



OpenScape Contact Center Call Director

Intelligent self-service made easy with our integrated Call Director IVR software



Customer satisfaction without the cost

Offer customers a self serve option and watch costs fall - and satisfaction rise.

Enhance your customers' experience without breaking the bank.

Your customers want choice, speed and convenience. You want to increase satisfaction and reduce your operational costs. OpenScape Contact Center Call Director does it all.

Optimizing the Call Director IVR call flow, you can give your callers the results they need, fast - whether they choose to self-serve or engage a live agent for assistance.

It's delightfully simple to use: the drag-and-drop call flow editor lets you create custom call flows on-demand.

Plus, you can make call flow adjustments on-the-fly - instantly addressing the changing needs of both customer and contact center.

Self-Service Capabilities

Automate caller requests through Call Director to get customers moving quickly. They can request a live agent at any point - enjoying multiple contact options and a significantly improved experience.

IVR Reporting

An integrated component of OpenScape Contact Center Agile and Enterprise, OpenScape Contact Center Call Director gives you the power to interrogate each contact - from beginning to end. Detailed reports show where callers drop out or get stuck - allowing you to follow the contact throughout the IVR to view the navigated path of each customer.

Database and CRM Connectivity

Integrate Call Director data into your CRM and other line of business applications - and help agents handle calls more effectively. A full range of integration options are available allowing your Call Director IVR to query a wide range of external databases and CRM systems.

Plus, perform basic transactional or self-service applications - and eliminate the need to implement a more complex and expensive external IVR.

Simple, Powerful, Integrated and Flexible

Everything you need to run a world class contact center

Multiple IVR Capabilities

- Auto-attendant with navigation menu prompts
- Caller input digit collection
- Messages and greetings
- Estimated wait time or position in queue messages
- Dynamic, multi-format “numbers-to-speech” playback

Visual Call Flow Development

Use Design Center’s intuitive drag-and-drop interface to program Call Director components into routing and queue processing flows.

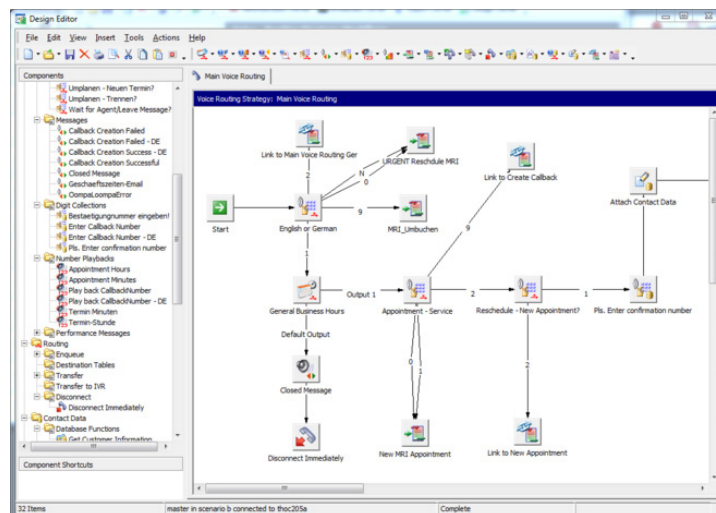
In house and on the fly, makes call flow changes quick and easy - without Professional Service involvement.

Flexibility and Scalability

Our Call Director IVR can take as many, or as few, calls as needed - so you can scale up and down on demand.

Business Benefits

- Fast return on investment
- Lower total cost of ownership - Call Director is easier to deploy, program and operate than 3rd party IVRs
- Improved adoption of your self-service application through detailed reporting and complete visibility into IVR usage
- Enhanced user choice and experience increases customer satisfaction
- Reduced costs by reducing agent call volumes
- Reduced call times by gathering information from callers before they ever talk to a live agent
- Increased control with the flexibility to manage exactly how you want to handle inbound calls
- Streamlined purchasing, implementation, and support through a single vendor



About Unify

Unify—formerly known as Siemens Enterprise Communications—is one of the world’s largest communications software and services firms. Our solutions unify multiple networks, devices and applications into one easy-to-use platform that allows teams to engage in rich and meaningful conversations. The result is a transformation of how the enterprise communicates and collaborates that amplifies collective effort, energizes the business, and dramatically improves business performance. Born out of the engineering DNA of Siemens, Unify builds on this heritage of product reliability, innovation, open standards and security to provide integrated communications solutions for 75% of the Global 500. Unify is a joint venture of The Gores Group and Siemens AG.

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