

OpenScape Contact Center Enterprise V8

System Features

- Advanced skills-based routing for voice, e-mail, Web collaboration, outbound, and callbacks
- Integrated database
- Wallboard support
- CTI integration
- Multiple language and time-zone support
- Data management server with configurable retention periods for reporting, e-mail and Web collaboration
- Supports IP-Telephony, converged or TDM (circuit-switched) platforms

Manager Desktop

- Users, skills, virtual groups, queues, and data source administration
- Design contact processing flows, routing strategies, queue processing, and related capabilities for all channels
- 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 multi-channel Agent Desktop (incoming voice, e-mail, Web, outbound, callback)
- Unique multi-channel presence management and collaboration tools
- Full desktop telephony controls; plus click-to-dial speed dial, directory, multi-channel contact log
- Contact details screen pop
- Work and Unavailable reason codes
- Wrap-up codes assigned to queues
- Visual, channel-specific Contacts Waiting indicator
- Real-time streaming statistics and personal performance data, broadcaster "ticker tape"
- System tray icon mode
- Customizable launch pad with "tear and park" toolbars
- Optional streamlined Associate desktop
- Fully configurable hot key support
- Attendant Console desktop (OpenScape UC Server only)

OpenScape Contact Center Call Director (optional)

- Integrated IVR
- Call menu prompting
- Caller input digit collection
- Multi-format numbers to speech playback
- Read/write access to external databases; dynamic passing of call data to Agent application
- Intelligent announcements in queue (e.g. expected wait time)
- Software-based Call Director SIP Service (CDSS) supporting up to 200 sessions.
- Interalia XMU+ or SBX announcement device supports 4 to 64 ports
- Full routing design integration

OpenScape Contact Center Networking (optional)

- Load balancing and call distribution for up to 5 sites (7500 active agents)
- Flexible, multiple distribution criteria
- Centralized monitoring and reporting
- Multi-site routing strategies fully integrated into Design Center flows

OpenScape Contact Center Multi-Tenancy (optional)

- Single license deployment of multiple business unit entities with up to 1,500 active agents on one server
- Separate administration and security
- Separate design and routing
- Monitoring and reporting
- Support of multiple time zones
- Enhanced security permissions for manager and supervisor at the business unit level

OpenScape Contact Center E-mail (optional)

- Automatically analyze, categorize and route incoming e-mail
- Intelligent auto-acknowledgement and auto-response capabilities
- Library of configurable text templates
- Intelligent routing and queuing based on agent skills profile and blended queue
- Fully integrated into Design Center flows and the Agent Desktop client
- Support of HTML and text formats

OpenScape Contact Center Web Collaboration (optional)

- Real-time text chat, escorted browsing, Web page push
- Library of configurable text templates and push URLs
- Intelligent routing and queuing based on agent skills profile and blended queue
- Fully integrated in Design Center flows and the Agent Desktop client