

NTWcall Contact Center CC

Enhanced contact center comfort

The NTWcall CC Contact Center offers all typical contact center functionalities and emphasises the highest user comfort. The clearly arranged and user-friendly interface, well-thought-out in every detail, allows the ideal handling and administration of incoming calls. The NTW Contact Center is suitable for everyone from small and medium sized enterprises all the way through to international companies with multiple sites.



All for the contact center: easy and sophisticated

Handling and administration of enquiries on multiple channels made easy with the NTWcall Contact Center. It offers caller recognition, skill-based routing, wallboard/agent LiveMonitor, alarming, statistics and many more functions. Optional interfaces provide a connection to existing CRM and ERP systems (SAP, Salesforce, MS Dynamics) up to their full integration.

Flexible usage for every organisation

The flexible Contact Center clients may be used by small and medium sized enterprises as well as international companies.

The Contact Center interacts ideally with existing workstations (phone, web, Jabber, etc.) and may be used as a PC and hosting solution as well as a cloud solution.



Your advantages with the NTW Contact Center

- ✓ All typical contact center functionalities
- ✓ Prioritisation of calls according to a points system
- ✓ Call routing on the basis of ACD criteria
- ✓ Manual pick-up of calls
- ✓ Individual queues without limits
- ✓ Database queries / CRM connection (SAP, Salesforce, MS Dynamics)
- ✓ Separate e-mail queue
- ✓ Multi-tenancy
- ✓ Flexible clients
- ✓ Statistics & reporting

Call management

Managing calls reliably and precisely – thanks to the clever NTWcall Contact Center routing options.

Intelligent call routing: The fastest way to the right contact person

Calls are queued and prioritized based on a points system after which they are distributed according to ACD criteria. Therefore, agent capacities (know-how, availability) as well as customer criteria (ABC customer, call number, time zones / calendar) and queue times are considered. Clearly arranged presence statuses guarantee an overview of the available agents at any time. Depending on eligibility calls may be picked up manually.



Call prioritisation based on

- ✓ Queue
- ✓ External / internal call
- ✓ Dropped call
- ✓ VIP customer



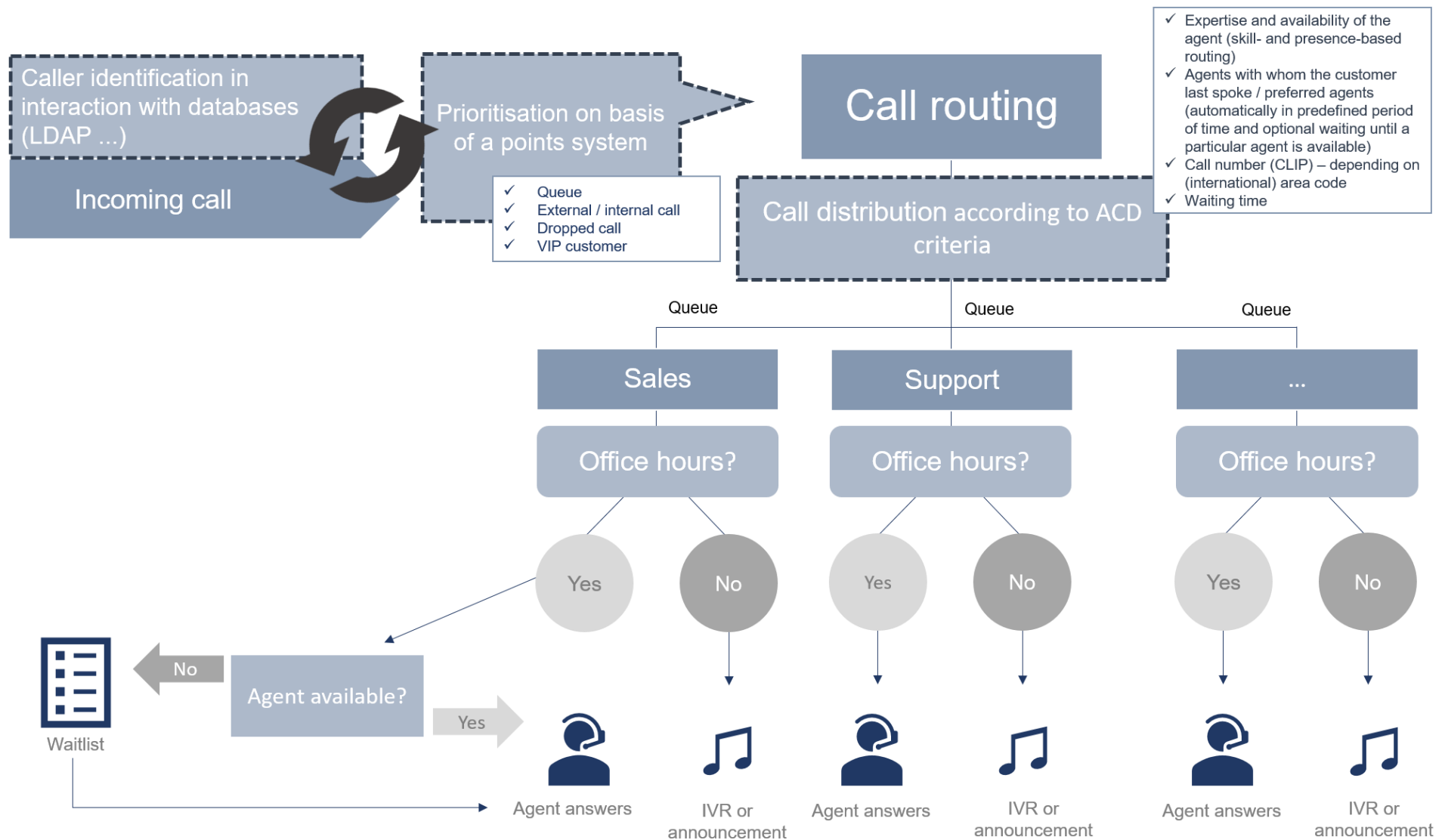
Call distribution with regard to

- ✓ Expertise and availability of the agent (skill- and presence-based routing)
- ✓ Customer's last contacted or preferred agent (auto-assign in predefined time frame plus optional mandatory waiting until desired agent is ready)
- ✓ Call number (CLIP) – depending on (international) area code
- ✓ Waiting time
- ✓ Time / time zones & calendar – depending on queue

Integration into existing IT landscape

Beside the connection to existing databases by means of standard interfaces, the NTWcall Contact Center may be ideally and fully integrated into CRM systems like SAP, Salesforce or MS Dynamics – all functionalities on one platform.

Schematic representation of a call flow (example)

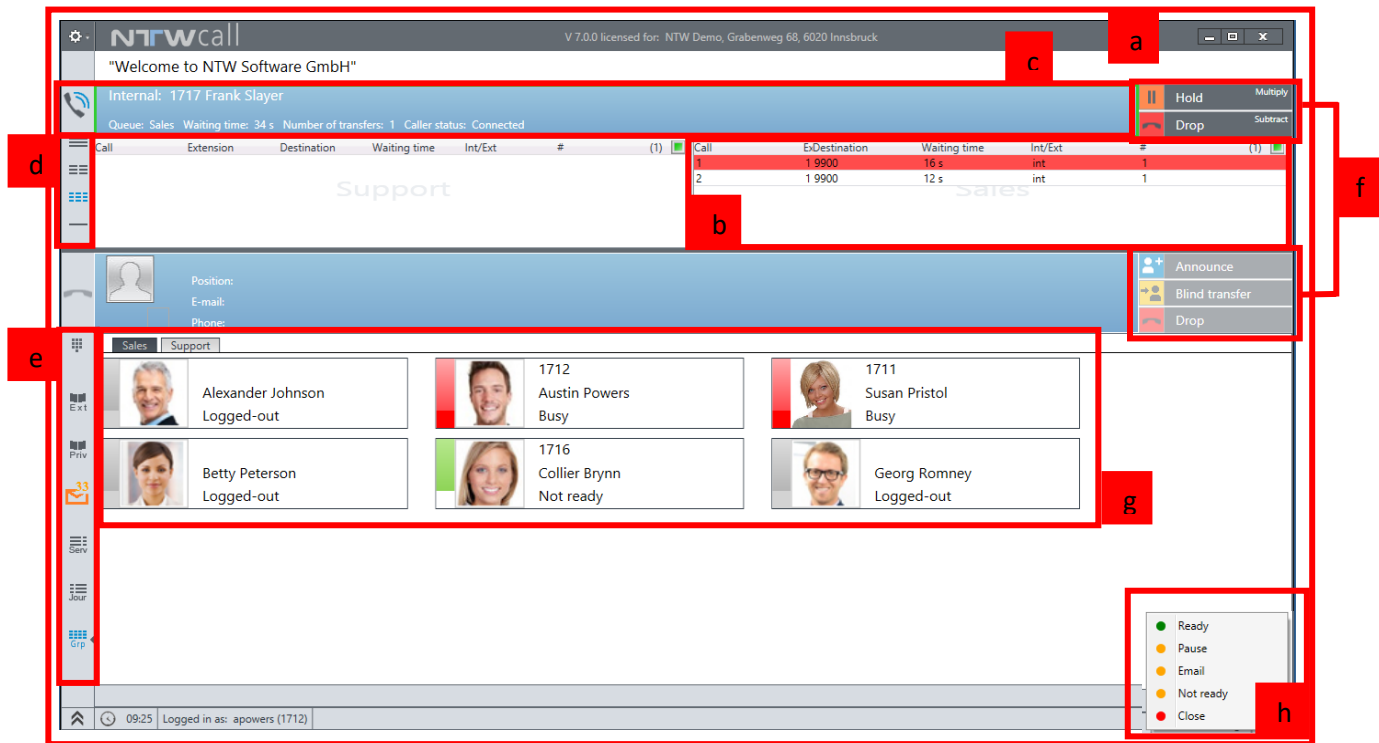


Clearly arranged and convenient: the user interfaces

Agent interface

The intuitive user interface can be adapted to suit the specific handling task and the individual agent, while remaining straightforward and easy to use. The console can be operated via or by a simple mouse click.

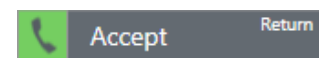
The Contact Center is integrated into existing workstations and used on the PC as well as on the web and phone (IP phone, Jabber, Jabber for web). It can also be fully integrated into CRM applications.



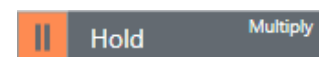
Explanation:

- a) Clearly arranged contact center user interface – from the agent's point of view
- b) Waiting list showing call number, target, waiting time and origin of the call (internal/external)
- c) Active call with display of agent's line state.
- d) Setting: Queue display
- e) Selection: between directory display, e-mail queue, journal or group display
- f) Buttons for current call / functionalities
- g) Group display with visible phone and agent status
- h) Ready-states: set and changed individually

Buttons with display of shortcuts



Connects incoming call



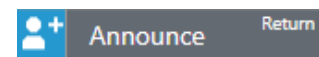
Puts active call on hold



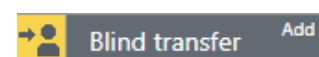
Disconnects active call



Parks active call



Announces and connects call



Connect call without announcement

Supervisor interface

For the contact center supervisor (user interface representation **a**) the following functionalities are available:

- b) Supervisor interface with agents' statuses and queues
- c) Toggle agents' queue status (active / inactive)
- d) Overseeing the statuses of agents and phones
- e) Put agents on pause/active
- f) Change skill level

The screenshot shows the NTWcall supervisor interface. At the top, a header bar displays the company logo and license information. Below this, a call information section shows the external number, caller name, and queue details. A central area displays the current call status and destination. The bottom section features a table of active agents with columns for status, name, extension, destination, and phone state. A sidebar on the left contains navigation icons. A bottom status bar shows the current time and user information.

Annotations on the screenshot:

- a**: Points to the top header bar.
- b**: Points to the left sidebar navigation area.
- c**: Points to the checkbox in the agent status column.
- d**: Points to the phone state column.
- e**: Points to the context menu for an agent.
- f**: Points to the points dropdown menu.

Status/Name	Extension	Active agents	Destination	Night service target
Vermittlung	+498921548441500	1		
Agent name	Period	Phone state	Agent state	Points
Sabine Bauermeister	03:43	●	●	1
esj	00:39	●	●	15
rudolf001	00:18	●	●	10
linn001	01:43	●	●	1
Tech Support 92	+498921548441592	2		
Park Queue	Park Queue	1		

Adjustments as required

Some settings such as phone signal, focus on call, font size, visible displays or shortcuts may be set or changed by every agent individually – for an optimum of user friendliness.

General settings

Dial tone: No sound [Repeat] [Test]

Alarm tone: No sound [Repeat] [Test]

[File upload]

☒ Focus on call

☒ Show message texts

☒ Display groups in directory view

☐ Don't clear search

☐ Collapse inactive queues

Wrap up time: 3 s

Font size: 75% 100% 125% 150%

Internal contact data: First name Last name Remote number

External contact data: Company First name Last name

☒ Show picture

☐ Show whole number in detail

Presence in detail: CUPS

Show whole notes ☒ CUPS text

Fallback filter: Organisational level1

Selection filter: Organisational level1

Visible displays: ☒ External ☒ Journal ☒ Personal ☒ Queues ☒ Calls ☒ Groups

Groups: ☒ Show last switching action

☒ Dial using double-click ('Shift' for transfer)

☐ Transfer using double-click ('Shift' for dial)

☒ Activate logging ☐ Always break through forwarding

[Save]

- ✓ **Signal phone:** individual ring / alarm tone on the PC
- ✓ **Focus on call:** causes the program to appear in the foreground on an incoming call
- ✓ **Font size:** Selection between four different font sizes for an optimal work comfort
- ✓ **Set visible display:** decide individually, which buttons on the left side of the interface should be available or hidden
- ✓ **Shortkeys:** individual programming of useful shortcuts

CRM connection made easy

NTW CTI Adapter

Accounts App Launcher Calendar Campaigns Cases

LEADS All Open Leads

13 Items - Sorted by Name - Filtered by Lead Status - Last updated a few seconds ago

NAME	COMPANY	STATE/PROVINCE	EMAIL
1. Bertha Boer	Farmers Coop. of Florida	FL	bertha@f...
2. Betty Blair	American Banking Corp.	PA	bblair@am...
3. Brenda McClure	Cadinal Inc.	IL	brenda@ca...
4. David Monaco	Blues Entertainment Co...		david@blu...
5. Jeff Olimpas	Jackson Controls		jeff@jack...
6. Kathy Snyder	TNR Corp.	CT	kysnyder@...
7. Kristen Akin	Aethna Home Products	VA	kakin@ath...
8. Mike Braund	Metropolitan Health Ser...	MD	mbraund@me...
9. Norm May	Greenwich Media	OH	norm_may...
10. Patricia Reager	International Shipping C...	NC	patricia_r...
11. Phyllis Cotton	Abbott Insurance	VA	pcotton@ab...

Suchen oder Nummer

☒ Türkisch (2) 4/10

☒ English (1) 1/5

☒ Arabisch (2) 3/10

☒ Farsi (2) 3/10

☒ Französisch (1) 1/5

☒ Polnisch (1) 0/5

IBK

160 Andreas Andersen

161 Ariane Berthier

162 Dave Kuger

163 Inke Herman

164 Jan Schräpel

165 Joris Kalz

166 Michael Krause

167 Peter Bauer

168 Peter Brehm

169 Ute Nickel

mkrase@company.com

162

NTW



Full integration of NTWcall Contact Center functionality into the user interface of Salesforce

Functionalities for an ideal contact center experience

With the versatile functionalities of the NTWcall Contact Center the ideal handling of calls is guaranteed. Besides the call control the following functionalities assist in the handling:

- ✓ Free scalability: add/modify new agents easily
- ✓ Display presence status: Team and own status
- ✓ AbA functionality: show prepared welcome text
- ✓ Announcement depending on call routing criteria
- ✓ Flexible directory search for person, organisation, keyword
- ✓ e-mail channel for processing e-Mails
- ✓ Individual not-ready statuses with a single mouse click
- ✓ Supervisor functionality with display of queues, agent statuses and option to change skills
- ✓ Preset evaluation time
- ✓ Wrap-up codes for transparent statistics and reports
- ✓ Standard interfaces for database connections



More functionalities

- ✓ Voice recording
- ✓ Attendant console
- ✓ Connection to third-party systems (SAP, Salesforce, MS Dynamics)

Real-time reporting and statistics

Keep track of the contact center activities with NTWcall CC's real-time reporting and statistics. Beside the typical CDR evaluations, detailed call center reports on the basis of queues and agents are available. Numerous also highly customisable filter functionalities allow a flexible creation of reports which leave nothing to be desired.

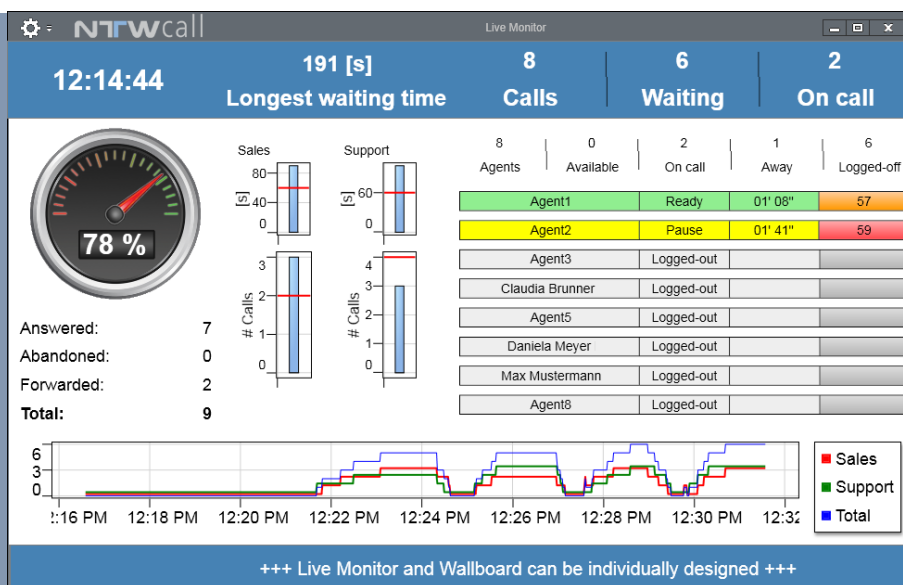
Everything in view with the Wallboard



- ✓ Show in real-time: numerous and versatile standard statistics in table or graphical form
- ✓ Measure performance via call volume / SLA times (volume- or time-based performance)
- ✓ LiveMonitor / Wallboard

Measure performance live

Supervisors as well as agents may control the call volume via LiveMonitor / Wallboard in real-time. The contact center activity is displayed comprehensibly – for a continuous examination of the performance



The LiveMonitor

- ✓ Individually configurable interface
- ✓ Functions and information:
 - Number of available licenses
 - Number of waiting calls
 - Max. waiting times
 - Chart history
 - Warning notice
 - Marquee text with central display
 - Statistical display

Extensive evaluation with statistics

Via statistics all parameters of the contact center performance, such as response and waiting times, call duration, call forwardings, lost calls etc. may be evaluated in a clear but detailed way.

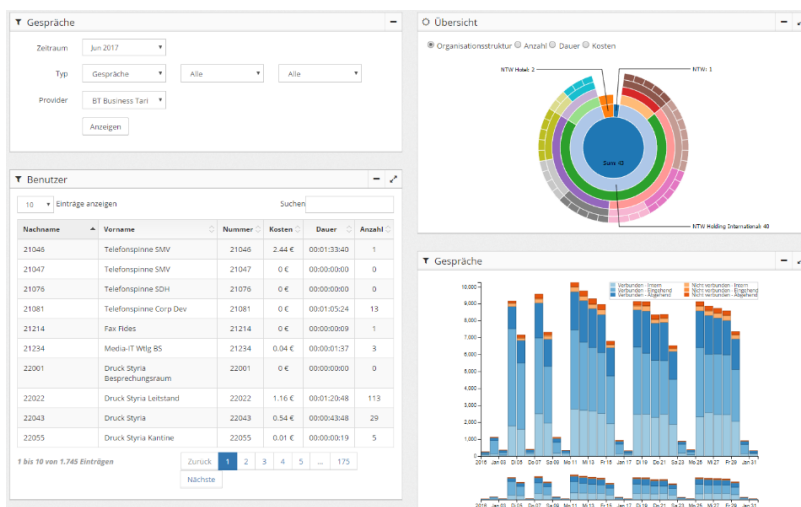
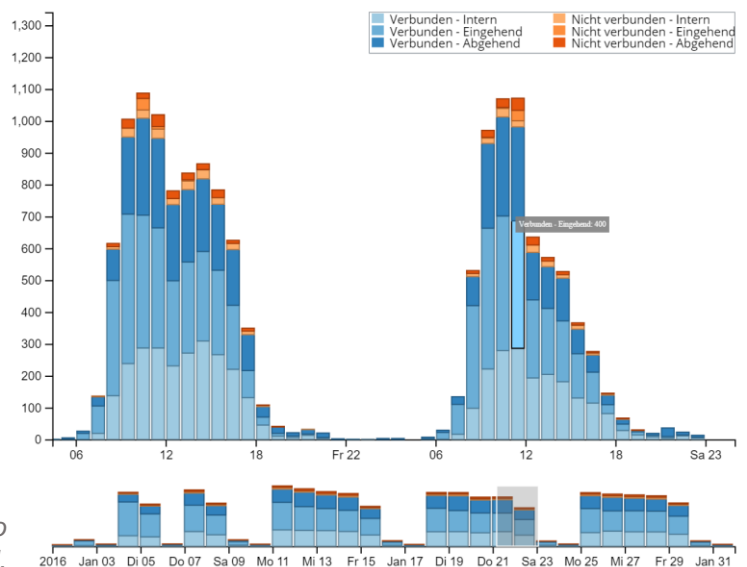


- ✓ Measure performance: through individualised statistics and evaluations
- ✓ Response time analysis (total, according to time, target, queue, agent)
- ✓ Lost calls (e.g. grouped by drop duration)
- ✓ Individualised periods of time
- ✓ Messaging: stay informed with automated and delivery of statistics at regular intervals
- ✓ Quickreport

Quickreport (example)

The new Quickreport allows a comprehensive responsive real-time evaluation of the call volume. Thanks to its dynamic display and scalable resolution of data, the contact center performance is measurable in every detail.

Temporal resolution of call data up to hour level.



Flexibility on all levels

All elements of the Quickreport interface are full-screen capable and may be arranged flexibly – depending on own preferences: for an optimum of user-friendliness.

Responsive real-time evaluation of call volume with comprehensive filter and display options.

The advantages of the NTWcall Contact Center at a glance



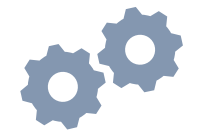
Intelligent call management

Control calls optimally based on caller criteria (ACD) and agents' statuses (skill- and presence- based) – without detour the fastest way to the right contact person.



User interface: comfortable and comprehensive

Intuitively designed and clearly arranged interface for an easy introduction to the contact center environment and workplace comfort on the highest level.



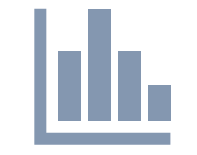
Flexible adjustments

Via connection to interfaces and databases as well as versatile individual setting options, the contact center may be adjusted ideally on one's own needs.



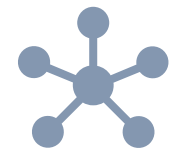
Messaging: all on one platform

With the additional integration of an e-mail channel and messaging functionalities, all information channels are combined on one platform.



Full control: reporting & statistics

Keep track of the contact center activities. Evaluate performance in real-time via LiveMonitor and benefit from comprehensive statistic options.



CRM integration

Full integration of the contact center functions into the existing IT landscape (such as SAP, Salesforce or MS Dynamics).



Additionally use the contact center for attendant console

The NTWcall Attendant Console for Cisco UCM supports call operating of companies flexibly and reliably. Be it as a single-user or multi-client system.