Enghouse Interactive

Arc Pro Suite

ATTENDANT CONSOLE & HELPDESK FOR CISCO UC

Arc Pro is an advanced attendant operator console, designed exclusively for Cisco Unified Communications. It boasts an intuitive user interface and a wealth of advanced features intended to empower the operator to be able to deliver exceptional customer service

A memorable customer experience

Customers form a lasting opinion based on their first interaction with an organisation. Providing operators with the tools to quickly and efficiently handle calls is key to creating a professional impression.

With over 15 years' experience in selling voice applications for Cisco Unified Communications Manager platforms and as a Preferred Solution Developer, the Arc team has worked closely with Cisco to develop advanced communications solutions that are proven to help organisations deliver the best customer experience, boost productivity and efficiency.

Arc Pro is as capable supporting hundreds of consoles as it is very small deployments. It can scale to support up to 500 clients, up to 175,000 contacts, multiple tenants and server clusters and multiple user roles. As the leading operator console solution for Cisco, it is used by thousands of organisations around the world to provide their customers with exceptional customer service through professional call handling. The easy-to-use installation wizard allows the core functions of the client – server solution to be up and running within 90 minutes.

The console's Windows-based interface is designed to be flexible and intuitive. Operators can customise the interface to reflect individual requirements and improve efficiency. The custom keyboard with function keys makes the migration from switchboard to PC-based console that much easier.

Benefits

- Fast, efficient call answer and transfer

- Reduced cost of ownership for large enterprises

- Live sync with existing directories ensures contact information is accurate

- Presence status information improves transfer success and reduces voice mail

- Click-2-dial functionality speeds up dialing, improving productivity

- Easy to use, customisable interface requires minimal training

- Important calls and busy queues can be prioritised to meet service level requirements

- Performance information enables proactive management

- Record calls for quality, protection or legal requirements

- Highly scalable with support for multiple tenants and clusters

- Full range of deployment options

Intelligent Call Routing

Arc Pro supports large numbers of inbound call routes or queues and utilises a powerful queuing engine that identifies and routes calls to the most appropriate resource. Calls to each queue are treated differently depending on the business rules applied. For example, calls received at certain times of the day or to/from a particular number can be played different voice messages such as out –of-hours information, routed to a particular office or given priority over less urgent calls.

Multi-site call control enables geographically dispersed operators to efficiently handle calls for the whole organisation or multiple tenants. Should call volumes exceed set thresholds, the server can overflow to alternative queues or operators or even to helpdesk users.

The console's Voice Connect feature can also be used as a simple in-queue auto-attendant enabling callers to route themselves to the person or department they need.

- Up to 500 operators per server supported
- Lite, Standard, Power interface for varying user roles
- Conference, Serial Calls, Hold and Park with Notes
- Call recall, with notes against call retained
- Call History panel with made / missed call and callbacks
- Coloured queue indicators and salutation hints
- Emergency mode
- Personal/group speed dials for quick access dialling
- Remote set/remove forwarding & DND on Cisco phones
- Screened/unscreened transfer
- Retrieve calls parked by other operators
- Console available in 21 languages
- Fully keyboard control (as well as mouse, touch screen)
- Full support for Visually Impaired users (JAWS®)

Enhanced Directory

Arc Pro has powerful directory features that ensure access to comprehensive contact information. The directory can be populated from Active Directory sources using LDAP synchronisation. This ensures accurate, easy to manage contact data across the whole organisation.

Operators can use a variety of search options, including phonetic searches and multiple-field searching, which enables them to find people within the company that share the same skills. This ensures callers are put through to the best person to deal with their enquiry.

The directory will automatically 'shrink' to a focused company or department view to reflect the company or department queue a call came in from, making searching quicker and reducing call handling times. Embedded contact tools including click- 2-dial improve productivity and reduce dialling errors.

Integrated, live presence information including availability and current status helps operators ensure each transfer is successful. Presence information can be provided through Cisco Unified Presence, Cisco Jabber, Microsoft Skype for Business, Microsoft Exchange or traditional telephone device status (Busy lamp field).

- Up to 175,000 contacts supported
- Extensive search options including alternate spellings, phonetic, keywords, cross tab for skill sets and directory subsets
- Email direct from directory
- Create, share, 20+ directory groups with other operators
- Alternate contacts with presence status
- Display of Cluster/Dial Plan column for multi-site solutions
- Jabber softphone client status displayed in busy lamp field
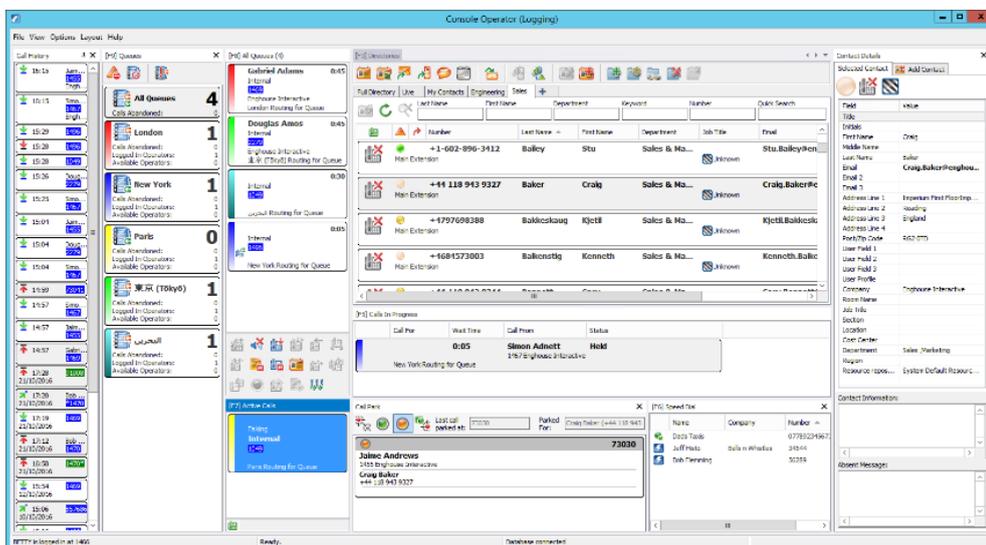- Share personal directory groups with co-operators

Fig.1. Screen showing call queues and directory with presence status indicators and contact options

Call Statistics

Supervisors and managers can only ensure that service levels are maintained if accurate performance data is available. Arc Pro provides over 250 reports based on the operator centre, queues and individual operators. Both historical and real-time performance data can be accessed and reports are available either in tabulated form or in a variety of graphical formats.

Supervisors can also make changes to the console environment instantly in order to resolve or maintain service levels. For example, additional operators can be added to a queue in order to reduce the number of calls waiting.

Low Cost Of Ownership

Arc Pro offers a unique set of features for larger organisations that significantly reduces cost of ownership. This includes installation directly onto the Cisco server, significantly reducing server requirements.
Organisations utilising Arc Pro across multiple Cisco UCM clusters benefit from a unified directory, busy lamp and call handling function that can be installed and managed centrally but easily segmented by location, cluster, company etc. This also enables multiple attendant console users to be quickly and easily deployed across the organisation significantly reducing cost of ownership of the solution

In addition to reduced IT administration and hardware costs, Arc Pro supports both the G.711 and the G.729 codec concurrently which provides increased call capacity and reduces the flexibility of bandwidth required in larger network solutions, saving additional costs.

Call Management with Proteus

Using our powerful Proteus Call Management software, calls into and out of the organization can be monitored and reported up in intricate detail. All data is available via an easy to use browser experience.
Graphical reports showing call patterns, busy periods and telephone traffic trends enables supervisors to see at a glance if incoming calls are being answered within specified response times and provide the evidence needed to justify additional phone operators, or modify the way that calls are handled to maintain high levels of responsiveness.
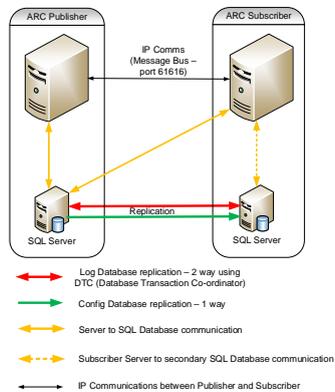
Multi-Tenant Support

Arc Pro was designed to easily support organisations with multi-tenant requirements enabling one or more operators to answer calls on behalf of different parts of the business or indeed different companies. The software also supports the scenario where the same directory numbers exist more than once across the telephony estate, usually in different Cisco UCM clusters or tenants or for multiple disparate groups of operators on one server handling calls for their company with no visibility of the other companies or operators.

"Arc Pro handles more than 40,000 calls per day to our centralised operator centre, and our operators love the way it empowers them to direct those calls"

Jose Montana, Operator Centre Manager,
Major retail outlet, Madrid, Spain

Resilience

Lost calls means lost revenue and poor customer satisfaction. To ensure that operators always have access to the console application to handle calls, Arc Pro offers a publisher – subscriber resilience solution with live directory synchronisation. In the event of a fault the failover from publisher to subscriber ensures calls continue to be answered, minimising disruption and ensuring service levels are maintained.

ARC Publisher
ARC Subscriber
IP Comms (Message Bus – port 61616)
Replication
SQL Server
SQL Server

Log Database replication – 2 way using DTC (Database Transaction Co-ordinator)
Config Database replication – 1 way
Server to SQL Database communication
Subscriber Server to secondary SQL Database communication
IP Communications between Publisher and Subscriber

Server deployment options

Arc Pro is deployed on Windows Server hardware using Microsoft SQL server. It can be deployed on pure hardware, via VMWare, and on Cisco UCS platforms, provided Cisco's virtualization guidelines are followed.

Cisco deployment options

Arc Pro is deployed on-premise with Cisco UCM, Cisco Business Edition. It capably supports Cisco Hosted Collaboration (HCS) in simple or complex (multi customer or site) modes. And, it is as capable handling hundreds of consoles or agents as it is supporting two.

From informal Helpdesk to multimedia contact centre

In organisations where groups of employees and departments, such as helpdesks, are required to answer calls, Arc Pro can be extended with Arc Pro Helpdesk as an excellent, low cost alternative to a contact centre.

Enghouse Interactive also offers a range of solutions for powering advanced, multi-channel contact centres providing the right solution for every business requirement.

QMS Call Recording & Quality

Whether for security or quality purposes, calls made to and from the operator can be recorded and stored for retrieval and playback at a later date. Operators can click the record button during a conversation to save the call in its entirety – ideal for security threats. Alternatively there is the option to record all calls for a selected queue. Call recordings can be retrieved by searching for factors including queue, CLI, DDI, time, extension number or operator ID. Finally, calls can be surveyed and the operators or agents assessed by the training manager for their performance on the call, to aid training or remuneration assessments later.

"The Arc Pro software has enabled the University of Wolverhampton to deliver exceptional customer service in our call handling in the competitive education market."

Pam Barry, Communication Services Supervisor,
UNIVERSITY OF WOLVERHAMPTON

A trusted Cisco Partner

Enghouse Interactive has been a trusted partner for over twenty years, through our original family of solutions - Arc Solutions, Andtek, Telrex and Zeacom. Our solutions are tested to ensure they are interoperable with Cisco Unified Communications by undergoing regular Interoperability Verification Testing (IVT).

- Arc Solutions: Cisco Preferred Developer Network partner
- Arc Pro, QMS and Proteus are Cisco Compatible solutions

Our solutions are also tested alongside other software solutions to ensure compatibility as part of the wider UC solution.

Bring your customers closer with a Connected Enterprise

Any company wanting to focus on customer service needs to put in place an approach that puts the customer at the heart of their business. They will need to leverage resources across the whole organisation and bring to bear everything from console management to CRM to call recording to ensure this focus is maintained.

Modular approach

Pilot, prove and migrate your console, helpdesk or contact centre to Cisco UC when the time is right for you then add functionality as required. We can work with you to establish your requirements, and design a deployment plan that suits your business needs.
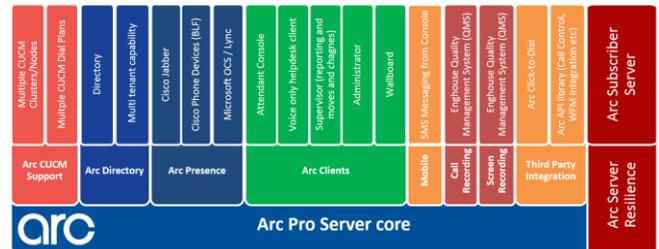
Find out more

Contact your account manager to find out more about how Enghouse Interactive solutions can help you make savings across the business and allow your more expensive higher-skilled workers scattered across the enterprise to become part of the customer service effort as and when required.

About Enghouse Interactive

Enghouse Interactive develops and supplies the widest range of customer contact solutions on the market through an extensive network of value-added partners. Enghouse Interactive's integrated suite of solutions includes multi-channel contact centre, self service, attendant operator consoles and workforce optimisation. These solutions enable organisations to classify and respond to customers in the way that they want: quickly, efficiently and successfully, with minimal effort.

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