

# Alcatel-Lucent OmniTouch Contact Center Standard Edition

A new era of customer service solutions

A scalable and reliable contact center solution for up to 7000 agents.

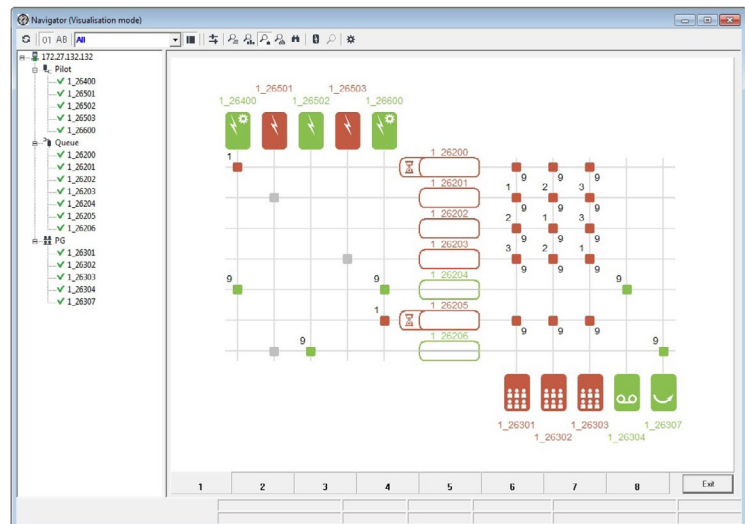
Alcatel-Lucent OmniTouch® Contact Center Standard Edition is for companies with contact centers of all types and sizes, from small to large capacities, that are driven primarily by inbound voice interactions.

Currently with more than 800,000 seats worldwide, OmniTouch CC Standard Edition is based on a unique and patented matrix call-routing model. Flexible and customizable, changes can be made quickly using the “what you see is what you get” (WYSIWYG) management interface. No programming skills are required to address business demands.

Contact center modules available are:

- CC Supervision
- CC Distribution
- CC Agent
- CC IVR

Moving to a multimedia contact center solution no longer requires a complete rip and replace. Customers who already have OmniTouch Contact Center Standard Edition can deploy the OpenTouch® Customer Service Plug-in as an add-on (overlay). Benefit from multimedia interactions such as email, web chat or social media plus CRM applications like integration, workforce management, outbound and IVR capabilities.



| Key modules/features | Benefits  |
|----------------------|---|
| CC Supervision       | Offers real-time one-click configuration and supervision, monitors all objects (pilots, queues, and groups) and provides full statistics compilation and detailed reports.  |
| CC Distribution      | Is an automatic call distributor (ACD) with a database embedded in an OmniPCX® Enterprise, offering cost-based powerful routing algorithms and the ability to build a virtual contact center.   |
| CC Agent             | Is a desktop application for agents providing full telephony and session control, advanced call monitoring, individual and group statistics, and access to critical information.  |
| CC IVR               | Provides interactive voice response (IVR), offering powerful self-service functionality, using the latest speech recognition and text-to-speech technologies, plus voice, fax and email integration. It can also be used for call pre-qualification, call back, customer survey and more          |
| Soft Panel Manager   | Helps agents and supervisors quickly identify strengths and weaknesses, then establishes corrective strategies, optimizing the Contact Center's efficiency and customer service. As a business monitoring tool, Soft Panel Manager enables managers to make quick strategic or security decisions |

## Technical specifications

### OmniTouch Contact Center Standard Edition

#### Embedded OmniPCX Enterprise

##### Voice distribution

- Patented visual tool to:
  - manage configuration
  - design routing
  - check call flow in real time update
- Skill- and cost-based distribution
- Routing time schedule
- Expected and remaining waiting time announcement
- Group selection options

##### Unified multimedia interactions

- OpenTouch Customer Service add-on formultimedia handling

##### Architecture

- Up to 2800 connected and 7000 declared agents
- VMware® ESXi™ compliant
- Distributed contact center with ABC network
- HA and branch survivability with OmniPCX Enterprise
- Business, home, and mobile agents

##### Voice announcement

- External/Internal voices guides
  - From audio station, Premium DeskPhones
  - From audio file in Supervision Desktop

##### Agent features

- Free seating agent position
- Logon/logoff, withdraw, wrap-up (manual or CTI-based)
- Private call barring
- Transaction code (with reporting)
- Supervisor help
- Agent direct call with statistics
- IP Agent Softphone (PC desktop, tablets, iPhone)
- Agent greeting (automatic welcome prompt)

##### Supervisor features

- All agent features
- Discrete call listening and monitoring

##### Agent desktop

- CCA toolbar providing personal statistics
- CCA partner bar providing groupware facilities
- CCA API for CRM integration
- CCA native OmniPCX Record or NICE integration (native record on demand button)
- CCA nomadic mode
- CCA H.323 softphone
- OpenTouch Customer Service Unified Desktop for multimedia blending

##### Supervision and statistics desktop

- Up to 120 connected and 250 declared supervisor desktops
- Real-time statistics
- Customizable alarms and reports
- Automatic emailing reports
- Discrete call listening and monitoring
- Predefined and customizable Microsoft Excel® spreadsheet-based statistics and reporting
- Statistics download (FTP)
- Free seating supervisor position
- Wallboard display control for LED and TV
- Openness to other workforce management software

For more information about OpenTouch Customer Service, contact your local representative or visit:

<https://www.al-enterprise.com/>