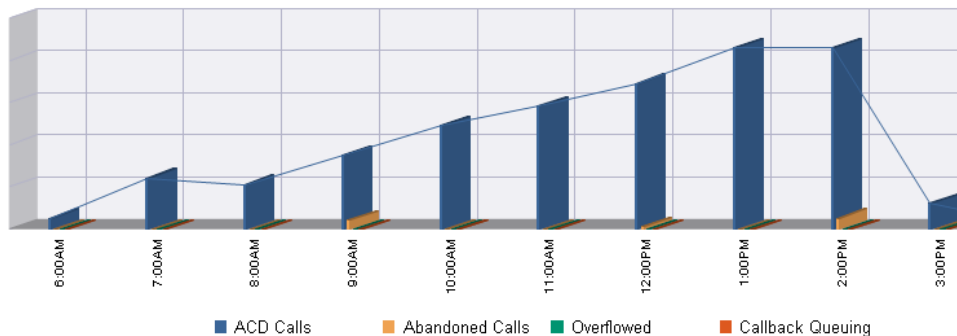
Skill Sets / Groups

♦ Skills based routing

♦ ANI/DNIS based routing

♦ Priority based routing

♦ Priority Queuing based on ANI

♦ Overflow to internal/external locations, other skill set, agent or voicemail

♦ Agent skill levels

♦ Agents may be in multiple skill sets Configurable Auto Wrap-up timeout at the end of a call

♦ All agents logged-off overflow

♦ All agents busy overflow

Agents Features

♦ Desktop software per agent/supervisor

♦ Ability to customize screen

♦ Inbound & Outbound call history

♦ ACD agent states (Login, Logout, Break, Wrap-up, Work, Meeting, locked out)

♦ Agents are automatically placed in Lock-out mode on ring no answer

♦ I.M. chat screens for agent help

ACD Calls
For Customer Care

Legend: ■ ACD Calls ■ Abandoned Calls ■ Overflowed ■ Callback Queuing

Chart x-axis: 6:00AM, 7:00AM, 8:00AM, 9:00AM, 10:00AM, 11:00AM, 12:00PM, 1:00PM, 2:00PM, 3:00PM

Supervisory Features

♦ Real time statistics and status presence for agents

♦ Manage agents' states & queues

♦ Access to Call Reports from Supervisor desktop

♦ Configurable productivity thresholds

♦ Color coded real time alerts associated with agent productivity

♦ Network PC Chat / instant text messaging functions for agent help requests

♦ Voice monitoring on agents

♦ On screen notification when a number pattern is dialed out from an agent

♦ Rescue-Queue detail display

♦ Agent PC screen capture

PC desktop Wallboard

♦ Desktop wallboard on every agent and supervisor desktop

♦ Shows agents logged in, available and group service level

♦ Visual color indication on threshold exceeded per skill set

♦ Daily tallies of skill set (calls in Queue, answered, overflowed, abandoned,..)

Announcements

♦ Multiple announcements per skill set

♦ Flexible announcements based on caller's queue time

♦ Play position in queue to callers (configurable)

♦ Play average hold time per skill set

♦ Opt out of announcement

Multi-Site Networking

♦ Centralized Call Reports from all nodes

♦ Visual indication on local and remote phones with call control

♦ Remote access for simplified administration and configuration

Management & Reporting

♦ Skill set performance & service level

♦ Skill set group activity

♦ Abandoned calls and numbers

♦ Agent status reports

♦ Agent performance reports

♦ Agent productivity reports

♦ Detail, summary and charts

♦ DNIS and called number reports

♦ Cradle-to-grave call ID reports

♦ Export Reports to pdf, Excel, ..

♦ Search filters for specific numbers

♦ Call resolution reports

♦ Select from report dates from calendar

♦ Configurable service levels

♦ Auto Reports with E-mail to supervisors

Specifications	Business / Enterprise
Simultaneous logons (number of agents / supervisors) per server	250
Number of skill sets/groups	64+
Thin Client / Terminal services support	Yes
Call-Back number queuing	Yes (Add-on option)
Database smart router (ANI or IVR collected information)	Yes (Add-on option)
Email Queuing, FAX Queuing, Outdial campaigns	Yes (Add-on option)
CRM integration / call coordinated screen pop	Yes (Add-on option)

Vuesion® Outdial Campaign Solutions

Benefits/ Applications

- Scalable from small entry systems to Enterprise multi-site systems.
- Multiple simultaneous campaigns.
- Managed Campaigns with Call Reporting.
- Appointment reminders
- Agent-based and agent-less campaigns.
- Blended with the inbound contact center to maximize productivity.
- Automatic notification system.

Improve Processes & Customer Loyalty

With labor costs increasing, many organizations are looking into ways of maximizing efficiency and productivity in their call centers. One of the ways of achieving these goals is to implement agent-assisted and agent-less proactive customer care campaigns and automatic multimedia and blended contacts. These have been proven to have a big impact on customer loyalty and retention while keeping costs in check. Vuesion® Campaign Manager delivers just that, a blended multimedia contact center with automatic outdial capabilities to increase customer loyalty, reduce inbound call volumes, improve business processes and generate new revenue opportunities.

Scalability

With Vuesion, you can start small, expand or add features easily when required. Painlessly grow from an Entry 4-port system to an Advanced server based 64-port system with the same feature set of capabilities.

Campaign Management

Vuesion's campaign manager has multiple connectors to import and convert customer databases. The import engine converts from flat files, spreadsheet file format, ODBC based packages, and other legacy data files into a campaign database. Supervisors and system administrators have the flexibility to design campaigns system wide, skills based, group based or agent based campaigns. Agent-less campaigns allow full IVR automation with configurable multi-layered system scripts and prompts.

Agent Based Campaigns

Supervisors and system administrators control when to start a campaign, manage the agents with a campaign, define skill based outbound campaigns. Agents preview relevant and important customer information through a screen pop displayed from the campaign database. Additional campaign scripts and prompts are presented to agents to streamline the campaign and create uniformity.

Call Disposition / Call Scripting

During a customer call, or when the call terminates, agents must enter a disposition pre-configured item, schedule a call back with date and time, or Email the contact to a supervisor. Call disposition reporting are available to supervisors for data mining and lead distribution.

Distributed Campaigns

In many outbound environments, agents are responsible for their own campaigns. Vuesion allows the flexibility to combine individual campaigns and group based campaigns simultaneously for the same agent. Campaigns are assigned a priority to meet the business goals.

Blending Inbound / Outbound

Agent productivity is critical to providing great service and keeping costs manageable. It is frustrating watching some agents sit idle, while other agents are overwhelmed. Vuesion improves agent productivity by allowing agents to belong to both inbound and outbound skill sets.

Applications

♦ Collections;

♦ Telesales and marketing;

♦ Mass notification and alerting;

♦ Blended inbound/outbound campaigns;

♦ Appointment reminders;

♦ Proactive customer care;

♦ Customer Surveys.

| Manual Dialing | Automatic Dialing |
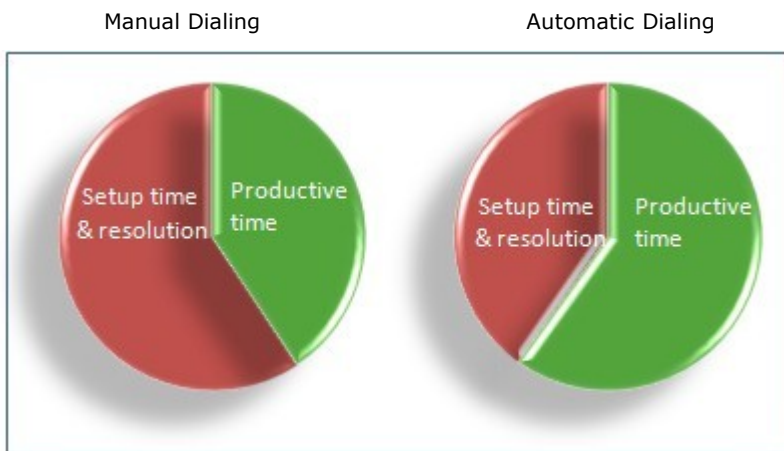
Watch productivity and customer contacts soar

When Vuesion takes responsibility for your call processing work, you'll immediately see a dramatic and immediate jump in performance from each of your agents. The automatic dialer handles all of the labor-intensive list management and dialing processes. Unproductive time is nearly eliminated and your agents are focused on talking to prospects, not dialing phones and looking for the next number to dial and the information associated with it. Supervisors can see the results of campaigns much more rapidly and their agents spending the majority of their time producing results!

Specifications	
Simultaneous logons (number of agents / supervisors)	250
Number of skill sets/groups/Campaigns	64+
Thin Client / Terminal services support	Yes
Call back scheduling	Yes
Database integration—ODBC standard connector	per database
Call resolution with supervisor e-mail	Yes
CRM integration / database screen pop	Yes (add-on option)

Campaign Features

♦ Manage calling lists in a centralized database

♦ Import functions convert from legacy formats, spreadsheet and ODBC connectors.

♦ Manage do not call lists in a centralized database

♦ Offers multiple simultaneous outbound campaigns

♦ Multiple campaigns with their own script

♦ Campaigns can be either direct-to-agent campaigns, or fully automated IVR individual campaigns

♦ Campaigns can run for single day or across multiple days

♦ Restart an individual campaign

♦ Allocate one telephone number at a time to each agent

♦ Integrated and bundled with Vuesion inbound Contact Center

♦ True call blending inbound/outbound

Agent Features

♦ Agent presence based software.

♦ Software wallboard with real time statistics on the campaigns the agent belongs to.

♦ Call Disposition with scheduled call back capabilities.

♦ Immediate Email of important contacts to a supervisor

♦ Campaign call scripts assist agents to follow pre-configured prompts.

♦ Customer's relevant and important information display before the call is placed.

Supervisory & Management

♦ Configuration and administration with Windows graphical user interface

♦ Configure campaign schedules and thresholds

♦ Pause / resume campaign

♦ Call reporting and data mining capabilities with call disposition and campaign performance

♦ Move agents from campaign to campaign as well as set agent's skillset and blending inbound/outbound activities.

♦ Call Recording integrated with Vuesion's Call Logger/Recorder module on the same server

♦ On-demand agent screen capture displayed on the supervisor's PC

Vuesion®
Call Logging
Recording
Solutions

Benefits

- Scalable from small groups to Enterprise multi-sites businesses.

- Intuitive and familiar PC interface.

- Enhance customer service and provide measurable quality assurance.

- Increase employee/agent productivity with new agent training based on recorded conversations.

- Improve security with emergency numbers recording and malicious calls recording.

In Constant Search of Excellence

Studies show time and time again that customer retention produces increased profitability. Today, generating new business and retaining customers are top priorities for many companies. Contact center personnel, from sales, customer service and accounting, are at the forefront of interaction with new and existing customers. Companies continue to thrive by providing the best in all areas to increase profitability and efficiency, and decrease cost. To achieve these goals, the Vuesion® Call Recorder helps companies listen to their customers, identify what is working and what needs improvement. This valuable information can be shared throughout the enterprise.

Security at the Forefront

Security is also a big winner with the Vuesion Recorder. Used in conjunction with the Vuesion UC Console, emergency numbers and other predefined numbers are automatically recorded, and immediate notification is provided to authorized personnel.

Report and Analyze

Managers and supervisors have instant access to reports from any desktop on the LAN or WAN. Find at a glance recorded calls, conversation duration and call types for individuals or groups. Quick search allows managers to focus on specific extensions, call center groups or agents. Tags and notes allow managers to quickly pinpoint calls and conversations that need immediate attention.

Enterprise-wide Benefits

The Vuesion Call Recorder produces immediate benefits for all departments in the enterprise. Sales managers can determine why agents have better closing ratios and effective up-selling skills. Customer service managers establish why customer satisfaction is lower than expected. Companies benefit from minimized liability and order entry accuracy.

Faster R.O.I.

The Vuesion Call Recorder helps companies achieve faster Return on Investment when employees are trained on methods that work best, customer retention is higher, new customers have positive experiences with effective sales staff and when liability is minimized. The Vuesion Call Recorder is part of the Vuesion family of value-added and productivity-enhancing solutions.

Process Improvement

When listening to customer/employee interaction, a wealth of valuable information is readily available. Companies are now able to determine trends, frequently asked questions, customers' concerns, and customers' common requests. By mining this information, companies may quickly improve their processes, improve the exchange and availability of information to the customer and more importantly, improve workforce training and efficiency.

Supervisor recording management software

Recording Patterns

- Record based on inbound ANI or DNIS numbers
- Record based on dialed-number patterns
- Record based on routing from auto attendant selection
- Record specific stations or specific trunks
- Vuesion® UC software allows one mouse click on station icons to start the recording session

Scheduled Recordings

- Record all calls
- Record randomly
- Record every other call or other repetitive pattern
- Record based on schedules (time of day, day of week)
- On-demand recording

Contact Center

- Record specific agents
- Record specific groups/splits or skill sets
- Record in any specific combination group/split/agent
- Start recording while monitoring an agent

Recorded Devices

- Record digital and analog telephones
- Record Voice-over-IP and SIP telephones & devices

Backup & Redundancy Options

- DVD, CD-RW
- RAID Drives / Mirrored
- Redundant hot swappable power supply

Recorded Files

- Recorded files are in GSM .wav file format, which may be played from any PC desktop with sound card and speakers
- Combined with Vuesion Unified Messaging, recorded files may be E-mailed to managers and supervisors
- Call monitoring technology uses a compression algorithm to increase the capacity of recording space

Management & Reporting

- Intuitive Recorder viewer with call tags
- Tags on calls that need immediate attention
- Detailed recorder reports for later retrieval from any manager's Client console
- Call monitoring visual indicators show the recording status of stations and agents
- Supervisors have ample tools to flag recordings of interest, add notes to recordings for better management
- Call Reports associate the voice recording and the caller ID or number dialed, the agent or station number.
- Multiple searches are available, by time, by agent, by station
- Password protected database controls who has access to recordings
- Class of service allows specific supervisors to listen to specific groups or individual station recordings

Specifications	Business	Enterprise
Simultaneous Recording Trunk TAP	48 digital trunks	240 digital trunks
Simultaneous VoIP/SIP Recording	50 SIP sessions	50 SIP sessions
Users / Agents	40	250
Storage	10,000 hours	20,000 hours
Additional storage	-	Option
Backup Options	Network	CD-RW/ Network / external
Recording Method	Digital Trunk TAP / SIP	Digital Trunk TAP / SIP
Data Integration	TCP/IP	TCP/IP
Platform Operating System	Windows® 2008 server	

Call control keys for quick transfer, answer, park, voicemail, record, chat, provide advanced features from a familiar and intuitive user interface.

Presence management with visual indication provides the tools for accurate call handling. At a glance see who is "in", "out", or "on vacation" for precise call coverage.

Real time display and visual representation on callers' information. At a glance, see how many customers are calling, how long they stay on hold, how many customers hang up while waiting. With this information, managers make informed decisions on resources, staffing and scheduling during peak times.