



# OpenScape Contact Center Agile V8

## Bringing Customer Satisfaction Within Reach

For many small and medium-sized enterprises, superior customer service is a key competitive differentiator.

OpenScape Contact Center Agile V8 is a cost-effective, feature-rich contact center solution designed to meet the customer service needs of small-to-medium sized enterprises and "informal" call centers up to 100 active agents.

- Maximize first-contact resolution with unique presence and collaboration tools
- Improve productivity with intuitive, visual tools for agents and managers
- Deploy easily, with reduced complexity and modular upgrade options

## Maximizing first-contact resolution

OpenScape Contact Center Agile's intelligent group-based routing ensures customers are connected with the best qualified agent on a contact-by-contact basis, regardless of the contact medium (phone, e-mail, and callbacks).

By allowing for blended media interactions, OpenScape Contact Center Agile reduces the need for follow-up calls or e-mails. This increases customer satisfaction and helps decrease the number of incoming contacts.

With integrated multimedia presence and collaboration tools, OpenScape Contact Center Agile empowers agents to find and collaborate with support staff anywhere in the enterprise.

Experts or specialists beyond the contact center can be set up with Associate Desktops to make themselves accessible should their expertise be required to solve customer issues.

## Optimizing usability

OpenScape Contact Center Agile provides contact handlers with intuitive, flexible and visual desktop tools to streamline contact handling and improve productivity.

The unified Manager interface includes all the tools required to operate a world class contact center including a workflow style contact routing design tool, as well as powerful real-time and historical reporting capabilities.

## Streamlining deployment

As a highly packaged, modular solution, OpenScape Contact Center Agile enables you to flexibly add features and functionality - whenever you are ready.

A single application base ensures seamless upgrade options and allows for expansion from small to large, from simple to sophisticated, and from TDM to IP while protecting your investment.

## Simplifying contact center management

Simplicity is the key for small and medium sized businesses.

OpenScape Contact Center Agile provides a truly unified Manager Desktop, with a flexible interface and a familiar "Outlook-style" screen layout. This means faster, easier design and configuration with one integrated tool for all management functions.

## Manager Desktop

The Manager Desktop includes the following work centers:

### Administration Center

Administration Center is used to define users, groups, and resources. Pre-built, editable profiles and related permissions simplify user configurations. User templates and import functionality streamline the creation of new users.

Users may be assigned to a single group or to multiple groups for more sophisticated contact handling strategies.

### Broadcast Center

Broadcast Center allows message views and real-time statistics for all media to be filtered and displayed on wallboards, client-connected plasma displays or streamed to agent desktops. It offers a point-and-click interface to define rules, thresholds and display parameters.

### Design Center

Design Center provides configurable, reusable components for use in intelligent groups-based routing flows and queue processing strategies for voice and e-mail interactions. All incoming voice and e-mail contacts are analyzed, categorized and routed according to these flows.

## Design Editor

Design Editor, a visual, workflow-style tool, automatically checks and validates your routing strategies as you create them.

## Call Director

Call Director is OpenScope Contact Center Agile's integrated IVR that enables you to create intelligent "front-end" call processing flows using Design Center's drag-and-drop interface.

It offers interactive components such as:

- Auto-attendant and call menu prompting
- Caller input digit collections
- Intelligent messages while in queue
- Read/write access to external databases
- Dynamic, multi-format "Numbers-to-Speech" playback
- Custom functions to execute virtually any routine or external application

Call Director offers basic self-service and interactive front-ending of incoming calls, often eliminating the need for a complicated and costly IVR integration.

The ability to read from and write to external databases simplifies customer data-directed routing and the recording of newly captured customer information via ODBC.

Conditional routing based on real-time metrics like current service level or average wait time is as easy to design as schedules for after-hours routing.

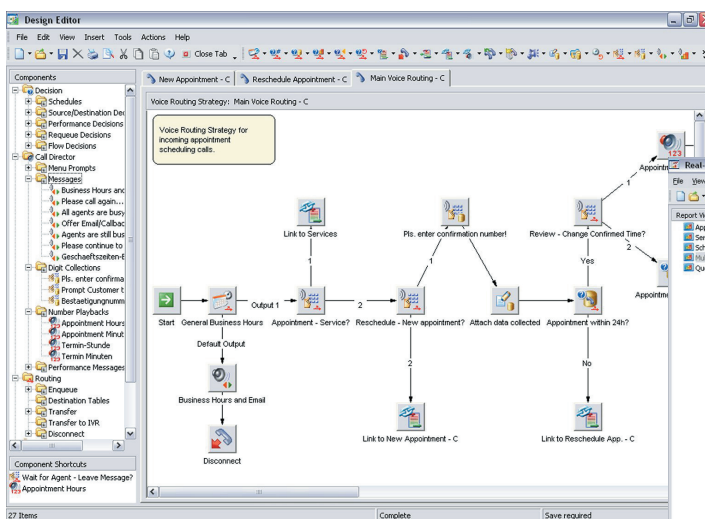
## Microsoft Dynamics CRM integration

The pre-built Microsoft Dynamics CRM integration uses data like caller phone number or collected digits (e. g. customer number) to provide screen pops of customer data within the Microsoft CRM desktop. It is fully integrated into the Design Center workflows, and does not require specialized services.

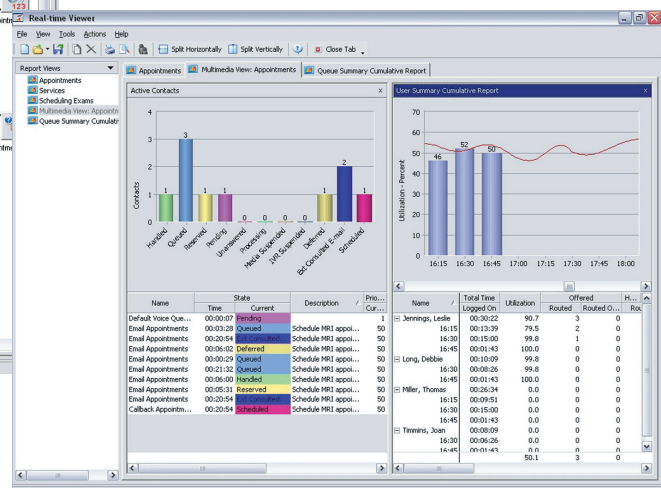
## Report Center

Report Center is built on a powerful reporting engine that allows you to define and view a virtually unlimited number of graphical and tabular reports for all media. Customizing reports in this flexible interface is easy, and does not require an external report writer.

Report Center provides insight into your contact center operations. It improves monitoring capabilities and helps you make more effective decisions. Managers have the ability to proactively spot patterns and respond - before they become problems.



Design Center – Design Editor



Report Center – Real-time Viewer

## Real-time and cumulative reporting

Real-time and cumulative views are refreshed continuously. They present key information such as agent utilization, service levels, abandon rates and average handling time for voice and e-mail interactions.

Thresholds and alerts are easily defined and provide audio and visual notification to the manager when definable operating metrics are exceeded.

A built-in analytic model uses statistical data to predict trends and contact volumes in real-time. This helps improve decision making with regards to staffing resources or contact routing.

## Activity logs

Detailed, searchable activity logs enable managers to examine the step-by-step progression of any customer contact. Managers can also review the detailed activities of an agent throughout the day, for all media. This is useful for user training and follow-up activities for contact auditing.

## Historical reporting

Comprehensive graphical and tabular historical reports can be quickly created by just pointing and clicking to select data elements and customized report parameters.

The report output can be scheduled, viewed on-demand, printed, or exported to formats like Excel, HTML, PDF, or text.

## Agent Desktop

The media-blended Agent Desktop provides tools and information for handling voice and e-mail interactions more efficiently while enhancing customer service quality.

### Agent Desktop features

- Intuitive, unified interface for handling voice, e-mail and callback interactions
- Unique presence and collaboration tools that drive first contact resolution
- Convenient "tear off and park" screen elements and toolbars
- Streaming real-time statistics and personal performance data
- Visual "Contacts Waiting Indicator" for incoming calls, e-mails and callbacks
- Availability status and wrap-up reasons, which can be reported on
- "Icon Mode" display option to reduce screen footprint to a system tray icon
- Fully configurable "Hot Key" support

### Voice and callback handling

A full set of telephony controls and tools streamline the handling of incoming calls as well as agent and customer-initiated callback interactions – from the phone or the web.

The Create Callback component allows the manager to use collected data to create a new callback contact as part of the overall workflow processing of the contact.

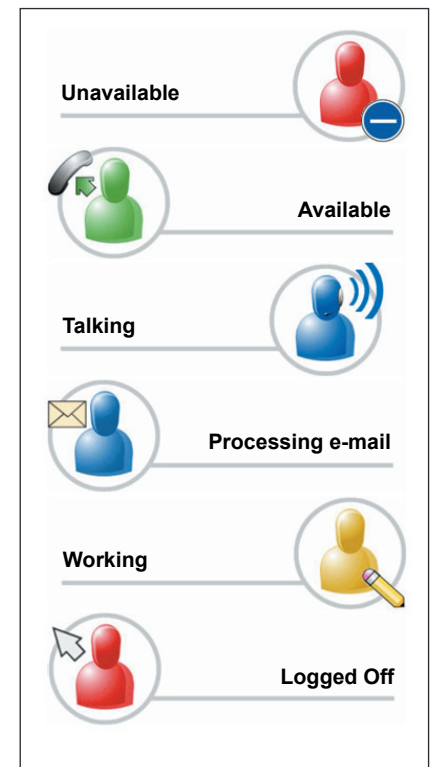
Synchronized with the arrival of each interaction at the desktop, the agent receives customer data and contact details right within their Agent Desktop application.

In addition, an interface to 3rd party or in-house CRM systems can be used to automate customer file retrieval for display on the agent's screen.

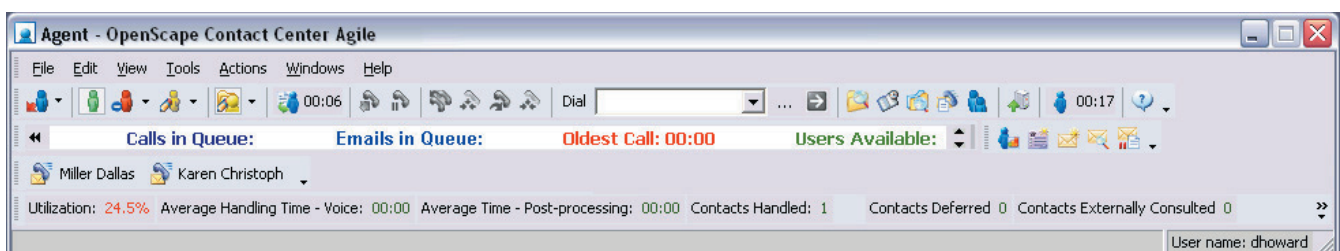
## Presence and collaboration tools

To further help drive first contact resolution and responsiveness, agents can use the expanded Team List and Team Bar features to view real-time presence and availability states of their peers, managers or even experts outside the contact center. Users can add up to 100 members to their Team List and up to 25 contacts on to their Team Bar. Detailed multimedia presence information empowers agents to easily find the right person to collaborate with for voice and e-mail contacts.

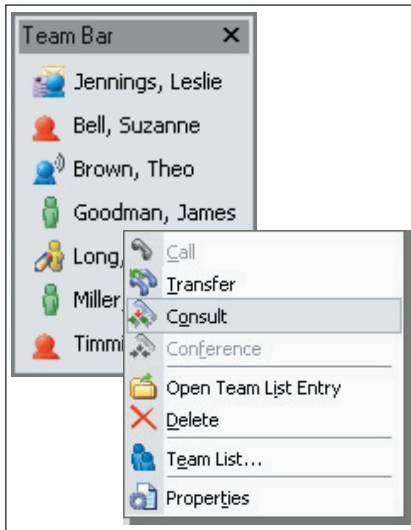
Available users can be included in a call by transferring, consulting or conferencing with just a mouse click.



Presence icons



Agent Desktop



Team Bar

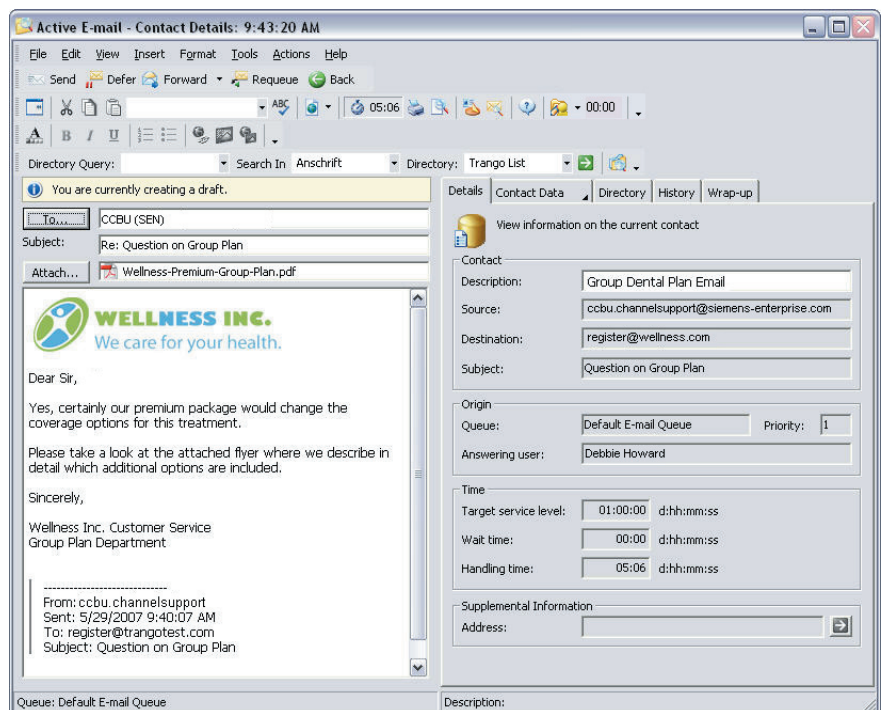
## E-mail handling

The Agent Desktop offers tools for efficiently handling incoming and agent initiated e-mail interactions in both Text and HTML format. It provides a screen-pop window for incoming e-mail contacts. Internal and external e-mail forwarding and consultation enhance responsiveness and expedite resolution.

By initiating new e-mails, agents can proactively reach out to customers. For determining the success of e-mail campaigns or reactivation of customer relationships, agent initiated e-mails and related replies can be tracked and reported on.

Information e-mailed to a customer is stored in the database so agents can see responses made to the customer thus reducing the need for follow-up activities by the agent.






The e-mail history tool allows the use of various search criteria to track the progress of interactions and search within existing e-mail threads. This enables agents and managers to establish a sequence of interactions leading to a satisfactory resolution.



Agent Desktop: incoming e-mail contact

## General features

- Intelligent group-based routing for voice, e-mail and callback contacts
- Available routing, call and queue processing components include:  
Time of day / day of week schedules, Caller and e-mail source/destination decisions, Performance level decisions, Data directed routing, Custom functions to execute virtually any external application, Enqueue for last agent
- Integrated database
- Wallboard support
- CTI (CSTA) integration
- Multiple language support (English, French, German, Italian, Portuguese, Spanish)
- Supports TDM, IP, and hybrid TDM / IP environments and end user devices and clients

<b>Get Agile - the most powerful yet simplified contact center solution</b>	
	A cost-effective, all-in-one solution
	Simple to install, manage, and use
	Flexible deployment supporting TDM, IP, or TDM/IP Hybrid environments
	Deploy individual IP agents regardless of physical location
	Seamlessly migrate to OpenScape Contact Center Enterprise for added features and functionality

## Manager Desktop

- Administer users, groups, queues, and devices
- Multiple user import capability, assign user templates
- Design of routing strategies and queue processing for voice and e-mail contacts
- Graphical real-time and historical monitoring and reporting, alerts and notifications
- Rules-based streaming broadcast capabilities for wallboards, client desktops or client-connected plasma displays
- Telephony platform synchronization and related capabilities

## Agent Desktop (optional)

- Blended multimedia desktop (incoming phone, e-mail, callback)
- Unique multimedia presence management and collaboration tools
- Full desktop telephony controls (softphone), click-to-dial speed dial
- LDAP directory integration and search functionality
- Team list of up to 100 members
- Contact log with all inbound and outbound voice and e-mail interactions in the last 24 hours of logged-on time
- Contact details screen-pop
- Work and Unavailable reason codes
- Wrap-up codes assigned to queues
- Visual Contacts Waiting indicator
- Real-time streaming statistics and personal performance data
- System tray "Icon Mode"
- Customizable launch pad with "tear off and park" toolbars
- Fully configurable hot key support
- Streamlined Associate Desktop for extended or part-time contact center users

## Call Director (optional)

- Integrated IVR
- Call menu prompting
- Caller input digit collection
- Read/write access to external databases
- Dynamic, multi-format "Numbers-to-speech" playback
- Dynamic passing of collected digits to the Agent application
- Intelligent messages in queue (e. g. expected wait time)
- Full routing design integration
- Supports 4 to 64 ports (8,000 BHCA)
- Requires Intermedia XMU+ or SBX announcement device



## OpenScape Contact Center Agile system capacity

Defined users per system:	500
Active users per system:	100 <sup>1</sup>
Managers per system:	25 <sup>2</sup>
Maximum number of groups:	50
Maximum number of queues:	50

1. communication platform and system configuration-dependent
2. system configuration-dependent

## Software platform

### Server

- Windows Server 2003  
Standard Edition SP2,  
Enterprise Edition SP2,
- Windows Server 2003 R2  
Standard Edition SP2,  
Enterprise Edition SP2
- Windows Server 2008  
Standard Edition SP2,  
Enterprise Edition SP2
- Windows Server 2008 R2  
Standard Edition SP1,  
Enterprise Edition SP1

### Client

- Windows XP Professional Edition SP3
- Windows Vista Business or Enterprise Edition SP1
- Windows 7 Professional or Enterprise Edition

## Server hardware platform<sup>1</sup>

Recommended: Xeon X3320, 4GB RAM, 160 GB HD SATA, 100 Mbps Ethernet, 16x DVD-ROM

## Supported communication platforms

- HiPath 3000 V8 and V9

### Standard pre-integrations

- Pre-built Microsoft Dynamics CRM screen-pop
- XML interface for workforce optimization (e. g. Verint, NICE)
- Intermedia XMU+ and SBX Devices
- Spectrum Wallboards
- LDAP Directories

### Standard interfaces

- CRM screen pop API
- 3rd party IVR API (HPRI)
- XML, ODBC

1. system configuration and load-dependent



