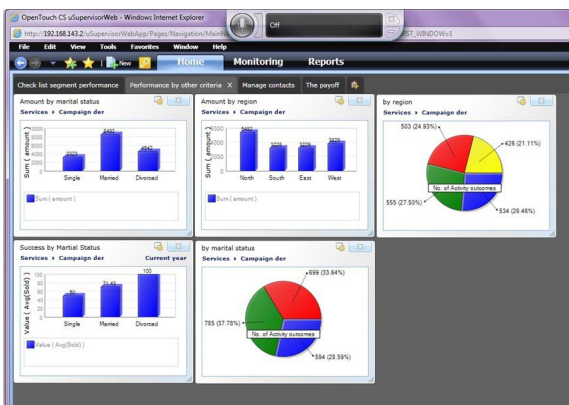


Alcatel-Lucent OpenTouch® Customer Service

A comprehensive modular application for multi-media contact center management

A modular contact center solution that handles agent-based and self-service multimedia interactions, OpenTouch Customer Service helps simplify the workflow between customers, the contact center and the rest of the organization.



The OpenTouch Customer Service enables unified management of all customer-related activities in the front and back office. For maximum business value, the OpenTouch Customer Service ensures that business rules, monitoring and automation are always consistently applied for voice, digital and social media interactions.

The OpenTouch Customer Service enriches the Alcatel-Lucent OmniTouch® Contact Center Standard Edition platform with multimedia interactions.

Features	Benefits
Unified Interaction	A real-time platform that unifies all activities in a queue, making it faster to reuse resources, processes and knowledge
Unified Routing	Applies skills-based routing rules to all activities, so customers receive the best service from the most appropriate resource
Unified Dialer	Award-winning dialer including powerful predictive dialing algorithms with accurate call classification, compliant with the most demanding telemarketing legislation
Unified Desktop	A single desktop that unifies all agent applications, for faster data access and reduced agent training time
Voice Portal	A powerful software voice platform that delivers a superior self-service experience, allowing speech-enabled and touch-tone access to self-service customer care and outbound notifications
Workflow	Unifies processes across the organization, bringing contact center efficiency to the whole business
Management Portal	A customizable all-in-one tool for managing a multimedia contact center in real time
Integration Server and Connectors	Delivers out-of-the-box integration with CRM, ERP, Quality Monitoring and Workforce Management applications

Technical specifications

Unified Interaction

- Multimedia interactions
 - Voice with callbacks
 - Email
 - Web chat with callback
 - Social media: Facebook, Twitter
 - SMS

Unified Routing

- Multi-site
- Multi-time zone
- Workload overflow
- Virtual routing
- Pre-routing
- Pre-defined default routing strategies
- Rules-based routing
 - Time based
 - Calendar based
 - Source/destination based
 - Volume based
 - Geography based
 - Skill based
 - Case based
 - Overflow based
- Intelligent routing
 - Scripting based
 - Business application information based
 - Customer profile based
- Blending with outbound dialing

Unified Dialer (outbound)

- Multiple dialing modes
 - Preview
 - Power
 - Predictive (award-winning algorithm)
- Filter support
- UK- & US-specific regulation compliance

Unified Desktop

- Single workspace for all
 - Live interactions
 - Logged interactions
 - Tasks
- Optimized control of all multimedia interactions (Voice, Email, Chat, Social media, SMS ...)
- Deep integration with business application support

- Banner mode
- Knowledge management
- LDAP Directory
- Contacts Base
- Answer templates (Email, Chat, Social media)
- Agent Motivator
- Fully customizable thru scripting
- Unified Desktop Windows
 - PC client
- Unified Desktop Web
 - Internet Explorer
 - Firefox

Voice Portal (IVR)

- Emergency Closure
- Inbound and Outbound
- Integrated with ASR/TTS
- Integrated with natural language

Workflow

- Centralized definition and distribution of processes
- Priority management
- Single view of all pending work
- Integration with company business processes support

Management Portal

Management

- Profile-based interface
- Configuration
- Campaign creation
- Workforce management
 - Add/remove agents
 - Skills
 - Teams
 - Floor plans
- Business data support
- Alarms
- Routing rules
- Recording rules
- Pacing rules
- Compliance rules
- SLAs
- Live configuration update
- Start/stop campaign
- Load contacts lists
- Broadcast messages
- Scoring

Real-time monitoring and historical reporting

- Multi-time zone support
- Custom views
 - Configure dashboards
 - Hierarchical information display
 - Context-sensitive information display
- Agents, teams, campaign states and performance monitoring
- Queues monitoring
- Call classification
- KPIs
- Operational and business alarms

Integration Server and Connectors

- Native Connectors
 - CRM: Siebel, SAP, MS-Dynamics
 - Recorder: Verint, Alcatel-Lucent OmniPCX RECORD
 - WorkForce Management (WFM): Verint, Teleopti
 - Wallboard: Alcatel-Lucent Soft Panel Manager
- Native Application Programming Interfaces
 - .NET, Java, SOAP/Web services, C/C++ API

Design Studio

- Text and graphical environment
- Auto-completion
- Unified Interaction, Unified Routing, Unified Dialer, Unified Desktop, Voice Portal Workflow, Management Portal support
- Inbound, outbound and IVR scripts
- Enhanced debugging
- Templates
- RAD: Rapid Application Development
- Automatic campaign definition

Architecture

- Integration with OmniTouch Contact Center Standard Edition
 - CTI (Unified Interaction, Unified Dialer)
 - SIP (Voice Portal)
 - Agent synchronization
- Modular design
- VMware
- High availability