



TeleVantage Call Center

Comprehensive call management at a fraction of the cost of comparable high-end systems

Artisoft's TeleVantage® open

systems IP-PBX has long led

the way in providing growing

businesses with the robust fea-

tures they need on future-proof

architecture from Intel®. Now

the TeleVantage Call Center

gives you the flexible, powerful

tools to maximize sales revenues

and enhance customer service.

Fuel your business with more productive agents

Whether your agents are taking orders or helping customers, your call center's performance is critical to your reputation and is often the most important factor in achieving your growth and profitability goals. The TeleVantage Call Center gives you the tools to make agents more productive and callers more satisfied.

Software solution dramatically lowers costs

Typically, businesses in need of full call center functionality had to choose costly products, many of which required proprietary hardware that operated separately from the company phone system. That approach added complexity and raised costs, while severely limiting flexibility. As a fully-integrated module of the award-winning TeleVantage open systems IP-PBX, the TeleVantage Call Center has no additional hardware to install, while providing the benefits of future-proof software expandability and a familiar, easy-to-use interface. In addition, the TeleVantage Call Center can also be configured as an adjunct call center solution to a traditional PBX.

Centrally manage all call center behavior

At the heart of the TeleVantage Call Center are call center queues, which are easily configured to your specifications using the TeleVantage Administrator's point and click interface. Within each queue you can choose how calls are distributed to agents, customize your callers' hold experience, play single or repeating messages, prompt callers to enter data, configure call priority, set up automatic call recording, and manage all other call center settings.

Keep informed with extensive reporting and real-time statistics

To keep improving call center performance and profitability, supervisors need to be able to analyze call center data. The TeleVantage Call Center provides several ways to monitor agent and queue performance in real time, and compare it against past performance as you watch. For more detailed analysis, you can use the TeleVantage Call Center Reporter to run over twenty types of graphical and textual reports, and further analyze the results using Microsoft® Excel.

TeleVantage Call Center gives you all the tools you need to measure your call center's success.

Spot Trends in Queue & Agent Performance

Successfully managing a call center involves continual data analysis to determine caller and agent trends and make adjustments. The TeleVantage Call Center Reporter leverages Microsoft Excel to give managers over twenty intuitive report-generating tools without the hassle of having to import or export information, manipulate or roll up data, or manually create charts. Point and click to run reports on individual agents, queues, inbound calls, outbound calls, wait times, talk times, call volumes, total trunk usage, and many other facets of your call center performance. Or use any database reporting tool to directly query the TeleVantage database for queue, agent and call statistics.

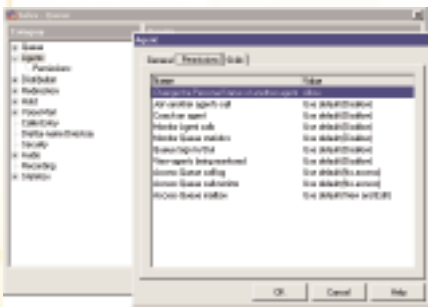


Gain a competitive advantage

The TeleVantage Call Center provides your business with a strategic competitive advantage. By integrating and streamlining your call center, you can turn relationships with customers into profitable initiatives, close sales quickly and provide customers with the help and information they need.

Single-point access to create and manage queues

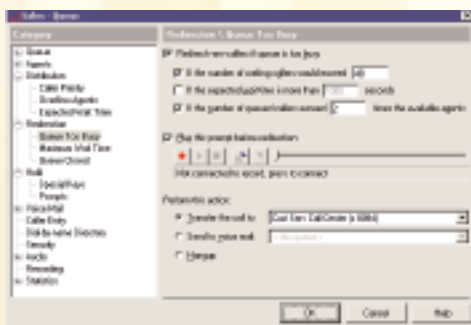
The TeleVantage Administrator provides a single unified interface to manage all aspects of call center queues. Point and click to add and delete agents, set up and change supervisor permissions, record hold prompts, change queue routing, manage the queue's voice mail, take the queue off-line, and more. You can manage agents efficiently by changing permissions for groups of agents at once, or set permissions and settings such as wrap-up time, for individual agents as needed.



Connect callers quickly to the right agent

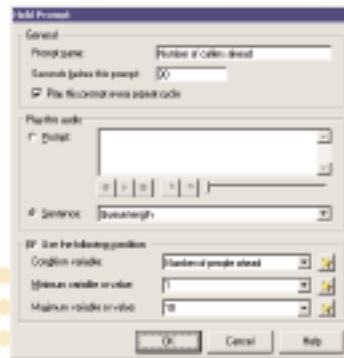
Sophisticated and flexible routing helps callers reach the queue and quickly connect to the right agent for the job. You can make a queue accessible by an extension, DID, auto attendant, or dial-by-name directory. Even send callers to agents in another branch office or city using the built-in VoIP support.

Once calls reach the queue, you have full control over how they're distributed to agents. Send calls to the agent who has handled the fewest calls, the agent who has been idle the longest, the agent with the shortest talk time, or your best agents first. Other options include ringing all agents' phones simultaneously and round robin. Give important callers higher priority so that they move closer to the head of the queue and reach an agent sooner. You can even treat certain callers differently based on time of day or who is calling.



Enhance the on-hold experience

Successful call center managers know that customers start to form opinions about the quality of the company before they ever speak to an agent. With the TeleVantage Call Center, you can delight your customers by playing personalized prompts to identified VIPs or to those who enter a customer number.



Flexible prompts can change over time as callers wait, relating how many calls are ahead of them in the queue, what the estimated wait time is, or any other custom message you record. Each queue can have its own welcome message and music on hold source. Free your valuable phone lines by

allowing callers to press a key to stop waiting and either leave a voice mail message with a call back number, or transfer to an Operator, auto attendant or different queue. When the need arises, the queue can be taken off-line manually or automatically when all agents sign out, sending new calls to voice mail or another extension.

Overflow agents handle heavy call volume

Automatically send calls to special overflow agents during peak call hours to reduce your queue's hold time. Overflow agents do not receive any queue calls until the caller's hold time exceeds a configurable threshold, freeing them for other tasks until they're needed. You can create as many "overflow agent tiers" as you want; each tier of agents remains undisturbed unless all agents on lower tiers are busy.

Never miss a call

Supervisors can rest easy knowing that if an agent doesn't answer one or more calls, TeleVantage can be optionally configured to put the agent "On Break". This prevents future calls from ringing the agent and also alerts the supervisor that the agent has left their desk. After hours, automatically send callers to voice mail with a special night greeting or re-direct callers to another extension, such as an operator, auto attendant, or queue.

Ready to expand

Enhance your call center capabilities with Artisoft's pre-built add-on solutions or design your own to seamlessly integrate with TeleVantage using the included Software Developer's Kit (SDK). Customized applications can collect customer information, analyze incoming area codes, redirect calls and pass custom data to agents via screen pops along with the call. In fact, the TeleVantage SDK provides access to all TeleVantage ViewPoint data and functions—what you can do is limited only by your imagination!

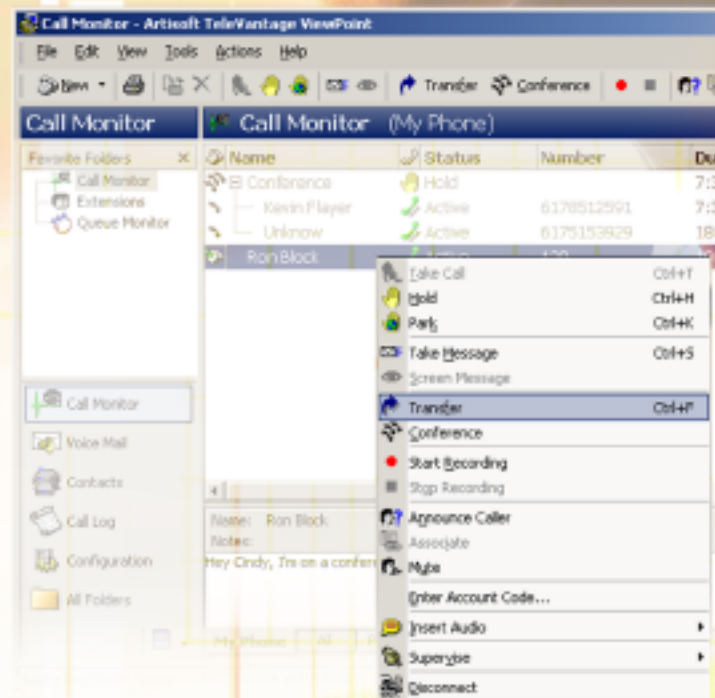
Empower your agents

The TeleVantage Call Center gives agents the tools they need to get the job done. Agents can handle incoming calls using only the phone or – for agents with a PC – the powerful TeleVantage ViewPoint provides graphical call management. Audio prompts or visual indicators let agents using either their phone or PC distinguish calls from different queues, and queue calls from personal calls. With the click of a mouse or by following verbal menus on the phone, agents can change their personal status to begin or end their shift, take a break, or indicate that they are in a meeting or working from home. Agents with the proper permission can sign in and out of different queues as needed. Supervisors can define how much “wrap up time” an agent gets after completing a call, and if they are ready, agents can easily end wrap up early. With ViewPoint, agents can point and click to grab a waiting call, or see if a supervisor or other expert is available, and then conference or transfer the call as needed. Agents can use TeleVantage voice-saver technology to play hello greetings, disclaimers, and answers to commonly asked questions without having to repeat the same information time and again.

Your agents do not have to be on-site to be productive. With the proper permission, remote agents can have their calls forwarded to their home, cell phone or other location. They can even take their calls via the Internet using VoIP and manage the calls using an IP phone or Microsoft NetMeeting.

Know who is calling

Prepare agents with caller details before they answer the call. A queue can prompt callers to enter account numbers or issue numbers, then display the information to the agent on-screen. If an agent enters notes on a call and later transfers it, the notes follow the call to help the receiving agent get up to speed quickly, and are automatically saved to the Call Log for a built-in record. Get screen pops of identified callers using the built-in contact database. And if you use a contact manager such as Outlook®, Act!,® GoldMine®, or FrontOffice™, the TeleVantage Call Center can open the contact manager's matching customer record whenever the contact calls.



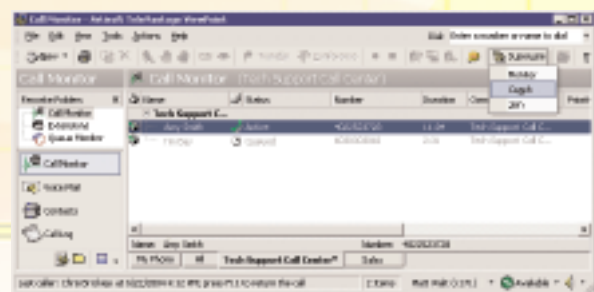
Track outbound calls and handle account codes

If your call center needs to track outbound calling, the TeleVantage Call Center has that covered. Agents can indicate if their call should be tracked as a queue or personal call so you can later run reports on outbound queue calls using the Call Center Reporter. For outbound calling campaigns, the TeleVantage SmartDialer, an optional add-on solution, provides automated dialing for call center agents, using telephone numbers from a customer database like GoldMine.

Use account codes to track calls by company or project for accounting purposes. Agents can be prompted to enter account codes whenever they place a call and TeleVantage can optionally verify them against an approved account code list.

Coach your agents to superior customer service

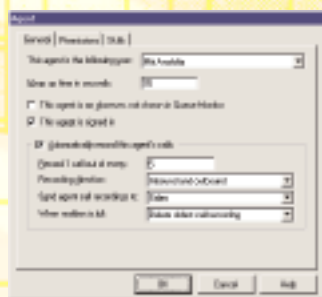
The TeleVantage Call Center lets supervisors discreetly give each agent the guidance and training he or she needs. A supervisor can listen in on an agent's call, and choose whether or not the agent is aware of the monitoring. Supervisors can also coach an agent, so that the agent can hear the supervisor, while the customer can not. If required, a supervisor can even join the call and talk to the customer and agent in a conference.



Supervisors can manage each agent's status as needed. For example, they can change a sick agent's personal status to "Out of the office" when necessary or sign an agent out from one queue and into another if the agent forgets, or is not permitted to do it themselves.

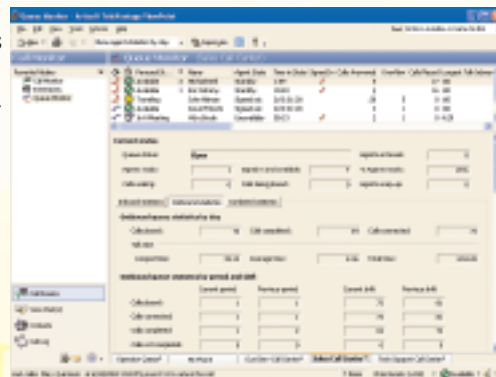
Record calls without expensive add-ons

Integrated call recording features allow supervisors to review the quality of agent conversations at any time. Record a sample of queue calls, or configure call recording for particular agents. When needed, agents can also record calls on demand to provide documentation on difficult situations. At the conclusion of each call, recordings are delivered immediately to any voice mailbox or e-mail address.



Get real-time queue statistics anywhere

Supervisors can monitor queue performance and agent productivity using the TeleVantage Call Center's Queue Monitor, which displays agent and queue statistics as they unfold in real time. To promote a competitive team environment, you can give agents access to the Queue Monitor so they can all see how the queue and fellow agents are performing. View at a glance how many calls are currently waiting or being handled, and how many agents are available to take calls. See how many calls were sent to voice mail or abandoned, and the average and longest hold times by day, period and shift. Know how many calls each agent answered or placed, and the average and longest talk time. Use the TeleVantage Call Center Scoreboard to set visual and audible alarms based on custom thresholds, or see queue statistics across a room with optional wall-board support. For remote monitoring, you can dial into the office and enter a code to hear TeleVantage read real-time queue statistics.



Track customers or advertising campaigns

By using custom TeleVantage contacts with PIN numbers, you can identify incoming calls generated by advertising campaigns or identify VIP customers even without caller ID. Handle these calls differently using TeleVantage call rules, and track them using the Call Volume by Identified Caller report.

Powerful and intuitive voice mail

Your queue's voice mailbox functions just like your personal voice mailbox. Manage the queue's voice messages from the phone, ViewPoint, or have your messages sent to any e-mail address. Define which agents have permission to access the queue's voice mail, ensuring that caller's messages are attended to by the appropriate agents as soon as possible. Organize the messages into different folders as needed, and attach notes to summarize the message or indicate which agent is calling them back. Automatically or manually archive voice mail and call recordings and easily refer back to them if needed.

TeleVantage Call Center Features

Point and click administration

- Queues View provides single-point access
- Click to take a queue off-line and send calls to voice mail or an extension
- Redirect callers elsewhere if the queue is too busy, has too few agents, or hold time is too long
- Automated scheduling of queue hours
- Flexible task-oriented permissions by agent
- Change permissions for several agents at once
- Access queue by extension, DID number, auto attendant, and dial-by-name
- Forced or optional account codes, with or without verification
- Extendable via Add-ons and open APIs

Advanced call distribution

- Best agents first
- Round robin
- Longest idle agent
- Agent with the fewest calls
- Agent with the least talk time
- All agents simultaneously
- Multiple overflow agent tiers for high volume times

Priority call handling

- Set caller priority to automatically bump important callers up in the queue
- Agents can manually take waiting VIP callers out of queue as needed

Professional hold experience

- Unique welcome prompts and hold music per queue
- Custom prompts for caller to enter data
- Repeating or changing hold prompts
- Variable-driven hold prompts based on caller data entry, auto attendant choices, or external IVR Plug-in applications
- Hold prompts for expected wait time and / or caller position
- Queue bail out options to leave voice mail or transfer out of queue

Powerful agent capabilities

- Personal status to indicate availability (available, unavailable, break, in a meeting, out of office, etc.)
- Handle calls by phone or graphical ViewPoint
- Sign in or out of multiple queues
- Verbal announcements and Call Monitor tabs indicate calls from different queues
- Wrap-up time after each call, agent can terminate early

- Optionally put agents on break if they miss calls
- Track outbound queue calls differently from outbound personal calls
- Remote agent support
- Use VoIP to take queue calls, using an IP phone or NetMeeting

Essential supervisor privileges

- Monitor agent calls
- Discreetly coach an agent
- Join an agent's call
- View agents' current status
- Monitor real-time queue and agent statistics by day, period and shift
- Change an agent's personal status
- Sign agents in or out of queues
- Automatically record agent calls
- Archive recordings for storage

Full-featured voice mail

- Visual voice mail display with caller name
- Click to reply, forward, or call back a message
- Screen messages as they are being left
- Pull callers out of voice mail
- Callers can specify callback number
- E-mail/pager notification of new messages
- Voice mail delivered to unified e-mail inbox
- Remote access via phone or Web browser

Comprehensive reporting

Activity history by agent or by queue – Row by row listing of changes in state for specific agent or for all agents in a specific queue

Agent performance trends by queue – Number of calls an agent made or received and average talk time in total or for specified queue

Agent state summary – Shows the total time spent in each agent state for all queues to which an agent belongs

Agent state summary by queue – Shows the total time spent in each agent state for all agents in a queue

Average wait time and call volume by time of day – Wait time and call volume figures for inbound calls

Call log – By date range, shows an agent's or queue's call log entries

Call summary – Number and average duration of internal, external, or all calls by workgroup or for all users

Call transfer – Number of calls that a selected user or queue transferred to other entities during the specified time interval

Call trends – By hour, day, or any time interval, shows total inbound and outbound calls for the queue

Call volume by account code or identified caller – Tracks calls by account code, caller ID or PIN number

Cumulative call and average talk time by agent – Total calls made and received and average talk time reported per agent

Custom data – Total calls and average talk time associated with queue calls identified by a specific custom data variable

Grouped service level – Shows wait time for all calls, displayed in five-second groupings

Inbound call outcome trends – Number of calls handled by one agent, multiple agents, abandoned, and/or sent to voice mail

Inbound call volume trends – Total calls a queue received, and average wait time

Outbound call comparison – Separate outbound calls by in-state, toll-free, and other categories

Outbound calls by phone number – Counts the number and duration of outbound calls placed to a specified list of phone number prefixes

Outbound call trends – Total outbound calls made by agents in a queue

Outbound long distance summary – Helps you track your outbound long-distance phone traffic and estimate a phone bill for a given period

Queue comparison – By queue, total number of calls, average hold time and total calls handled, abandoned and/or sent to voice mail

Queue information – All vital information for each queue and information about each agent in those queues

Service level – Percentage of calls answered in 5 second intervals, or answered, abandoned or sent to voice mail by wait time

Trunk performance/usage – Average number of inbound and outbound calls handled by specified trunks, and what percentage of those trunks were in use, or total duration all trunks were busy by dialing service

Unanswered calls during business hours – Number and percent of unanswered calls during business hours

User activity – Pie charts showing what percentage of an agent's time is spent active versus in other statuses, and a further breakdown of active calls

User call trends – Shows number of calls a user made or received and average talk time

Wait by outcome – Shows how long callers waited before their calls were handled, abandoned, or sent to voice mail

About TeleVantage

TeleVantage is an open systems IP-PBX that delivers unprecedented communications capabilities to medium-size businesses, branch offices and call centers. The flexible software-based feature set, including intelligent call management, unified messaging, automatic call recording, graphical desktop call control and the comprehensive TeleVantage Call Center, is easy to customize and administer, allowing businesses to dramatically improve customer service and employee productivity. Built on industry standards and supported by world-class Intel technologies, TeleVantage eliminates the need for proprietary hardware, enabling it to grow and evolve as business needs change while maintaining a low cost of ownership.

About Artisoft

Artisoft, Inc. is a leading provider of open systems IP-PBX and call center products that deliver advanced functionality, flexibility, and value to medium-size business, branch offices, and call centers. Artisoft's innovative software products have consistently garnered industry recognition, winning more than 35 awards for technical excellence. The company distributes its products and services worldwide through a dedicated and growing channel of authorized resellers. For more information, please call 800-914-9985 or visit our website at www.artisoft.com.



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