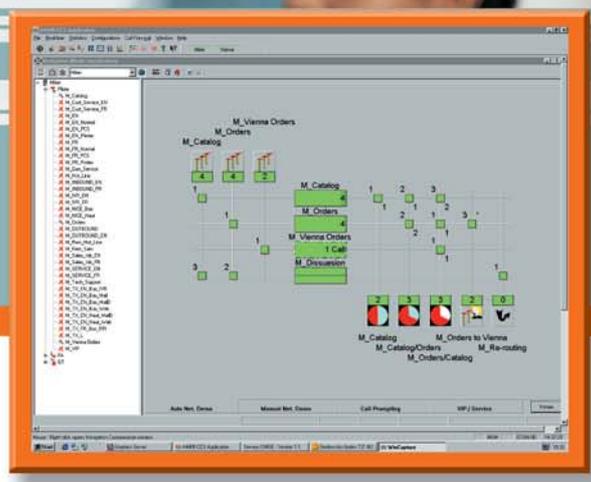Alcatel **OmniTouch** *Contact Center*
STANDARD EDITION
CCdistribution & Supervision

Contact Centers present many challenges for organizations today. They have become an integral part of an organization's strategy for providing efficient, flexible, self-service transactions to all prospects and customers regardless of the type of media access. This requires a sophisticated and reliable call distribution system capable of handling interactions while at the same time providing supervisor control. Alcatel's CCdistribution and CCsupervision products deliver all of this and more.
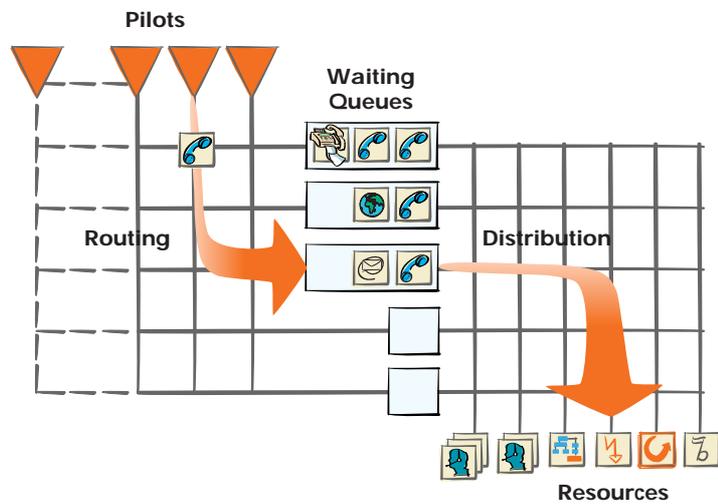
Alcatel CCdistribution

Alcatel's Contact Center distribution (CCdistribution) is a new generation ACD. It's based on the Alcatel **OmniPCX** *Enterprise* newest technologies, on its exclusive decentralized architecture, and on years of user experience.
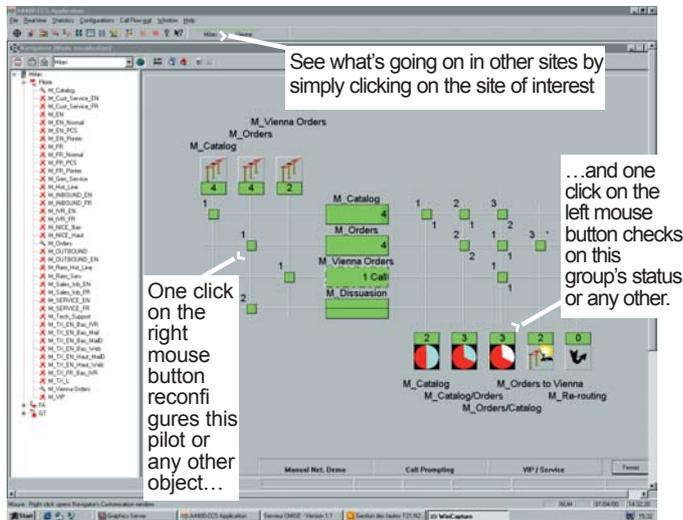
Alcatel's patented matrix distribution model manages traffic and resources beyond competitive norms with its unique skills and cost-based routing algorithm.

Features
- Comprehensive and flexible look-ahead routing and distribution
- Service-based call flow management
- Prioritized "skill mapping" of calls according to available resources
- Direct call on agent extension
- Advanced queuing with embedded voice announcements
- Automatic change of distribution rules depending on time of day or day of week
- Automatic service selection based on called (DNIS) and calling (ANI) numbers
- Equitable call distribution according to arrival order (for each called number)

- Open architecture, turning the Alcatel CCdistribution into a core component of contact center solutions
- Tight coupling with interactive voice response systems including Alcatel's leading voice kit – the Contact Center IVR (CCivr) – for caller identification and call characterization
- Networking capabilities and virtual ACD with multi-site transparent management for supervisors
- Remote agent facilities with Alcatel connecting boxes
- Advanced call prompting and elective transfer with the integrated automated attendant

ALCATEL

See what's going on in other sites by simply clicking on the site of interest

…and one click on the left mouse button checks on this group's status or any other.

One click on the right mouse button reconfigures this pilot or any other object…

This screen is a typical example of a two-node virtual Contact Center. It is a distribution diagram of an enterprise taking orders over the phone through its Contact Centers in Milan and Vienna. Supervisors have complete visibility and control over the virtual Contact Center and with load balancing, incoming calls are efficiently handled. They also have access to both locations and can efficiently manage operations, regardless of where agents physically sit.

Three services are spread over the two sites:
"1-Catalog" and "1-Orders" are the direct entry points to the Milan site whereas
"1-Vienna Orders" handles the overflow calls from the Contact Center. Here, three agent groups are Milan-based whereas the fourth one ("1-To-Vienna") is Vienna-based.

The Alcatel Navigator
Driving your contact center
Are your Contact Center operations too complex and time-consuming? Check out Alcatel's Navigator. It drives your business with a GUI-based unified management / supervision package.

Alcatel's Navigator is an "all-in-one" management tool that provides:
• A comprehensive view of the whole Contact Center, regardless of physical site locations
• Real-time statistics presenting performance and service level on a call by call basis
• System reconfiguration and supervision of all the CCdistribution objects with a click of the mouse
• Full Windows end-user interface
• On-screen view of on-going operations

Each supervisor is granted visualization and modification rights for pilots, queues, and groups within their realm of responsibility.

The Virtual Contact Center
A true virtual Contact Center can also be built by tying together resources located at different sites. The appropriate available resources can process calls of similar profile, whether local or remote. The first available agent, independent of their location, will handle the call. The call distribution is transparent to the caller who does not know whether their call is processed locally or remotely. The agent however is informed via their display about the characteristics of the call.
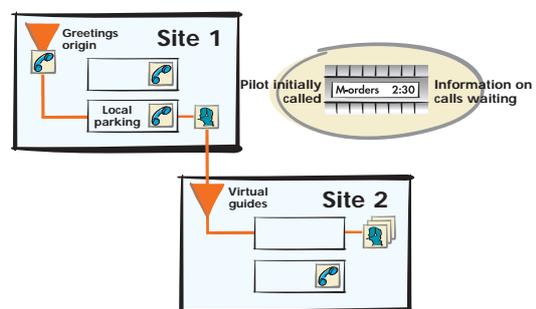
On a given local site, "Remote Groups" are assigned, which represent images of remote distributions. The remote distribution consists of a virtual pilot (dedicated), and a virtual queue, served by the groups of the remote node.

Systems exchange information so that the remote group status reflects the status of its associated virtual pilot. Remote groups are seen from the local distribution's point of view just as another group.

As soon as it is determined that a local call can potentially be served by a remote group, its characteristics will be copied in the corresponding virtual queue. However, the call itself will stay in the queue locally saving communication costs.

During this process, only service information is exchanged between the nodes, using a data communication established for the networking protocol supported by the Alcatel CCdistribution. Effective transfer of a call to a remote site happens only after an agent is selected.

The queued "calls" placed in the virtual queue are seen transparently from a distribution perspective allowing attachment of all distribution mechanisms to directions between a virtual queue and a group, providing total flexibility for both call and agent selections.


Greetings origin   **Site 1**
Local parking
Pilot initially called   M-orders   2:30   Information on calls waiting
Virtual guides   **Site 2**

Alcatel CCsupervision

Real time supervision with the click of a mouse

Contact Center supervision is the perfect companion to CCdistribution. The supervisor module offers state-of-the-art real-time monitoring of all objects (pilots, queues, groups, …) wherever they happen to be.

Managers and supervisors can fine tune the call handling process, overview service levels and traffic situations, and react to unplanned situations. CCsupervision also features:

- The ability to access pilots, queues, groups, and agent status directly from the navigator screen
- Call-trace based on events providing detailed statistics
- Standardized workstation for the supervisor (supervisors can log on using any Windows PC)
- Real-time statistics and system management in a graphical layout for instant visibility
- Real-time service level information provided at the manager level
- Customizable wall-mounted displays
- Alarm signaling on each supervisor workstation (pop-up window and sound)
- Teaming of agents regardless of the actual distribution setup to allow easy performance comparison between selected agents
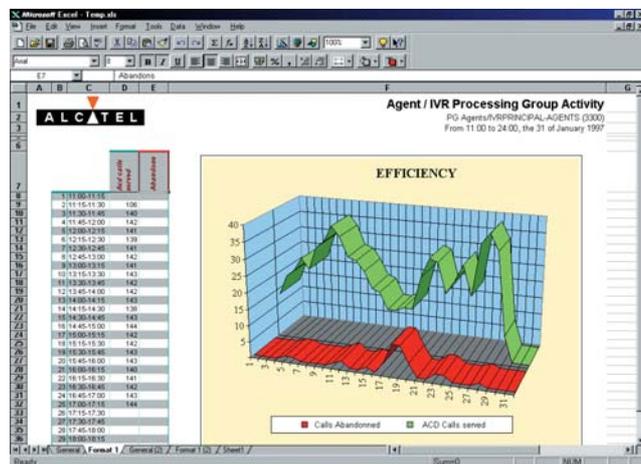
Statistics compilation and detailed reporting

In addition to real-time statistics, the CCsupervision provides detailed statistical information using Excel for customizable spreadsheets and graphs. Furthermore, detailed call-level data can be downloaded onto your data warehouse (using FTP / TCP–IP) for post-processing according to the customer's needs.

Other features include:
- Seamless automatic access to Excel from CCsupervision
- OLE (object linking and embedding) of the supervision PC into Excel
- GUI selection of CCdistribution built statistics through the supervision PC
- Custom editing, formatting, and printing in Excel
- On-line storage of information
- Reporting of call events and transaction codes

Alcatel Reflexes™ phones

The CCdistribution stations are based on the dedicated First and Advanced Reflexes™ phones as well as standard analog phones. The displays and the context-sensitive and programmable keys are personalized for:
- The agent station
- The supervisor station (with only the Alcatel Advanced Reflexes™ set)

By reusing standard Reflexes™ phones, one can easily turn these sets into a CCdistribution station.

The use of an Alcatel Reflexes™ phone, with its extended LCD screen, greatly helps the visualization of numerous agent and supervisor-specific information:
- Agent identification by the system with or without authentication
- Quick consultation of the calls in queue
- Help and call to a supervisor
- Call recording
- Transaction code and file number logging for statistical purposes
- Closing or opening of a group or a pilot

In addition, the supervisor can also:
- Join in a CCdistribution conversation as a third party to help an agent or in a restricted mode
- Enter or exit an agent group, perform a silent monitoring session (with or without notification), or perform permanent monitoring

Best-of-breed Alcatel Advanced Reflexes™ phones allow multiple connections: digital hook up to the Alcatel **OmniPCX** *Enterprise* or straight connection to the Ethernet backbone thanks to an Alcatel Reflexes™ IP phones.

Glossary

ACD - Automatic Call Distributor
ANI - Automatic Number Identification
DDE - Dynamic Data Exchange
DECT - Digital European cordless telecommunications
DNIS - Dialed Number Identification Service
GSM - Global System for Mobile communications (primarily Europe/most of Asia)
LDAP - Lightweight Directory Access Protocol
MAPI - Messaging Applications Programming Interface
OLE - Object Linking and Embedding
PWT - Personal Wireless Telecommunications (primarily North America)

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