



## Contact Center Suite 4.0

### White Paper



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## **Overview**

In today's business world and competitive environment, companies are looking for new ways and solutions in which to better serve their customers, better understand their business, and increase their competitive advantage. One such solution is Inter-Tel's Contact Center Suite 4.0. Contact Center Suite 4.0 is an enterprise-wide contact center and business solution that helps companies to better understand, manage and service their customers through a wide range of multi-media contact touch points.

Contact Center Suite 4.0 (CCS 4.0) is a collection of modular computer telephony (CT) software applications and powerful infrastructure that can help your customers and prospects optimize their organizations' performance, resources, and customer service. The suite encompasses Business Management Tools, Agent and Team Productivity Tools, and Multi-Media Blending Support.

CCS 4.0's Business Management Tools provide the enterprise with real-time and historical reports to help measure the quality of customer service the organization provides. CCS 4.0 tracks not only external calls but internal calls as well. In addition, it provides the situational awareness of various business indicators, such as the ability to monitor marketing activities, customer trends, and departmental analysis.

Agent and Team Tools provide employees with the tools they need to deliver exceptional and consistent customer service. Agents can quickly manage and route calls from their PCs, and customer information can be screen popped to their desktops, helping them to provide personalized service with first call resolution. Whether the contact center or functional department is informal or formal, at single or multiple locations, these solutions empower managers, supervisors, and employees with the tools they need to increase productivity, reduce expenses, and provide outstanding customer service.

CCS 4.0 offers customers the ability to intelligently communicate through a number of customer touch points. From e-mail, fax, text messaging, and more, CCS 4.0 allows organizations to provide new ways to communicate with their customers.

## **Business Productivity**

- Allows supervisors to make wise business decisions based on real-time statistics and historical reports.
- Enables users to create routing rules to ensure calls are handled by the appropriate resource or department.
- Allows supervisors to control employee availability in the queue.
- Provides employee performance analysis.
- Improves employee training and quality assurance.
- Screen pops vital customer information to employee desktops, enabling personalized customer care.



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## Minimum Platform Specifications

In addition to the recommended minimum platform requirements shown in the table below, "Recommended Minimum Platform Requirements," the following factors will affect the performance of Contact Center Suite:

- The hard drive speed and the network bandwidth available to the Server are important.
- The primary dependency for Reporter Real-Time/RealViewer initialization speed is the number of filters present. The more filters there are, the slower initialization will be. However, filtering out devices in list tiles will increase the runtime speed.
- The speed of Reporter Real-Time/RealViewer is directly affected by the network between the client and the server. This link must be of high capacity and low latency.
- The Windows 98 Second Edition operating system version is not recommended on call volumes greater than 5,000.

### Recommended Minimum Platform Requirements

Daily Call Volume (internal, external & e-mail)	Server Specifications	Estimated Server Hard Disk Usage Per Month	RealViewer and Reporter Real-Time Platform Specifications
<1,000	PIII 600 MHz 256 MB RAM	20 MB	PII 266 MHz 256 MB RAM
1,000 - 5,000	PIII 800 MHz 512 MB RAM	100 MB	PIII 500 MHz 256 MB RAM
5,000 - 10,000	P4 1.2 GHz 1 GB RAM	200 MB	PIII 800 MHz 512 MB RAM
10,000 - 25,000	P4 2 GHz 1 GB RAM	500 MB	P4 1.2 GHz 1GB RAM
25,000 - 50,000	P4 3 GHz 2 GB RAM	1 GB	P4 2 GHz 1GB RAM
<b>Note:</b> Contact Inter-Tel Sales Engineering for analysis on configurations that require support for greater than 50,000 calls per day.			



# System Specifications

Each module within Contact Center Suite has different hardware/software requirements. Before installing any of the applications, refer to the following table.

**Note:** The following table lists minimum system requirements. Increased hardware requirements recommended for larger or busier sites.

## Recommended Minimum System Requirements

APPLICATION	HARDWARE	SOFTWARE
Server	<ul style="list-style-type: none"> <li>• Intel® Pentium® III, 800 MHz Processor (or higher) Running <sup>1</sup></li> <li>• 256 Megabytes (MB) RAM</li> <li>• 4+ Gigabytes (GB) Hard Disk</li> <li>• High-Performance Ethernet Network Card</li> <li>• One Available Serial (9-Pin) Port, if using RS-232</li> <li>• One Available USB Port</li> <li>• CD-ROM Drive</li> <li>• Contact Center Suite Software Security Key</li> </ul>	<ul style="list-style-type: none"> <li>• Windows XP Professional (with service pack 2), 2003 Server<sup>4</sup>, 2000 Professional, 2000 Server, 2000 Advanced Server</li> <li>• A Supported Network Protocol</li> <li>• Contact Center Suite CD-ROM</li> </ul>
Data Manager	<ul style="list-style-type: none"> <li>• Intel® Pentium® II 266 MHz Processor (or higher)</li> <li>• 128 MB RAM</li> <li>• 800 x 600 Screen Resolution with 256 colors</li> <li>• 10 MB Hard Disk Space</li> <li>• Network Card</li> </ul>	<ul style="list-style-type: none"> <li>• Windows 98<sup>5</sup>, 2000 Professional, XP Home/Professional, including Service Pack 2, 2000 Server/2000 Advanced Server, or 2003 Server<sup>4</sup></li> <li>• Existing Server Callview Gateway installation</li> <li>• A Supported Network Protocol</li> </ul>
CallViewer	<ul style="list-style-type: none"> <li>• Intel® Pentium® II 266 MHz Processor (or higher)</li> <li>• 64 MB RAM</li> <li>• 25 MB Hard Disk Space</li> <li>• 800 x 600 Screen Resolution with 256 colors</li> <li>• Network Card</li> </ul>	<ul style="list-style-type: none"> <li>• Windows 98<sup>5</sup>, 2000 Professional, or XP Home/Professional, including Service Pack 2.</li> <li>• Existing Server Installation</li> <li>• A Supported Network Protocol</li> </ul>
RealViewer	<ul style="list-style-type: none"> <li>• Intel® Pentium® II 266 MHz Processor (or higher)</li> <li>• 32 MB RAM</li> <li>• 16 MB Hard Disk Space</li> <li>• Network Card</li> <li>• 800 x 600 Screen Resolution with 256 colors</li> </ul>	<ul style="list-style-type: none"> <li>• Windows 98<sup>5</sup>, 2000 Professional, or XP Home/Professional, including Service Pack 2</li> <li>• Existing Server Installation</li> <li>• A Supported Network Protocol</li> </ul>



APPLICATION	HARDWARE	SOFTWARE
Reporter and Reporter Real-Time	<ul style="list-style-type: none"> <li>• Intel® Pentium® II 266 MHz Processor (or higher)</li> <li>• 64 MB RAM</li> <li>• 230 MB Hard Disk Space</li> <li>• 800 x 600 Screen Resolution with 256 Colors</li> <li>• Sound card and amplified speakers</li> <li>• Network Card</li> </ul>	<ul style="list-style-type: none"> <li>• Windows 98<sup>5</sup>, 2000 Professional, or XP Home/Professional, including Service Pack 2.</li> <li>• Existing Server Installation</li> <li>• A Supported Network Protocol</li> </ul>
Intelligent Router	<ul style="list-style-type: none"> <li>• IBM-Compatible 500 MHz (or higher) Processor<sup>1</sup></li> <li>• 192 MB (256 MB recommended) RAM</li> <li>• 1 MB (2 MB recommended) Graphics Card 1024x768 resolution with 256 colors</li> <li>• 20 MB (50 MB recommended) Hard Disk Space</li> <li>• Network Card</li> </ul>	<ul style="list-style-type: none"> <li>• Windows 2000 Professional, XP Home/Professional, including Service Pack 2, 2000 Server/2000 Advanced Server, or 2003 Server<sup>4</sup></li> <li>• Existing Server Callview Gateway Installation</li> <li>• A Supported Network Protocol</li> <li>• MAPI-Compliant E-Mail Application (if using the Send E-Mail Action)</li> <li>• A POP3 and SMTP server connection is required if using Media Blending functionality</li> </ul>

- 1 Running Intelligent Router on the same PC as the Server requires an Intel Pentium III 800 MHz for a minimum processor and a minimum of 512 MB RAM.
- 2 Windows 2000 Server/Advanced Server/2003 Server.
- 3 Optional
- 4 If running Server on Windows 2000 Server, 2000 Advanced Server, or 2003 Server, the number of remote computers running other Contact Center Suite modules is limited to the number of client licenses available.
- 5 Support for Server on Windows 98 is intended only for low call volume contact centers. High volume contact centers should use a more appropriate server-based Windows operating system.
- 6 Required only if you are using Reporter to play back Mercom Audio log Replay recordings.



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## **New Features & Enhancements**

In today's world of multiple customer contacts and touch points, more companies are looking for additional new ways in which to communicate with their customers. As such, Inter-Tel's *Call Center Suite* has been enhanced and renamed to *Contact Center Suite*. Inter-Tel's Contact Center Suite 4.0 (CCS) offers new evolved contact center and business solutions that provide an evolutionary set of communication features and enhancements that new and existing customers can deploy to achieve business objectives, customer service goals, and competitive advantages.

With quite a few product enhancements being introduced in CCS 4.0, the following are some of the highlights:

- Media Blending
- Live Server and Remote Configuration
- Enhanced CallViewer
- Enhanced Call Annotation
- DND Reporting
- Multi-Media Reporting
- Internal Call Support
- Enhanced Agent Help Support
- Historical Call Routing
- Inter-Tel Remote Support Integration

CCS has been one of Inter-Tel's most successful Computer Telephony Integration (CTI) applications launched within the small to medium sized enterprise market in recent years. In fact, there are well over 6000 sites deployed with this software worldwide.

One of the keys to this success story has been the consistent way in which CCS has been developed to meet and anticipate the needs of the modern business. With the introduction of CCS 4.0, Inter-Tel takes customer communications even further offering evolved business and customer management solutions. New CCS 4.0 features include:

**Internal Call Support:** Allows new activity reporting and intelligent routing capabilities for internal calls, enabling managers to monitor the performance of internal support departments - both historically and in real-time - as well as automatically manage their call traffic.

**Media Blending:** CCS 4.0 introduces media blending capabilities. This feature permits the CCS server to blend e-mails with voice calls, thus offering a true "contact" center for Inter-Tel customers. In addition, new real-time and historical reporting is included to enable managers to monitor and report on e-mails that have been received, alongside normal telephone traffic.

**Live & Remote Contact Center Server Configuration:** Enhanced Contact Center Server configuration allows system administrators to perform live maintenance to the CCS Server without service interruption, as well as manage administration across multiple locations through remote access, saving time and providing greater flexibility.

**Enhanced CallViewer and Graphical Interface:** Provides enhanced user functionality and customization including changeable Looks, DSS buttons, integrated call logger and personal call routing capabilities. Users can now easily modify the CallViewer interface to suit their call handling needs and requirements without having to use macros.

**Historical Call Routing:** Provides new intelligent routing capabilities for calls and e-mails, enabling users to automatically route calls and e-mails, from identified parties, back to the last agent or extension the person was in contact with, improving call handling times, and enhancing customer service.



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# **CCS 4.0 Features Overview**

## **Multi-Media Blending**

Inter-Tel's Contact Center Suite now provides Multi-Media Blending, transforming your call center into an effective "contact" center.

Multi-Media Blending allows Contact Center Suite to route other forms of media between available agents just like it routes calls. As more customers turn to the Internet for sales, support, and service, call centers are getting more e-mails, faxes, and other forms of contact other than the usual phone call. In turn, call centers must make the migration to become contact centers, being able to deal with a variety of media similar to how calls are handled. Multi-Media Blending provides the following:

### **Features:**

- Intelligent multi-media routing (e-mails, voice mails, faxes, calls, etc.)
- Full spectrum of media blending real-time and historical reporting
- Intelligent auto responses, including real-time e-mail and call statistics
- Queue prioritization, balancing, considering staff workload, time, skills, service levels, etc.

### **Benefits:**

- Enhanced customer service
- Improved staff productivity
- Increased profits

To accomplish this, Inter-Tel's Contact Center Suite provides new Multi-Media Blending functionality that allows easy routing of calls, e-mails, and other media to available agents, so that customers get the most efficient and effective response available, while still maximizing agent productivity. CCS 4.0 Media Blending allows agents to use any POP3/SMTP based e-mail client for e-mail handling.

### **Customer Auto Response**

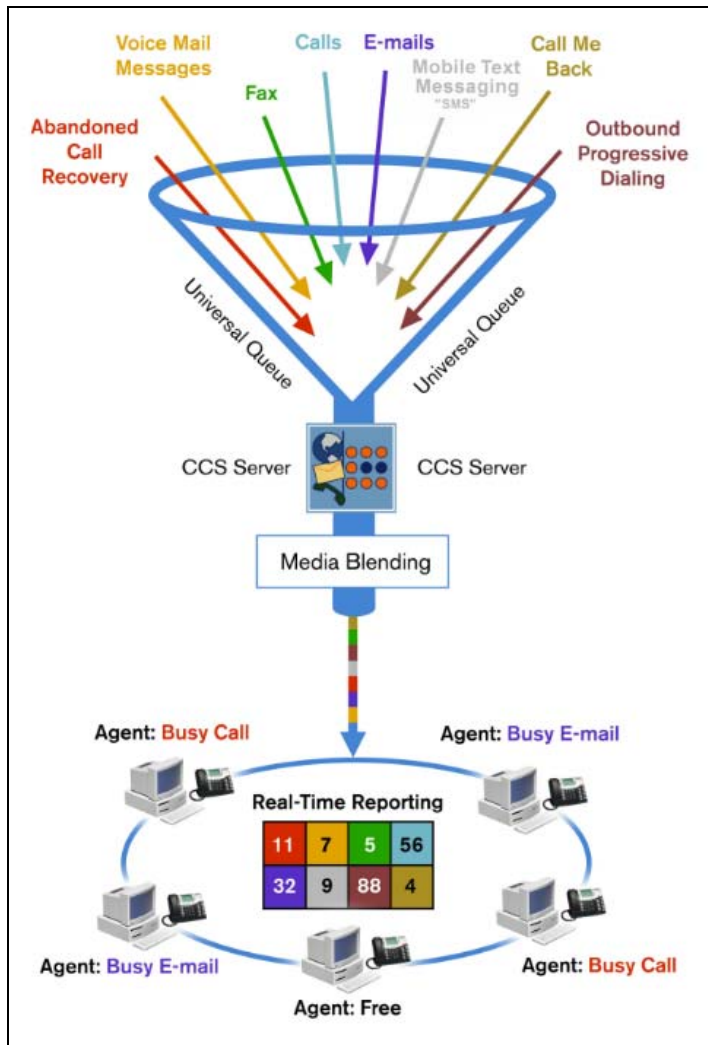
CCS 4.0's Media Blending can also be configured to send auto response messages back to customers as their e-mails arrive into the contact center. For example, when a message is received for the customer support group, Intelligent Router can be used to send an automatic response back to the customer so that they are aware their e-mail is being handled. The reply can include a variety of statistics.

For example:

- How long e-mails are queuing for on average
- The average call wait time on the queue
- The number of e-mails or calls in the queue
- Send an auto response based on text in the subject or body of the e-mail



## CCS Media Blending Flow



## Multi-Media Reporting

As with voice call, users can now apply the advanced reporting capabilities of CCS to monitor and report on e-mail traffic that was routed using media blending. Multi-Media reporting provide the following:

### Features:

- Full historical reporting on e-mail activity
- Intelligent routing of e-mails
- Real-time reporting with Agent status
- Filter and service level options for e-mail



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## Benefits:

- Improved supervision of staff
- More efficient e-mail handling
- Happier customers
- Increased profits

Media blending is a new feature of CCS that allows users to seamlessly integrate different forms of media e.g., calls, e-mails, and faxes in to the business. The Contact Center Suite Multi-Media option combined with Intelligent Router can now intelligently route e-mails alongside normal telephone traffic. In addition, the ability to produce performance related statistics for e-mail activity, similar to calls, is also available.

CCS 4.0 takes media blending a step further, allowing users to apply the advanced reporting capabilities of Reporter Pro and RealViewer to monitor e-mails that have been routed with media blending, alongside normal telephone calls - both historically and in real-time - giving users a complete picture of their call and e-mail activity.

Reporter Pro users will be able to apply the following report templates to effectively measure their e-mail traffic:

- E-mail List, General
- E-mails by Half Hour
- E-mails by Hunt Group
- E-mails by Talk Time
- E-mails by Domain
- E-mail Summary by Day / Week / Month
- E-mails by Agent

## **Live Server Configuration**

Users now have the ability to configure the CCS Server in real-time, using the Data Manager application, without service interruption. Live server configuration provides the following:

### Features:

- CCS Server now runs as a service on a server
- Provides real-time configuration without service interruption
- Local or Remote maintenance through company network or Internet

### Benefits:

- Saves valuable time for IT managers
- Continuous Service
- Continues to monitor and measure during reconfiguration



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CCS 4.0 now provides users with enhanced server configuration abilities. In the previous release of CCS, the CSS Server could only be configured offline, causing disruption and loss of service when the system needed to be updated or maintained. Users now have the ability to perform live maintenance to the CCS Server using the “Data Manager” application, without having to take the system offline. This improvement saves the user time and enables service levels to be maintained when the CCS Server needs to be reconfigured.

In addition to live maintenance, CCS 4.0 also enables remote CCS Server configuration. Users can configure the CCS Server remotely from another computer through the company network or Internet, providing greater flexibility. This is ideal for remote administration across multiple locations.

## Internal Call Support

The CCS Server now supports internal call modeling, monitoring all calls whether internal or external. Internal Call Support provides the following:

### Features:

- New statistics and filters in Reporter Basic/Reporter/Reporter Pro and RealViewer supports internal call monitoring
- New conditions in Intelligent Router to support intelligent routing of internal calls

### Benefits:

- Enhanced management reporting
- Improved staff supervision
- Better staff accountability
- Increased productivity
- Better call handling through improved Intelligent Router

CCS Server 4.0 now supports *internal* as well as external call modeling. All calls can now be monitored, whether internal or external.

This new feature allows users to apply the advanced reporting and navigation capabilities of Reporter and Intelligent Router to calls regardless of origin or destination, enabling users to effectively manage their call traffic.

The ability to measure internal call traffic is configurable allowing users to specify on a per-device basis as to whether internal calls are modeled or not. Users can specify whether inbound, outbound, or both types of internal calls are modeled on a per-device basis as well.



# Enhanced CallViewer and Connection Assistant

CallViewer and Connection Assistant have been updated in CCS 4.0 to provide enhanced user functionality and customization. Enhanced CallViewer and Connection Assistant provide the following:

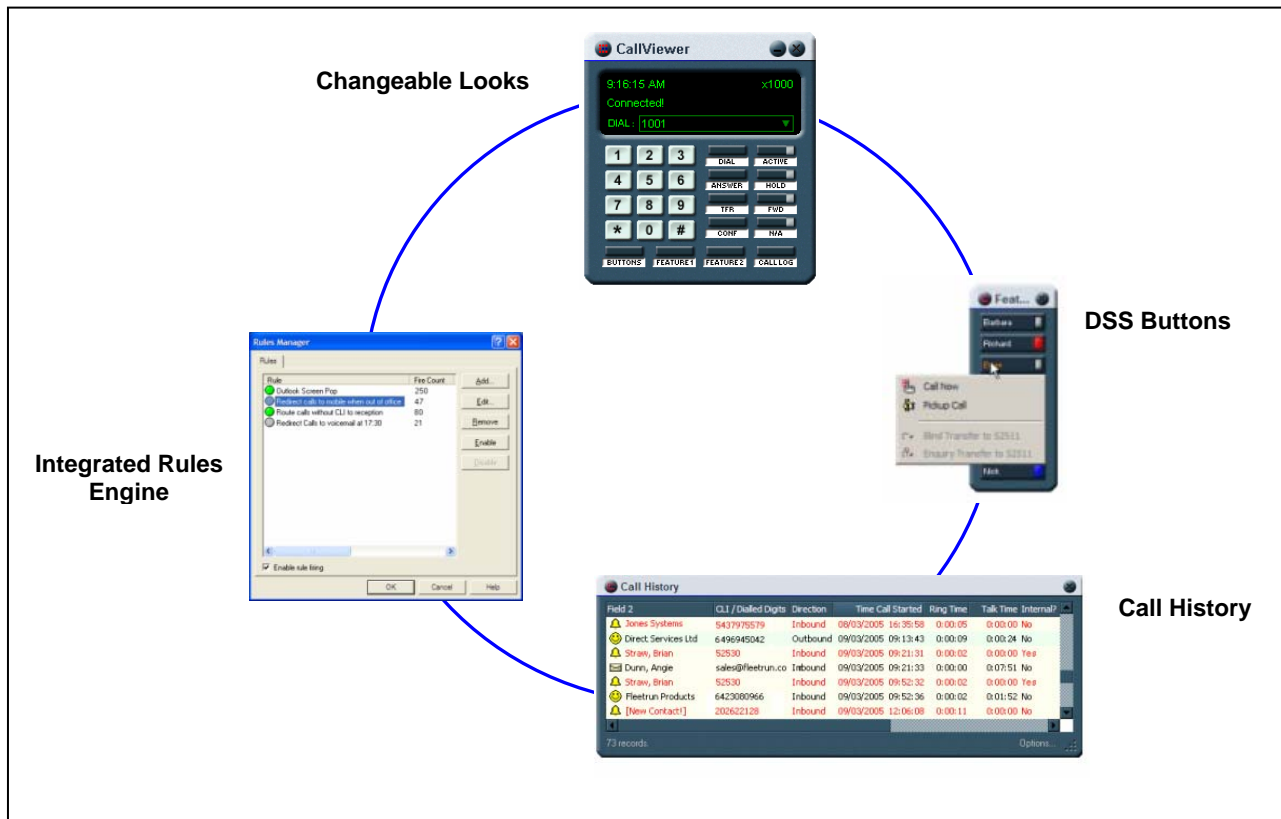
## Features:

- Changeable user interface “Looks”
- DSS buttons
- Call History Log
- Integrated call management system

## Benefits:

- Improved call control capabilities
- Increased productivity
- Improved service
- Better call handling through integrated rules engine

## Example Graphical Interfaces



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## New Graphical Interfaces - Changeable Looks

CallViewer and Connection Assistant have been updated in CCS 4.0 to provide enhanced user functionality and customization. Users now have more “Look & Feel” options. Each “Look & Feel” is highly configurable allowing the user to modify the interface to suit their call handling needs and requirements. Users have access to such features as DSS buttons, integrated call logger, personal call router, as well as advanced call control functions direct from the CallViewer interface thus improving their call handling capabilities and performance.

Users can choose from four different “Looks” as standard. These include:

- Executive Display
- Handset
- Quick Connect
- Legacy

In other applications, when the user changes “Looks”, the underlying application remains the same. In CCS 4.0 however, the concept of “Look” not only defines how the interface will appear, but also defines the functionality that is made available.

**Executive Display:** The Executive Display Look is the most feature-rich interface available. It is designed for users who require easy access to advanced call control functions or user-definable actions, and who are less concerned over the size of the interface. Using this Look, users have greater flexibility to select and arrange the components of the interface to suit their needs.

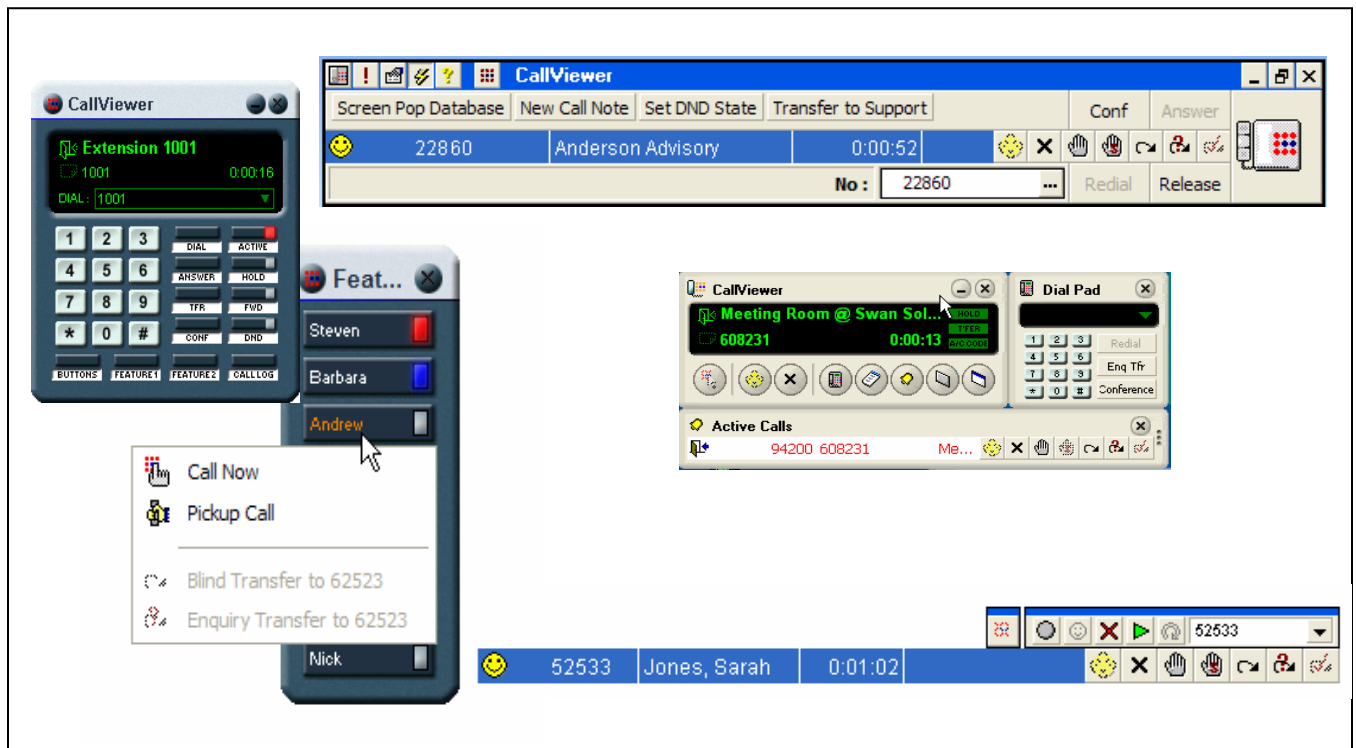
**Handset:** The Handset Look is designed for users who generally deal with fewer calls, and require more advanced call control or user-definable actions. The Handset Look has similar functionality to the Executive Display and is designed for those users who prefer an interface that looks like the phone on their desk.

**Quick Connect:** The “Quick Connect” button has a similar appearance to the “Quick Connect” in the previous release of CCS to aid familiarity for existing users. The “Quick Connect” button is intended for call center agents that are more interested in their database application than in Computer Telephony Integration (CTI) middleware, providing a reasonable amount of functionality while using very little desktop space. The “Quick Connect” button does not provide access to feature buttons or allow window docking.

**Legacy:** The Legacy Look is designed to look very similar in appearance to the previous release of CCS to aid familiarity for existing users, thus reducing the need to retrain existing users of CCS. The Legacy Look supports new features within the existing window framework, however, it does not provide access to feature sets or allow window docking.



## Example CallViewer Looks



## DSS Buttons

CallViewer has been updated in CCS 4.0 to provide enhanced user functionality and customization.

Previously a feature of Reporter Real-Time and in CCS's RealViewer as an additional option, DSS buttons are now available in CallViewer and Connection Assistant.

DSS buttons allow users to quickly see the call status of their colleagues to determine whether they are on a call, unavailable or free. Users can elect to see more information about a given extension including the identity of the caller they are connected to and their current DND status, allowing users to assess the availability of their associates.

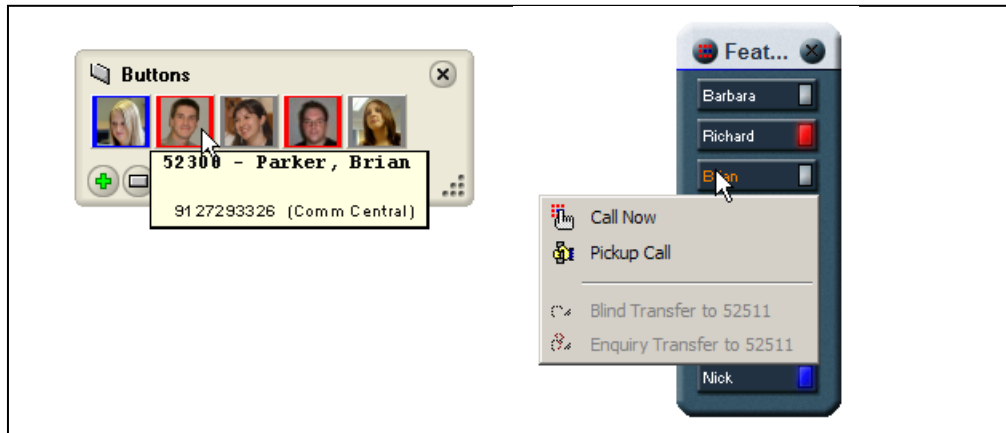
As well as extension monitoring, DSS buttons can also be used to perform call control operations against the extensions being monitored such as transferring or picking up calls.

Another feature is the ability to use "Avatars". An Avatar is a virtual or graphical representation of a person. Using digital cameras, users can create avatars of their employees and customers.

Depending upon the license (CallViewer/Connection Assistant), the user can display up to 250 DSS buttons at one time.



## Example DDS Buttons



## Call History Log

CallViewer has been updated in CCS 4.0 to provide enhanced user functionality and customization.

The Personal Call Logger application in CCS 3.3 has been replaced in CCS 4.0 with an integrated call history. The call history provides the user with a personal list of calls that have been made or received - both internally and externally - from their extension. In addition, the call logger also displays e-mails that have been routed to the user through media blending.

The call history can display up to 5000 calls depending upon the license and will record information such as:

- Direction of the call i.e., inbound or outbound
- Contact type i.e., call or routed e-mail
- Name of the caller, taken from the user's database
- Whether the call was answered
- Telephone number of the caller
- Time of the call
- Ring time of the call
- Total duration of the call

## Example Call History Log

	Time	Call Started	Field 2	Caller ID / Dialed Digits	Ring Time	Talk Time	Direction	Internal?	Answered
☺	3/31/2006	8:47:29 AM	First Games Group	480 200 0427	0:00:05	0:11:58	Outbound	No	Yes
☺	3/31/2006	8:39:10 AM	VM Notify/Retrieval	602 272 7732	0:00:00	0:02:13	Outbound	Yes	Yes
⚠	3/31/2006	8:30:54 AM	Main Number Day	64961	0:00:01	0:00:00	Inbound	Yes	No
☺	3/30/2006	4:11:07 PM	Alpha Software Corp	602 385 2761	0:00:02	0:00:06	Inbound	Yes	Yes
☺	3/30/2006	3:46:28 PM	Brown Solutions Express	602 405 7332	0:00:00	0:11:36	Inbound	No	Yes
⚠	3/30/2006	3:46:26 PM	Main Number Day	64961	0:00:00	0:00:00	Inbound	Yes	No
☺	3/30/2006	2:28:32 PM	Gavel Computers Agency	480 675 4765	0:00:00	0:02:56	Inbound	No	Yes
☺	3/30/2006	2:28:30 PM	Main Number Day	64961	0:00:02	0:00:00	Inbound	Yes	No
☺	3/30/2006	9:11:30 AM	Active Services [US]	480 433 2003	0:00:04	0:01:50	Outbound	Yes	Yes

403 records. Options...



Users have the option to choose which fields are shown, as well as apply filters to customize what information that is displayed. Users can also double-click an entry in the call history to place a call. The call history log provides users with a useful tool for monitoring their daily call activity, so they can monitor their performance as well as enhance their call handling abilities with "double-click" call back.

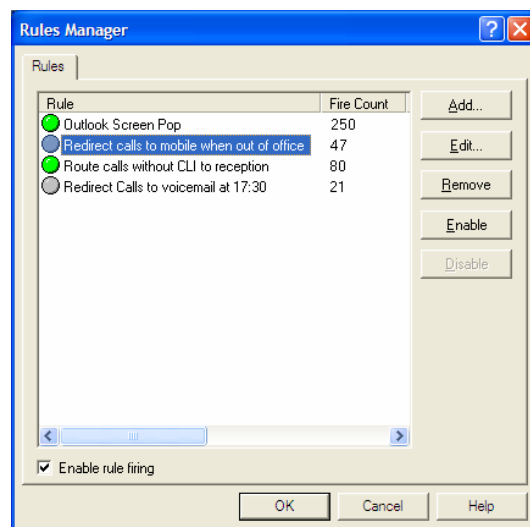
## Integrated Call Management

CallViewer has been updated in CCS 4.0 to provide enhanced user functionality and customization.

CallViewer/Connection Assistant's has enhanced personal call routing capabilities. Now it includes an integrated call management system that allows users to control how calls to and from their extension are handled, by using easy-to-configure rules and actions.

Examples of use include:

- Redirect calls without Caller ID to operator to avoid unwanted calls
- Play notification sounds when certain conditions are met, e.g. when an important client or business partner calls
- Put phone into forward at the end of the working day
- Launch an application/web site based on identified or selected callers.



The call management system provides users with a personal call-handling assistant so that call traffic can be managed automatically.

The license level (CallViewer vs. Connection Assistant) determines the number of rules that can be created, and users can individually enable or disable one or more rules as required.

Feature	CallViewer	Connection Assistant
Available Call Control Features	All	All, except for Set DND State
DSS Monitoring Support?	Yes	Yes
Store Call History?	Yes	Yes
User Can Create Buttons?	Yes	Yes
Create Ready To Go Actions?	No	No
Create User-Defined Actions	Requires Developer SDK	No
Run Ready to Go Actions	Yes	Yes
Run User-Defined Actions	Yes	No



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## Enhanced Call Annotation

CallViewer and Connection Assistant now provide enhanced call annotation capabilities, allowing users to attach call annotations to routed calls. Enhanced Call Annotation provides the following:

### Features:

- Automatic screen popping of call annotations upon receiving an annotated call
- Rules or buttons can be created to generate common annotation automatically
- Call annotations can be reported in Reporter/Reporter Pro

### Benefits:

- Improved customer service
- More efficient call handling
- Increased productivity

When a user is faced with a call that needs to be transferred to a second party, possibly for further information etc., the user can now attach an annotation to the call, giving details of the initial conversation before transferring it. Upon receiving the annotated call the second party will be automatically displayed the annotation, allowing them to review details of the initial conversation before answering the call. This puts the user in a better position to respond to the call and improves customer service. Call annotations will appear in the user's call history, as well as in an active call list, and users will be able to create rules or buttons to create common annotations automatically. Additionally, call annotations can be reported in CCS Reporters.

## Agent Help Support

CallViewer now includes an enhanced "Agent Help" feature that allows managers to monitor and react to the support needs of their staff in real-time. Agent Help Support provides the following:

### Features:

- New Action settings to support "Agent Help"
- Agent Help can be initiated directly from the CallViewer interface
- Sends an instant alert to the manager to notify them of problems as they occur

### Benefits:

- Improved agent supervision and customer service
- Happier customers and better call handling

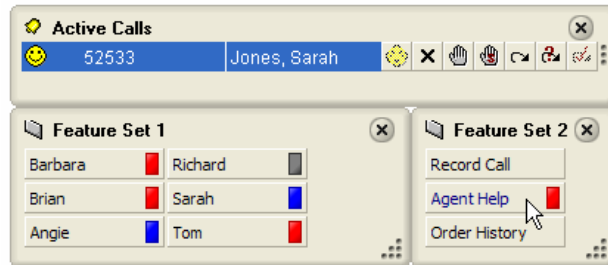
If an agent is faced with a difficult call that requires the assistance of a manager, the agent can request "Help" from the CallViewer interface. This will send an instant alert to the manager. Upon receiving the alert the manager can then monitor the call to offer guidance, transfer the call to another agent who may be more skilled to deal with the call or handle the call themselves. This feature allows managers to address the support needs of their staff first hand, as well as improve customer service.



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When the Agent Help feature is coupled with the Call Annotation feature, the supervisor receives an alert when the agent requires assistance. The supervisor may also display the annotation so they can immediately assess the agent's urgency and figure the best way to assist. The supervisor may also run reports on annotations and agent help occurrences.

### Example Agent Help Feature



## Historical Call Routing (Intelligent Routing Enhancement)

Intelligent Routing now provides enhanced routing conditions, allowing calls and e-mails to route back to the last agent the person was in contact with to provide better customer service. Historical Call Routing provides the following:

### Features:

- New routing conditions in Intelligent Router to support Historical Call routing
- Route calls and e-mails from identified parties, back to the last three agents a person was in contact with.

### Benefits:

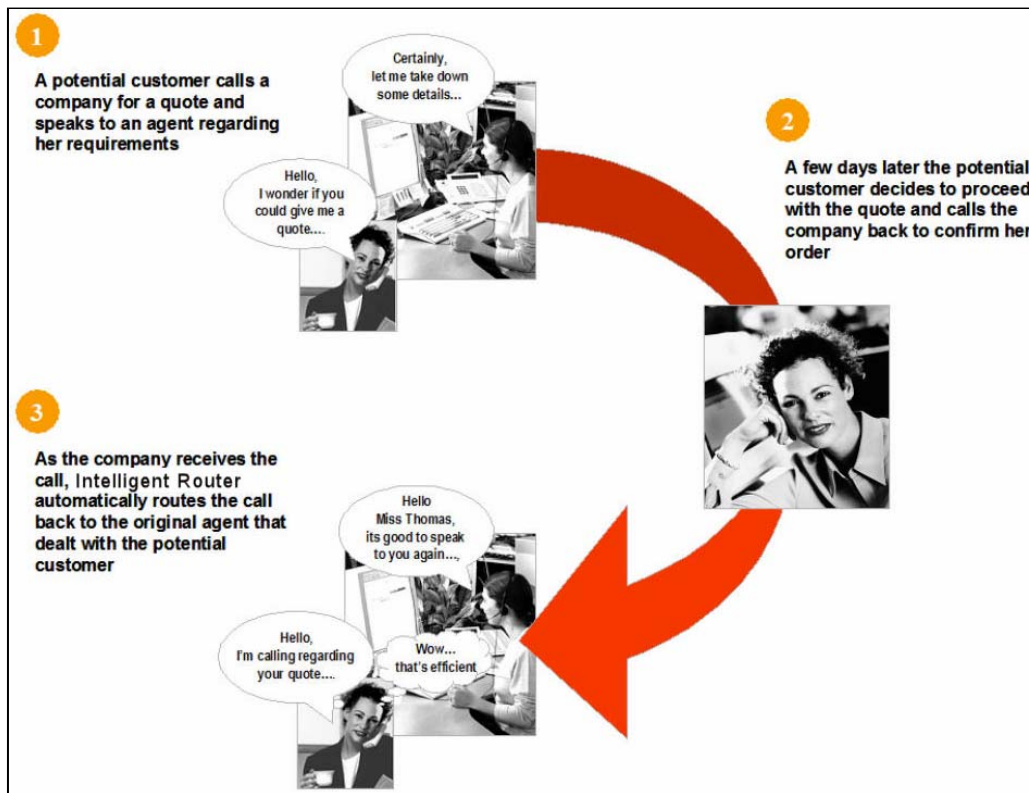
- Improved call handling
- Reduced call handling times
- Happier customers
- Improved customer service

New for CCS 4.0, Intelligent Router now provides support for "Historical Call" media routing allowing calls and e-mails, from identified parties, to be automatically routed back to the last extension or agent the person was in contact with. This reduces call-handling times and improves customer service.

This feature is facilitated by the CCS Server which now stores a history of the last three extensions or agents that handled a contact with a known identity. If the primary extension or agent is busy or unavailable, Intelligent Router can automatically route the call or e-mail to an alternative contact.



## Example Historical Call Routing



## DND Reporting

As well as Multi-Media reporting, CCS's Reporter Pro now supports advanced DND (Do-not-Disturb) status reporting, allowing managers to monitor how much time their employees are spending on non-telephone based activities. DND Reporting provides the following:

### Features:

- New Reporter Pro ACD templates for DND reporting
- Over 60 DND status statistics
- Stats include - Time in "DND State" Average Time in "DND State" and % Time in "DND State"

### Benefits:

- Improved supervision of staff
- Better staff accountability
- Increased productivity

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DND reporting is available by extension or agent in CCS's Reporter Pro, both historically and in real-time.

Reporter Pro users can use the following report templates:

- DND Status by Extension
- DND Status by Agent

Users can also apply over 60 DND status statistics, to effectively measure how much time Agents or Extensions are spending in each DND state, these include:

- Total Time in DND State
- Average Time in DND State
- % Of Time in DND State

## Summary

<b>Features</b>	<b>Benefits</b>
Media Blending	Distribute various media types between agents, ensuring the most efficient response to your customer based on how your customer communicates with your company and increase the effective use of your staff.
Live / Remote Server Configuration	Live/Remote Server Configuration gives greater flexibility and increased administrative support and reduces down time.
Internal Call Support	Effectively manage and report on internal call traffic and improve employee supervision.
Enhanced CallViewer	Enhanced user interface, functionality, and customization for increased desktop productivity and customer interaction.
Agent Help Support	Integrated Call Monitoring and ability to support needs of staff in real-time when faced with difficult call.
Enhance Call Annotation	Attach call notes to rerouted call to improve call handing and internal communications.
Historical Call Routing	Route calls/e-mails back to the last agent/extension the caller was in contact with for better customer service and increased customer loyalty
DND Reporting	Track the amount of time staff spends on non-telephone based activity for improved staff management.

