



intellicom | intune Contact Centre

Product Brochure

Your Intelligent
Communications Partner



intellicom | intune Contact Centre Edition

Delivering a superior customer experience with maximum staff productivity

Intellicom | **intune** Contact Centre edition is a feature-rich, enterprise-class, telephony and multi-channel contact centresolution. One of the most advanced multimedia contact solutions on the market, it offers the broadest feature set out of the box with a simple licensing model, available as an on-premise, hosted cloud or hybrid deployment option.

Standards-based Interoperability Out of the Box

Intellicom | **intune** Contact Centre edition offers a feature-rich, scalable and flexible, on-premise or hosted contact centresolution. It is one of the most advanced multimedia contact solutions on the market and can function as a stand-alone system or integrate with existing telephony systems from other vendors such as Nortel/Avaya, Alcatel, Ericsson, Siemens and Microsoft Skype for Business.

Taking an open, standards-based approach provides for full interoperability with multiple vendors using the latest standards such as Session Initiation Protocol (SIP) and Inter Asterisk Exchange (IAX) as well as supporting traditional connections such as SS7, PRI, Q.Sig, BRI and FXO/S.

For the enterprise, this translates into a very low Total Cost of Ownership (TCO) in terms of deployment, operation, administration and on-going maintenance.



Intellicom | **intune** Contact Centre is suitable for traditional contact centres with large call volumes or smaller departmental-level or internal helpdesks within the enterprise. The system supports a full Unified Communications feature set allowing seamless integration with external multi-media applications, workforce management, CRM, calendaring, email and instant messaging & presence systems whilst also providing advanced 'out of the box' capabilities including fully PCI Compliant call recording (with Long term and Geographically independent storage options available) , audio conferencing, advanced call routing and in depth call management, real time reporting and monitoring facilities.



Feature-rich, Seamless Customer Experience

A customer's first contact with your business is crucial. We understand when a customer calls, emails, web chats or sends an SMS, this contact should be dealt with swiftly and professionally. Intellicom | **intune** Contact Centre provides agents with the variety of tools they need to deal efficiently with a variety of multimedia requests.

Key Features

- *Scalable for larger volume contact centres or smaller departmental-level helpdesks.*
- *Feature-rich, customer experience right out of the box.*
- *Simple, transparent licensing model which reduces costs.*
- *Integrate Voice, Video, SMS, Email, IM and Social Media alerts to your inbound or outbound call queues*
- *Advanced intellicom | infuse API for direct integration to 3rd party systems and applications*
- *Powerful real time and historical agent reporting which streamlines operations and reduces costs.*
- *Custom-build design capability via Intellicom in-house software engineers.*
- *Flexible and scalable infrastructure which adapts to the call centre environment as required.*
- *3rd Party Integration service offers bi-directional communications with many other 3rd party hardware and software solutions*

With our in-house development expertise, we can custom-build or integrate systems to suit your contact centre environment.

Unlike competitive offerings, Intellicom | **intune** Contact Centre edition offers a feature-rich customer experience out-of-the-box, with a simple licensing model that reduces complexity and administration overheads.

Sophisticated call queuing, call retrieval, advanced call routing and a host of other call management features ensures that call waiting times are reduced and agent productivity is maximised.

Design Principles of Flexibility and Agility

Intellicom | **intune** Contact Centre has been designed with flexibility and agility in mind. Its flexible architecture ensures multisite connectivity and seamless management through a single interface and console. Agents can be located in multiple remote office locations if required.

Deskphones and / or Soft phones for remote users can be easily integrated into the solution, allowing virtual contact centres to be built with staff across diverse geographical locations or home office environments. The solution offers the ultimate in flexibility and competitive agility and can expand to support thousands of agents and calls along with additional back office telephony level users and interactions via Web, SMS, Email or Social Media feeds.

Add Value to Each Customer Interaction

The real power of Intellicom | **intune** Contact Centre is its integration with everyday applications and processes which transform it into a best-in-class business communications system. For example, Click to Dial when integrated with Microsoft Outlook or other CRM applications allows you to dial your contacts at the touch of a button. CRM integration can pop up relevant account information on customers when they call and automatically update the CRM on close. The results are reduced call durations, increased productivity and a more professional customer interaction and experience.

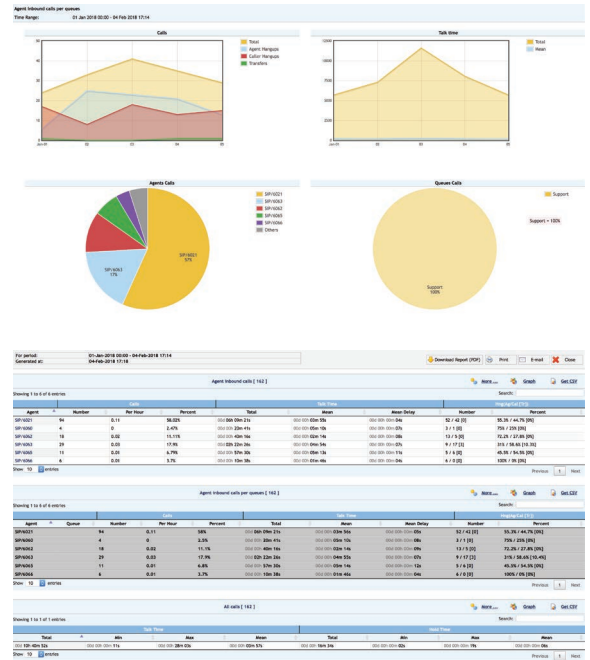


Powerful Management Reporting

Intellicom | **intune** provides a combination of powerful real-time and historic call reporting, allowing call centre managers to streamline incoming as well as outgoing calls.

This helps to monitor agent productivity, boost overall call handling and also significantly reduces call waiting times and call abandon rates.

The intellicom | **infuse** Reporting engine allows customers to customise their real time displays and wall boards with a wide range of inbound & outbound call and agent statistics, usage and productivity data.



Supervisor Capabilities: Real-time dashboard

- *Instantly react to call volumes by re-directing agents to call queues where they are needed with simple clicks.*
- *Assign skills based call routing configurations quickly and easily.*
- *Set real-time thresholds and visual or electronic alerts for call centre metrics on critical conditions such as agent capacity or call volume*
- *Use features such as silent monitor, whisper or barge in as an effective tool for training agents in a live environment.*
- *Monitor all media types such as voice, email, IM, Social medial through a single, user-friendly interface.*
- *Use the dashboard to compare historical reporting with real time data to better understand trends and plan accordingly.*

Agent Capabilities: Ease of management

- *See complete details of all interactions in each queue or via Wallboard displays.*
- *Allows agents to log into any phone or extension, thus facilitating hot-desking and agent mobility for shift work.*
- *Agents use a unified agent desktop client, accessible remotely if required.*
- *Agent tasks can be automated through integration with CRM or trouble ticketing integration.*
- *Empower agents to work more effectively, by allowing them to easily view queue and group statistics and to manage their activities, without direct intervention from a supervisor.*



Real time & Historical Reporting: Powerful information for better operational decisions

Intellicom | **intune** Contact Centre and intellicom | **infuse** Reporting module provides powerful, sophisticated real time and historical reporting which allows you to take the guesswork out of streamlining call centre operations.

Better data leads to better decision-making, without the need for third party reporting applications or specialist database expertise. All reports can be run from the dashboard with ease:

- *Create flexible and customised reports based on dateline or interval.*
- *Take user defined KPIs to manage overall call centre activity and individual agent performance.*
- *Choose the report medium (pdf, xls, csv, html) and store these parameters for future report generation.*
- *Look at the reasons for customer calls and use IVR capabilities to introduce self-service options to drive efficiencies.*
- *Use the reporting function to generate detailed metrics on outbound campaigns, getting call-by-call details on each outbound call made by the system.*
- *Recorded Calls can be directly accessed from all main reports*

Advanced Functionality Outbound Dialler

Intellicom | **intune** Contact Centre has an optional powerful but simple, automatic outbound dialler module, which promotes maximum agent productivity for outbound campaigns.

- *Offers complete flexibility for campaign scheduling allowing you to determine specific times of the day, or specific days of the week.*
- *Schedule campaigns for low volume call periods and use automated messaging to add value to each customer interaction.*
- *Using any ODBC-compliant database, import and manage your outbound call lists and update them as you move through the campaign.*
- *The Dialler solution supports Manual, Preview, Progressive, Power, IVR and Voice Mail based dialling strategies*

Campaign Management

Interactive Voice Response (IVR)

Intellicom | **intune** Contact Centre has an inbuilt advanced nested IVR engine, which introduces customer self-service – boosting productivity and providing a consistent contact experience with your organisation.

- *Although IVR can act as a stand-alone application, customers can seamlessly move between self-service and agent-assisted calls at the touch of a button.*
- *All IVR activity is captured by the real-time and historical reporting dashboard allowing you to fine-tune the application and adjust to take into account customer contact preference where necessary.*
- *IVR is also integrated with any standard database protocols such as ODBC and SQL.*