

## Vertical TeleVantage<sup>®</sup> Contact Center

# Comprehensive call management at a fraction of the cost of comparable high-end systems

**Whether you are taking orders or helping customers, your contact center's performance is critical to your reputation and is often the most important factor in achieving your growth and profitability goals. TeleVantage Contact Center gives you the tools to make agents more productive and callers more satisfied.**



### **DRAMATICALLY LOWERS COSTS WITH A PROVEN SOFTWARE SOLUTION**

Traditionally, businesses in need of full contact center functionality had to choose costly products, many of which required proprietary hardware that operated separately from the company phone system. That approach added complexity and raised costs, while severely limiting flexibility.

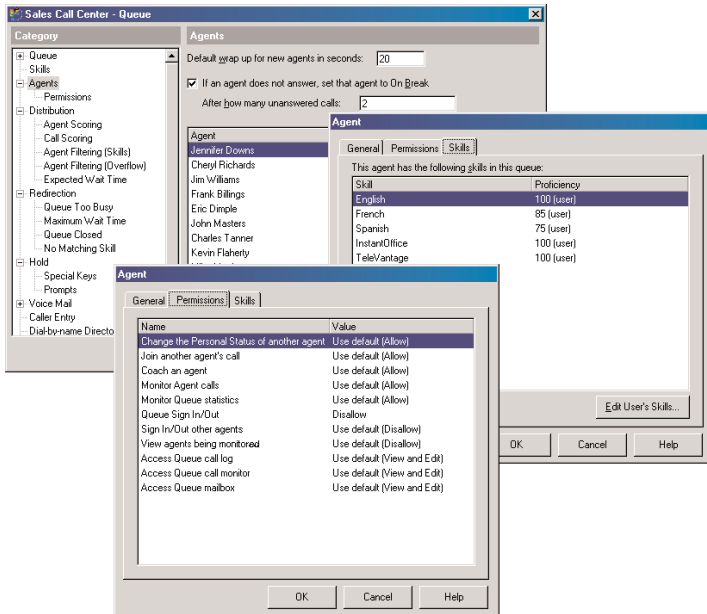
TeleVantage Contact Center, a fully integrated module of the award-winning TeleVantage IP-PBX, provides powerful contact center capabilities with no additional hardware required. Because it is a software solution, TeleVantage Contact Center future-proofs your call center investment because it is easily customized and expanded. Configuration and use is highly intuitive and uses the familiar, easy-to-use TeleVantage interface. TeleVantage Contact

Center can also be configured as an adjunct contact center solution to a traditional PBX.

### **MANAGE AND CREATE QUEUES FROM A SINGLE POINT**

Within Contact Center, the TeleVantage Administrator provides a single unified interface for managing all aspects of contact center queues. For example, with a mouseclick you can choose how calls in a queue are distributed to agents, customize the callers' hold experience by playing single or repeating messages, prompt callers to enter data, configure call priority, set up automatic call recording, and more. It's just as easy to move, add and change agents, set up and change agent or supervisor permissions, grant permissions to individuals or groups, record hold prompts, change routing, manage the queue's voice mail or take the queue off-line.

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## ENHANCE THE ON-HOLD EXPERIENCE FOR YOUR CALLERS

Successful contact center managers know that you only have one chance to make a first impression. Customers form opinions about the quality of the company before they ever speak to an agent. With TeleVantage Contact Center, each queue can have its own on-hold music source and prompts can be customized and conditional, even playing personalized prompts for special customers or to those who enter a customer number. Give callers a choice and free your valuable phone lines by allowing them to press a single key to stop waiting and either leave a voice mail message with a call back number, or transfer to an operator, auto attendant or different queue. The queue can be managed automatically, manually or any combination that you need to make your caller's experience a positive one.

## EMPOWER YOUR AGENTS

TeleVantage Contact Center gives agents the tools they need to get the job done. While agents can handle incoming calls using only the phone, agents with a PC can use the TeleVantage ViewPoint application, which provides graphical call management that is powerful yet simple to use. With ViewPoint, agents can point and click to grab a waiting call from the queue, or see if a supervisor or other expert is available, and send them a text instant message for consultation or conference or transfer the call as needed. Audio prompts or visual indicators let agents use either their phone or PC to easily distinguish calls from different queues, and queue calls from personal calls.

Agents can use TeleVantage to play hello greetings, disclaimers and answers to commonly asked questions – giving callers answers before they even speak to an agent. This strategy makes the callers' on-hold experience more rewarding and frees up agent time for other calls.

With the click of a mouse or by following verbal menus on the phone, agents can change their personal status to begin or end their shift, take a break or indicate that they are in a meeting or working from home. Agents with the proper permission can sign in and out of different queues as needed. Supervisors can

## CONNECT CALLERS QUICKLY TO THE RIGHT AGENT

Unlike other contact center solutions that require programming or complex flowchart design, TeleVantage lets administrators control all routing functions with a simple point and click menu-based interface. You can make a queue accessible by an extension, DID, auto attendant or remote office VoIP connection and set up sophisticated routing so that queued callers are quickly connected to the best agent for the call. Examples:

- Route a caller to the agent who has had the fewest calls, has been idle the longest or has the shortest talk time.
- Set up "Last Agent" routing, which connects a callback from a caller-ID-identified caller to the same agent who handled the previous call from the customer.
- Send calls to your least expensive agents first.
- Ring agents simultaneously or in a round robin pattern.
- Use powerful skills-based routing to direct callers to the available agent who is most skilled to address their needs.

You can also create custom routing algorithms that blend any of the built-in caller distribution methods using different weights. Treat certain callers differently based on time of day or who is calling, giving important callers higher priority in the queue. Redirect calls or route them to tiers of overflow agents during high volume periods, maintaining top-quality customer service for your customers. It's easy with TeleVantage Contact Center.

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define how much “wrap-up time” an agent gets after completing a call, and if they are ready, agents can easily end wrap-up early.

## PRODUCTIVITY KNOWS NO BOUNDS

Agent productivity doesn't have to be restricted to where they are. With the proper permission, remote agents can have their calls forwarded to their home, cell phone or other location with no loss of functionality. They can even take their calls via the Internet using VoIP and manage the calls using an IP phone or softphone.

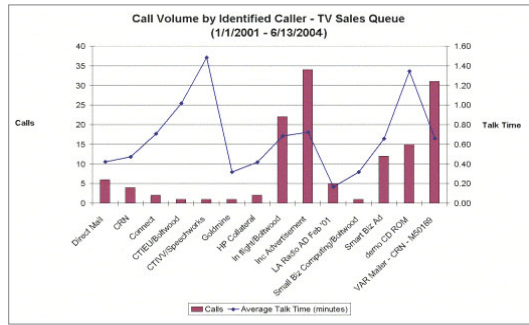
## KNOW WHO'S CALLING

Prepare agents with caller details before they answer the call. Knowing who is calling and the caller's history can enhance the caller's experience, potentially shortening the call and freeing up the agent for more calls. A queue can prompt callers to enter account numbers or issue numbers, then display the information to the agent on-screen. If an agent enters notes on a call and later transfers it, the notes follow the call to help the receiving agent get up-to-speed quickly, and are automatically saved to the Call Log and call recordings for later reference. Get screen pops of identified callers using the built-in contact database, a contact manager such as Outlook®, Act!®, GoldMine®, FrontOffice™ or your own custom, third-party database. The TeleVantage Contact Center can open the matching customer record whenever the contact calls.

## KEEP INFORMED WITH DETAIL REPORTING AND REAL-TIME STATISTICS

Contact center data is key to increasing your contact center performance and profitability. Supervisors need to be able to analyze this data on the fly and make adjustments to better leverage personnel and resources.

Supervisors and agents can monitor queue performance and agent productivity using the TeleVantage Contact Center's Queue Monitor. The monitor displays agent and queue statistics in real time. View at a glance how many calls are currently waiting or being handled, and how many agents are available to take calls. See how many calls were sent to voice mail or abandoned, and the average and longest hold times by day, period and/or shift. Know how many calls each agent answered or placed, and the average and longest talk time.

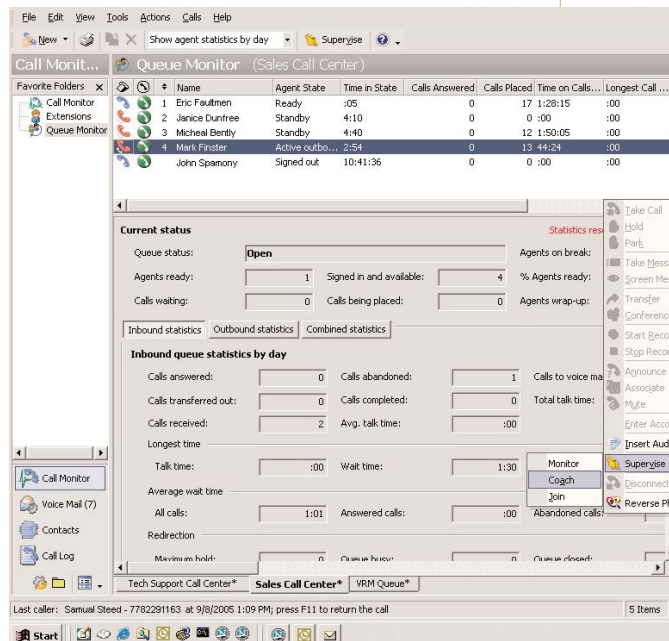


Use the TeleVantage Contact Center Scoreboard to set visual and audible alarms based on custom thresholds, or see queue statistics across a room with optional wallboard support. For remote monitoring, you can dial into the office and enter a code to hear TeleVantage read real-time queue statistics.

The TeleVantage Contact Center also provides several ways to compare ongoing agent and queue performance and compare it against past performance. For detailed analysis, you can use the TeleVantage Contact Center Reporter to run over thirty types of graphical and textual reports, and further analyze the results using Microsoft® Excel.

## SPOT TRENDS IN QUEUE AND AGENT PERFORMANCE

Successfully managing a contact center involves continual data analysis to determine caller and agent trends and make adjustments. The TeleVantage Contact Center Reporter leverages Microsoft Excel to give managers intuitive report-generating tools without the



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hassle of having to import or export information, manipulate or roll up data, or manually create charts. Point and click to run reports on individual agents, queues, inbound calls, outbound calls, wait times, talk times, call volumes, skill requirements and other facets of your contact center performance.

### COACH AGENTS TO IMPROVE SKILLS

The TeleVantage Contact Center lets supervisors discreetly oversee and give agents guidance and training in real time. Whether on-site or remotely via dial-up, a supervisor can monitor an agent's call and choose whether or not the agent is aware of the monitoring. Supervisors can also coach an agent so that the agent can hear but not the customer or join the call and talk to the customer and agent in a conference.

### RECORD CALLS WITH A MOUSE CLICK

Integrated call recording allows supervisors to review the quality of agent conversations at any time by recording a sample of queue calls, or configuring call recording for particular agents. Agents can also record calls on demand to provide documentation on difficult situations. At the conclusion of each call, recordings can be delivered immediately to any voice mailbox or e-mail address. TeleVantage also includes a powerful archive recording browser to allow you or an authorized agent to search and listen through millions of archived recordings so that every agent conversation is just a click away – no matter how old.

### TRACK CUSTOMERS OR CAMPAIGNS

Assign TeleVantage Personal Identification Numbers (PINs) to identify incoming calls generated by advertising campaigns or to identify

important customers even without caller ID. Create TeleVantage call rules to handle these calls differently, and track them using the Call Volume by Identified Caller report.

### EASY TO CUSTOMIZE

Enhance your contact center capabilities with Vertical's pre-built add-on solutions. For example, you can set up internal conferences on the fly or in advance with TeleVantage Conference Manager. Or you can design your own applications using the included Software Developer's Kit (SDK), which provides access to all TeleVantage ViewPoint data and functions. Customized applications can collect customer information, analyze incoming area codes, redirect calls and pass custom data to agents via screen pops along with the call.

### ABOUT VERTICAL COMMUNICATIONS, INC.

Vertical Communications, Inc. is a leading provider of next-generation IP-based voice and data communications systems for business. Vertical combines voice and data technologies with business process understanding to deliver integrated IP-PBX and application solutions that enhance customer service and business productivity. Vertical's customers are leading companies of all sizes – from small to large and distributed – and include CVS/pharmacy®, Household International and Apria Healthcare. Vertical is headquartered in Cambridge, Mass. and delivers its solutions through a worldwide network of systems integrators, resellers and distributors.

**For more information on products and solutions from Vertical Communications, call 800-914-9985 or visit our Website at [www.vertical.com](http://www.vertical.com).**



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