

ContactPro Outbound

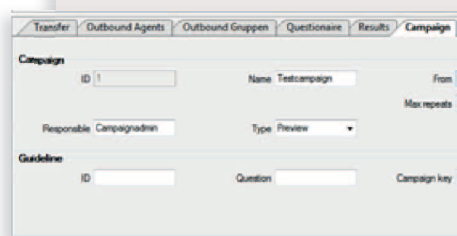
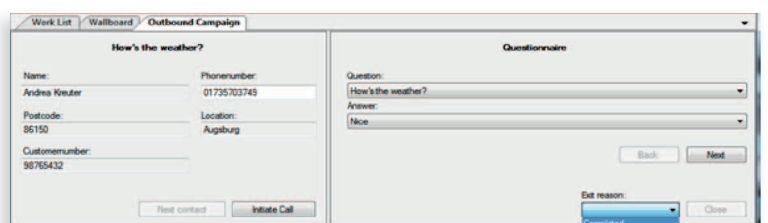
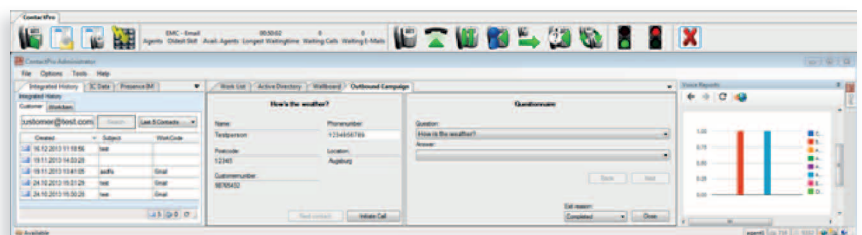
CCT ContactPro Outbound Manager is a scalable, agent desktop solution for outbound campaigns using the Avaya Communication Manager platform. The Outbound Manager can be deployed on its own or as add-on module for the ContactPro (CP) Multimedia Client. Its flexible design and adaptability enable the agent to fully concentrate on the customer interaction. Due to the CP solutions' deep integration into the Avaya architecture, the Outbound Manager makes optimum use of the Avaya platform's different features and administration functions.

Efficiently manage outbound campaigns

CP Outbound Manager presents both inbound and outbound activities in a single integrated agent desktop. The call center can monitor and prioritize accordingly and scale to demand. Telephony campaigns can be based on predictive, automated or preselected dialing mode. In fully automated mode, the net contacts are routed to the agent in combination with Avaya Call Classifier. Assignment to any number of campaigns can be handled individually per campaign, depending upon the agents, work groups or skills. The system is also capable to customize per account periods, calendars, and priorities.

More productive agents due to customizable desktop

The modular desktop uses state-of-the-art programming languages and high-availability architecture based on P2P. The client has a flexible layout and can be adapted to each agent's specific needs. Additional applications can easily be integrated. The application provides both a SIP phone and the Avaya Telecommuter mode. Integrated modules allow for voice status display and provide information on media integration, real-time contact data and presence (including social media, telephone, etc.). The desktop also features integrated customer identification, including customer history and a customer issue list.



Dynamically Configurable Agent Client

- customized or preset layout
- rights-based
- display of only the required modules and functions
- client-specific
- multi language support
- online help with customer-specific processes

ContactPro Outbound

Powerful support for outbound interactions

The ContactPro Outbound Client can present any number of campaigns and can tailor the view on the inbound activities, including Presence and dashboards within the agent function. The agent can register for campaigns and work on them according to the settings. From the database, agent scripts are provided for each campaign.

Zero in on information

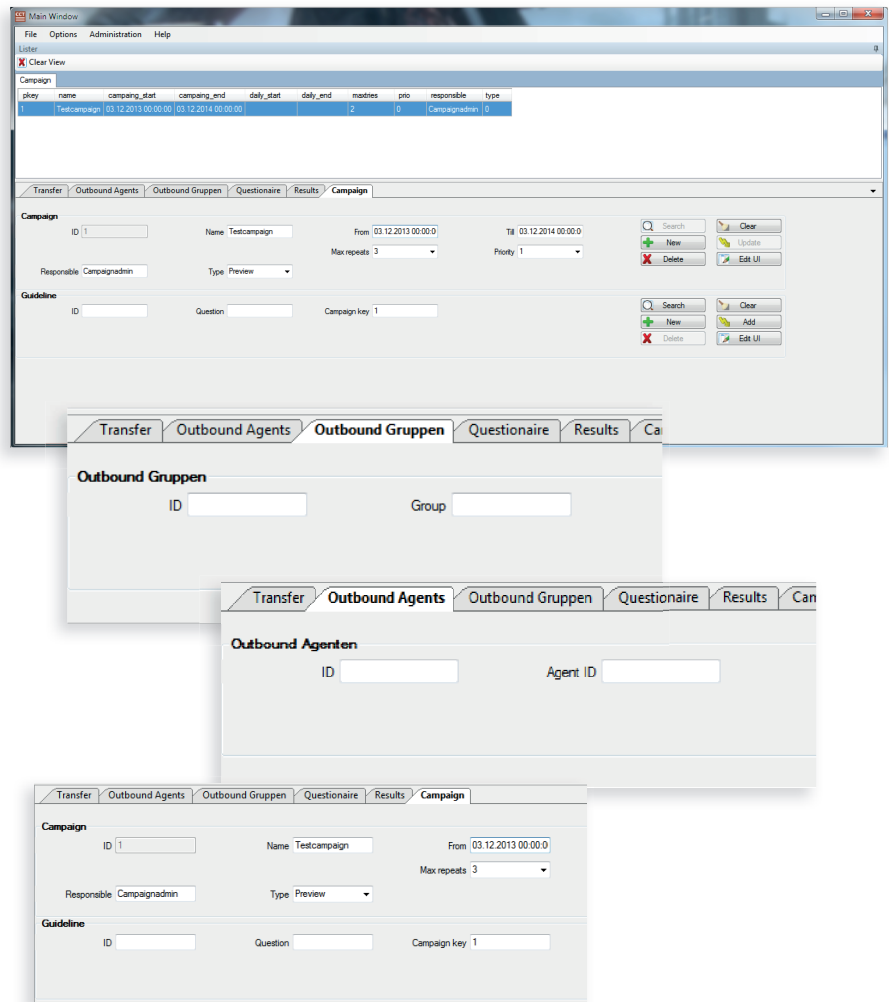
With the Contact Pro WEB Reporter and dashboard relevant real-time information is presented to both the agent and supervisor desktop.

Media independent management via one queue

ContactPro integrates within the existing multimedia installation and enhances its routing functions. An agent can view the entire customer history with all its open and closed tasks. Additional media can be integrated in order to manage activities into this Universal Queue.

Assuring quality customer interactions

Distinctive quality monitoring enables the supervisor to intervene in cases of written responses. Outbound contact analysis helps ensure a homogeneous company image is always presented. Various quality monitoring recording features are also integrated. Agents can start or stop the call recordings when required, for example within sales activities or in case of threatening calls.



Campaign Management

- multi-campaign view in the Client
- agent scripting per campaign
- information on all customer activities
- information on all team activities

