



Contact+

Contact Centre System

Product Summary

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1 Voice Channel

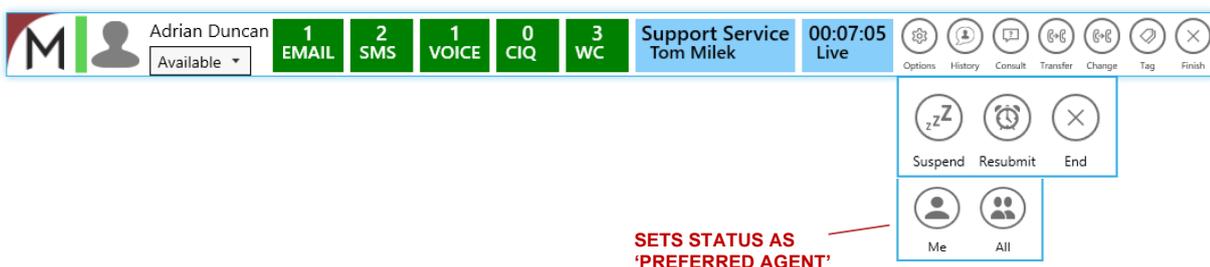
Contact+ can work with any hosted or on-premise PBX using SIP without disturbing the existing infrastructure. Agents can continue using the same handsets/softphones as before, but all telephony functions are now performed using the Contact+ agent desktop.

2 Agent Client

The Contact+ Agent Client runs on the agent PC desktop enabling the agent to manage the interactions that are presented to them. It displays various pieces of information including unavailability codes and a mini-dashboard and provides contextual toolbar control buttons.

Agents have the option of suspending or ending conversations (see Conversation Management below) and making themselves the preferred agent for future interactions from that customer, promoting continuity and avoiding the need for repetition by the customer.

Alternatively, agents can park interactions and come back to process them later.



2.1 Wrap and Extended Wrap

The supervisor can configure the amount of wrap time on a per service basis available to an agent at the end of each interaction before another interaction can be presented to them. This is to allow the agent to perform any tasks necessary to properly “wrap up” the call, web chat etc. In exceptional cases where the wrap time allocated is not enough, the agent may extend the wrap time available to them. The use of extended wrap is a standard agent reporting item

2.2 Tags

Any number of tags such as account codes and reason codes can be selected for an interaction by an agent at any time during their handling of the interaction. The tags available to the agent are preconfigured by the supervisor for each service and can be set up in a hierarchical structure. Tags can be used for the reporting of call handling information and also to retrieve recordings.

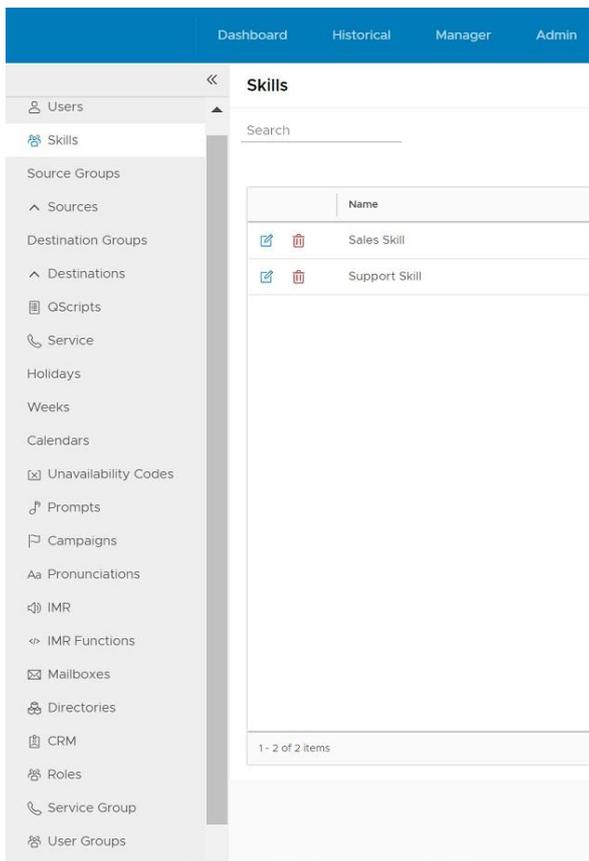
2.3 Manual Pause/Resume

The agent can be provided with the facility to manually pause and resume recordings by pressing a button on their desktop module. This is no longer PCI DSS compliant as it depends on the agent carrying out this task reliably.

3 Supervisor

3.1 System Configuration

Supervisors can be provided with access to the web-based Contact+ Manager Module, where all system management functions can be performed without the need for IT support.



3.2 Prompt Recording

Supervisors can create all system prompts used in Queue Scripts and IVR's (see below) using Contact+ Manager. Prompts can be recorded or use Text to Speech.

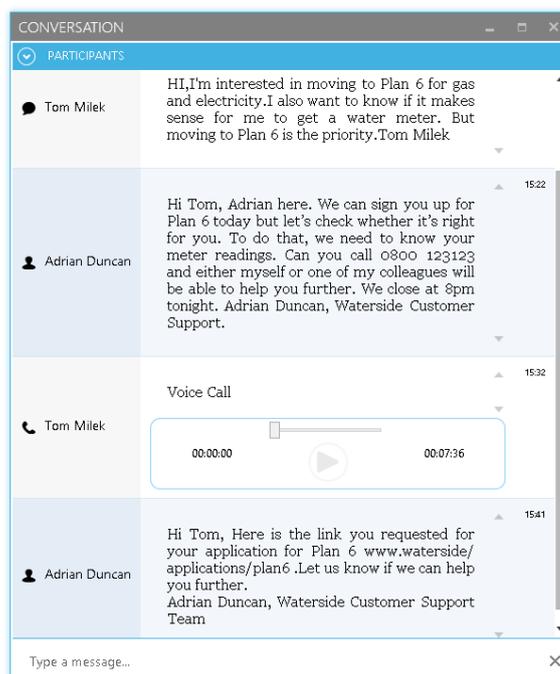
4 Conversation Management

At the heart of Contact+ is a powerful and sophisticated Conversation Management module that maintains an awareness of complete conversations, comprising any number of interactions, taking place between an organisation and its customers. It enables agents to view these multi-channel interactions for any given issue as a single unified conversation thread.

WEB CHAT

VOICE CALL
Play back previous recordings
from the agent desktop

EMAIL



5 Queuing

5.1 Universal Queue

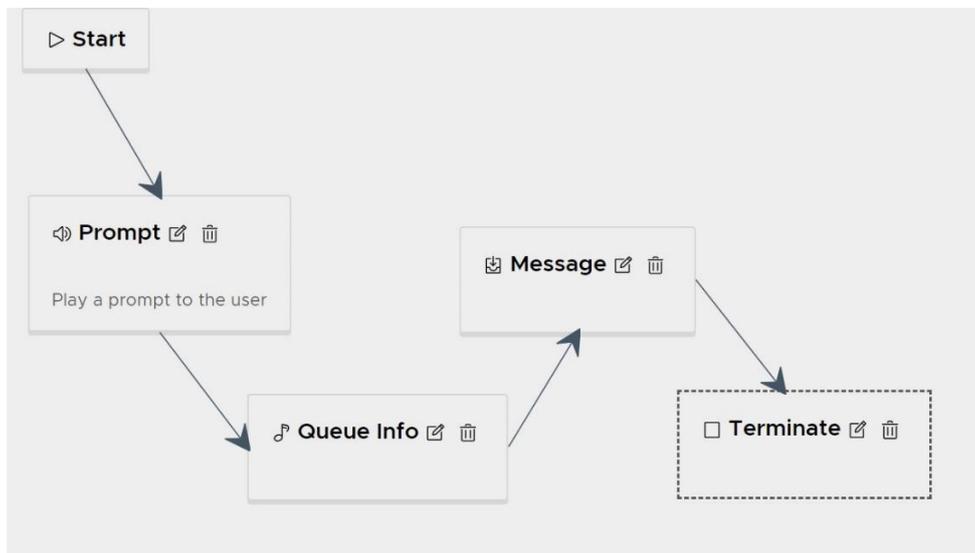
Contact+ provides the capability for interactions from all media channels to be queued in a Universal Queue. This means that all interactions on all channels compete with one another to be chosen for distribution to agents. Voice messages may also be queued in place of the call.

5.2 Queue Scripts

Contact+ allows supervisors to create Queue Scripts using flowcharting as shown below to determine what happens to interactions in a queue e.g. playing music and prompts, asking questions, receiving responses, etc.

Queue Scripts can be fully featured IVR's (for voice callers) or IMR's (for non-voice callers) including the collection of user data, accessing a database or application (e.g. CRM system) and the use of Text to Speech to play back prompts and information.

For example, a customer waiting for an agent for a web chat session could be asked to enter their account number and be given relevant information. In this way the IMR would be functioning as a web bot. This would also be possible for any non-voice media such as SMS.



6 Skills Based Routing

Contact+ allows any number of agents and skills to be defined. One or more skills can be assigned to each agent with a skill level for each skill.

Services are each assigned the skills and skill levels required for an agent to receive an interaction for the service.

Contact+ uses business rules based on skills and priorities to determine how to automatically distribute interactions to agents.

7 Auto Attendant Call Routing

Contact+ can play a multi-layered front-end menu where the caller is asked to select from a list of departments e.g. press 1 for sales, 2 for support etc. Depending on the choice, Contact+ associates the call with a particular service, thus determining skills required, priority, queue script, routing etc.

8 Voice Mail

Callers in queues can opt to leave a voicemail message and hang up. Depending on the configuration, the message can be delivered to a mailbox associated with the service to be retrieved later by an agent, or it can also take the caller's place in the queue and be routed to an agent.

9 Directory

Contact+ can display internal and external directories to agents in order to search for staff members (with presence, if available) for the purpose of consulting and transferring calls, and to search for customers to call.

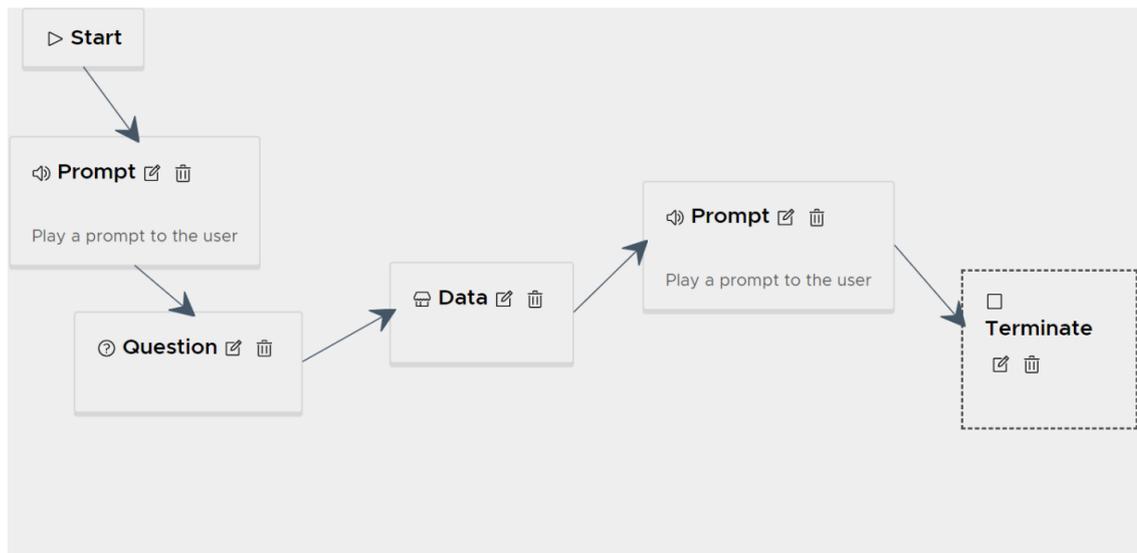
10 Whisper Messages

Contact+ can play a whisper message to agents prior to the call being put through to tell the agent which service the call relates to. This is helpful where multi-skilled agents may be taking calls for more than one service.

11 Automated Voice Services - IVR

Contact+ can be used to create and deliver automated Interactive Voice Response (IVR) services to callers using flowcharting as shown below. Services can include reading and writing information from and to databases and applications such as CRM. These could be used to validate a caller, provide the caller with information, conduct a transaction such as a payment etc.

Play Balance



12 Automated Non-Voice Services - IMR®

Any automated service developed for Contact+ can be used for both voice (Interactive Voice Response - IVR) and non-voice (Interactive Media Response - IMR®) interactions such as web chat, SMS, Twitter.

13 Historical Reporting

13.1 Master Reports

Contact+ is delivered with a set of Historical Master Reports from which the supervisor can easily create a set of User Reports that can be saved and run whenever required. This is a list of Master Reports

- 🔗 Agent Activity >
- 📄 Agent Events >
- 📄 Agent Sessions
- ⚡ Agent Utilization >
- 🕒 Call Time Distribution
- 🗨 Conversations >
- 📄 Handling Time Distribution
- 📄 Imr Detailed
- 📄 Imr Summary
- ↔ In/Outgoing >
- 📄 Wait Time Distribution

13.2 User Reports

Reporting covers a large number of data items. Specific fields can be selected to create User Reports

The screenshot shows a 'Show Columns' dialog box with the following checked items:

- Start Time
- End Time
- Service Name
- Media Type Name
- Tag Combination
- Target Answer Time
- Incoming
- Outgoing
- Offered
- Offered Percentage
- Answered
- Answered Percentage

Buttons at the bottom of the dialog: **SELECT ALL**, **UNSELECT ALL**, and **OK**.

The background interface includes a 'REPORT' button, an 'EXPORT TO' button, and a table with columns for 'Service Name' and 'Media Type Name'.

13.3 Generate Reports

Reports can be defined using date and time ranges and several other criteria. This is an example of the parameters that can be used to generate a report.

Filters ×

Date Range Custom

Start date and time

End date and time

Channels All

Services All

Service Groups All

Call Type

Tags All

Intervals Interval Type Interval Value

Collation Collate By Start Time End Time

13.4 Schedule Reports

Reports can be automatically run at any time according to preconfigured schedules and emailed to predefined recipients.

Schedule

Run Report For Every

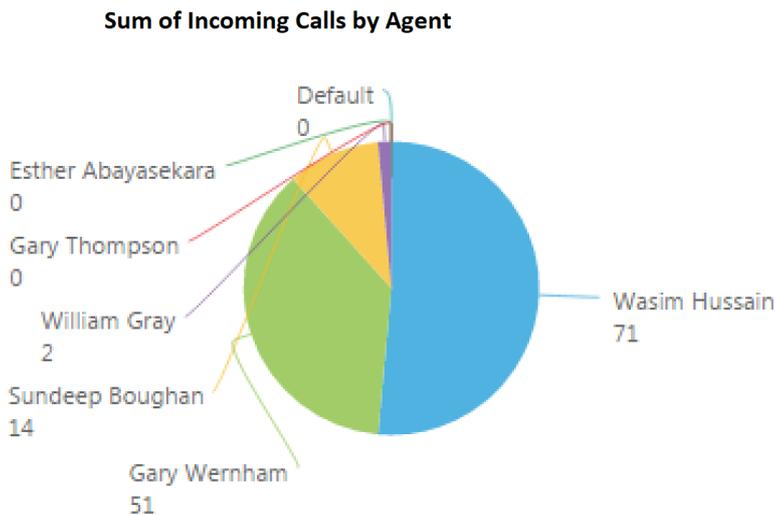
Start Date And Time

Email Addresses

Message

13.5 Charts

Tabular reports can be represented in pie and bar charts.



13.6 Export

Reports can be exported to Excel.

14 Callback

Contact+ has the ability for callers in the queue to opt to be called back when an agent becomes free.

15 Call Recording

Contact+ has inbuilt call recording facilities for in and outbound calls.

Supervisors can set up recording templates to manage the automatic recording of calls across the whole system based on criteria including DDI, Service, Agent, Skill Group.

There are 3 methods by which recordings can be found and reviewed/played back:

1. By the supervisor using the Contact+ Conversation Reporting module based on date, time, agent, skill and other criteria
2. By the agent using the Conversation Management facility on their desktop.
3. By anyone using a CRM system where Contact+ has written interaction data and links to call recordings

16 Agent Screen Recording

Contact+ can record an agent's screen activity, synchronised to the call recording for review by supervisors or export to a Quality Management system.

17 Agent Real Time Dashboards

The supervisor can configure any number of real-time reporting items relevant for an agent to view on their desktop.

In this example of the agent desktop, the real time reporting items are shown in the green boxes: Total daily count of Email, SMS, Voice and Web Chat interactions and the number of Calls in the Queue for which this agent has the necessary skills.

18 Supervisor Real-Time Dashboard Reporting

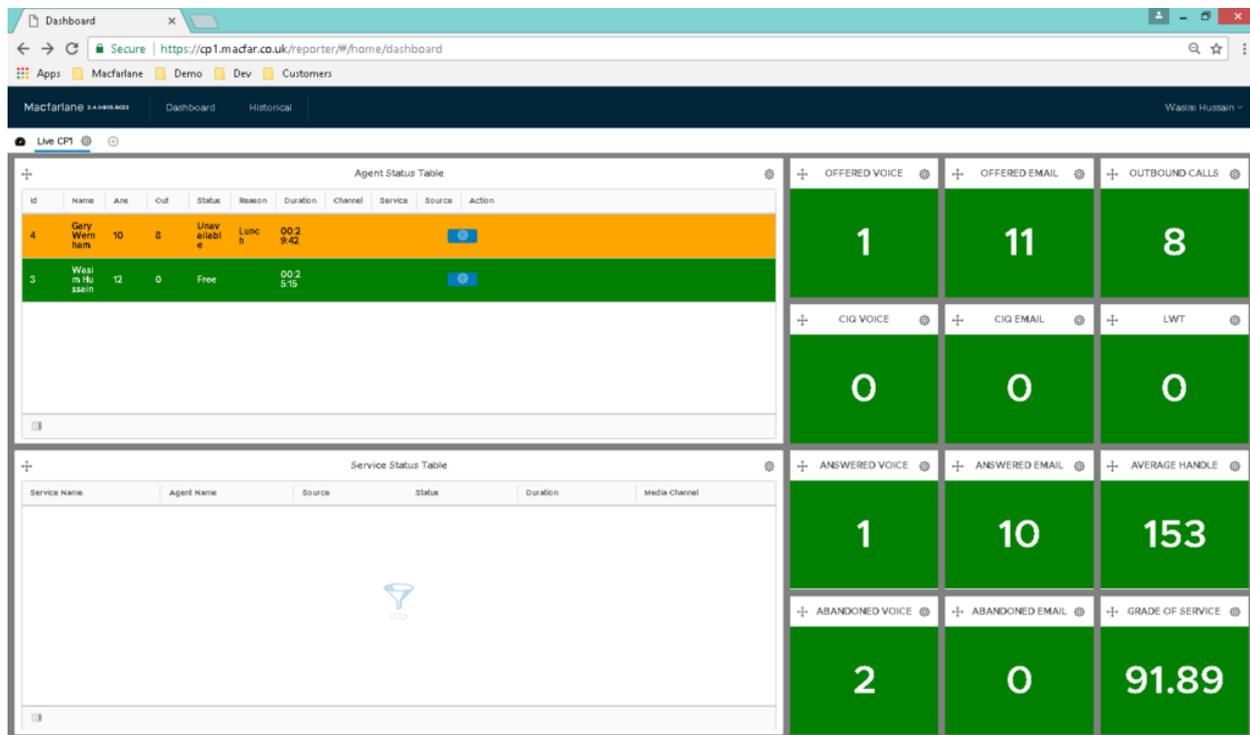
18.1 Supervisor and Wall Mounted Dashboards

Contact+ Real Time Dashboards can be used on supervisor and wall mounted screens.



18.2 Dashboard Configuration

Dashboards are fully configurable by the supervisor using Data Panels, Tables and Graphs. Templates can be created, saved and activated when required.



Styles including colours and fonts can be applied to the display and filters used to select reporting data.

Alarm conditions can be set and alerts provided to supervisors.

19 Supervisor Live Monitoring

Supervisors can initiate a live monitoring session on any agent and:

- listen in to the agent's call
- speak to the agent without the caller hearing
- conference themselves into the call with the caller and agent

20 Outbound Progressive Dialling

Contact+ can dial a set of numbers and blend outbound and inbound calls for delivery to agents.

21 Non-Voice Media Channels

Contact+ can manage the following non-voice media communications channels:

- Email
- Web Chat
- Web Forms
- SMS
- Social Media e.g. Twitter

22 CRM Integration

Contact+ uses an extensive library of web service APIs to integrate with CRM and other applications. The integration functions that can be achieved with Contact+ depend on the facilities provided by the CRM or application interface. Options supported by Contact+ are:

- Screen pop
- Click to dial
- Create CRM activity record with call/interaction data
- Write hyperlink to CRM to play back call recording
- Prioritise and route calls/interactions based on CRM data

23 Customer Survey

Contact+ allows supervisors to create customer surveys that includes DTMF responses to questions as well as call recordings left by respondents. Surveys can be conducted with or without the agents' knowledge and reports created of the results.

24 PCI DSS

In addition to the manual Pause/Resume described in There are two methods offered by Contact+ to address the issue of preventing credit card numbers from being recorded as part of a call recording.

- 1 Contact+ can be integrated with the payment system whereby a URL call is sent to Contact+ to pause and then resume recording by the payment system. This could form part of a compliant solution depending on other processes performed by the customer.
- 2 The off-site solution described below, which is 100% PCI DSS compliant.

24.1 PCI DSS Offsite Solution

Contact+ can be used with an off-premise cloud-based service offered by one of our partners to provide a totally compliant PCI DSS solution.

25 Quality Management

Contact+ integrates with a partner QM system called Evaluagent to allow supervisors to assess and coach agents through listening to call recordings.

26 Work Force Management

Contact+ can be integrated to any WFM, allowing supervisors to forecast resource requirements and plan agent work schedules based on historical data, and optionally to monitor adherence in real time.

27 Text to Speech

Contact+ has the ability to play prompts in queues and IVR's using Text to Speech using different types of voices. It is also possible for the supervisor to alter the way a particular word is pronounced using phonemes.

Name

Balance

Text-To-Speech

Recorded

Text

Your balance is

Voice

Voice



ADD