

AND Call Center 5.4

The call center solution is especially designed to deliver the key features of call center environments with an easy to use and affordable product. Additionally the product fits within environments for typical phone based help desktop solutions.

Overview

AND Call Center delivers typical call center services for small to medium sized enterprises. It offers the capability to run all agent services directly on IP phones without the need of a desktop agent. Within the call center all incoming calls are queued and will be delivered to available agents based on configurable parameters.

For power users there is an integration with AND Desktop CC available to have advanced features available on the desktop client.

Administration of the call center is completely centralized and uses a web-based frontend which can be extended with additional modules.

Benefits

- Optimized working at call center
- Fast overview about agent status at the phone display
- Unlimited number of working places
- Easy pick up/forward of incoming calls
- Whole handling is phone based (no PC required)
- Different call forward algorithm
- Easy call handling
- Professional individual waiting queue

Call Center Overview

The status of agents in call centers is shown in real time directly on phone display and the availability of agent team members is visible at a glance. Additional information like second call, forwarding or locked phone is directly shown on the phone display as well.

With automatic call distribution all incoming calls are directed to the next available agent depending on the distribution algorithm. With „First-In First-Out“- you have a hierarchical order how calls are forwarded to agents. With „Longest Idle“ the incoming calls are forwarded to the agent which was idle for the longest time.

With the additional module AND Reporting it is possible to do flexible reporting's, like a graphical diagram of the service level.

Furthermore you can increase customer satisfaction with AND Recorder where the supervisor can support the agent during a customer call with whispering and silent monitoring.

For advanced call center environments there is an upgrade possible with AND Desktop CC to get a desktop client with more functionality for call handling.



Available Services

Services on the Phone

- Direct call to group members
- Changing group
- Wrap up time
- Pause
- Log on/off of agent phones
- Acoustic and/or visual signaling
- Activating/deactivating group display
- Intercom function between agents
- Up to 18 group members at the same time on the phone display
- Supporting of phones with touch screen
- Pick up of incoming calls for group members
- Forwarding of incoming calls for group members
- „First-In First-Out“ or „Longest Idle“ principle
- Group based skill routing

Administrator Services

- Password protected access with multilevel administration
- Multi-level administration
- Centralized management of all AND Phone modules
- Create, Modify, Delete user groups
- Advanced options for group members
- Add non-visible group members (Supervisor)
- Configuration of call distributions
- Configuration of wrap up time
- Configuration of forward after defined time
- Configuration of time based queues
- Configuration of music on hold or welcome
- Target definition with no available agents
- Target definition at full queue
- Call forward after a defined time by no answer
- Call forward to next agent by no answer

System Requirements

Server Requirements

- x86-based architecture
- Main memory 4GB or higher
- Gigabit-/Fast-Ethernet interface
- Hard disk 80GB
- Virtualization supported (VMware)

Software Requirements

- AND Phone Base
- AND Call Center / optional AND Desktop CC

Supported Telephone Systems

- Cisco Unified Communications Manager 8.x, 9.x, 10.x or 11.x

Supported Phones*

Cisco IP Phone series 6900, 7800, 7900, 8800, 8900, 9900 and Jabber



ANDTEK GmbH

Am Soeldnermoos 17
Germany

T: +49 811 9594960

F: +49 811 95949676

E: info@andtek.com



* Available services might differ depending on type of phone and telephone system. Status information can be displayed on IP phones with graphical display support only.

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