



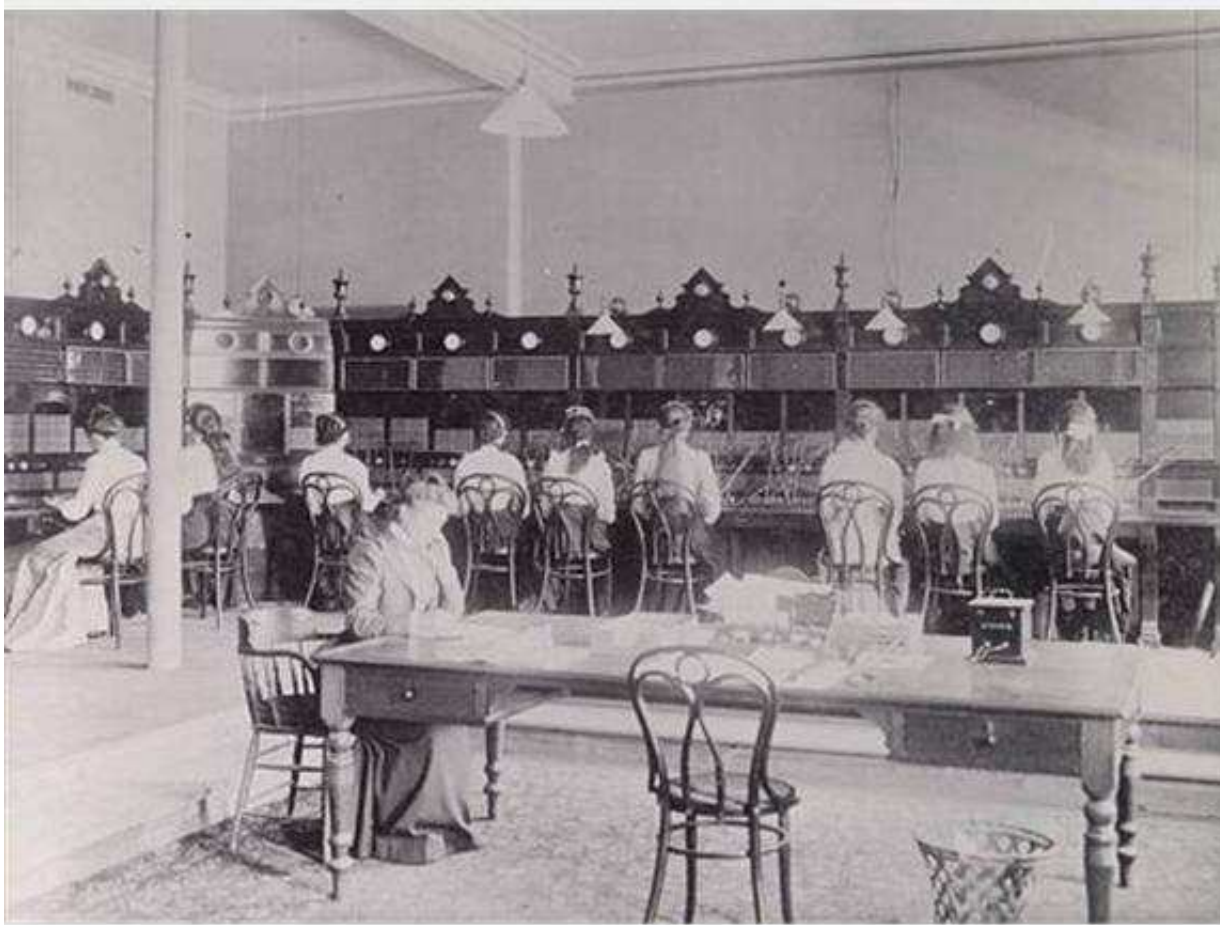
Your connection to the world



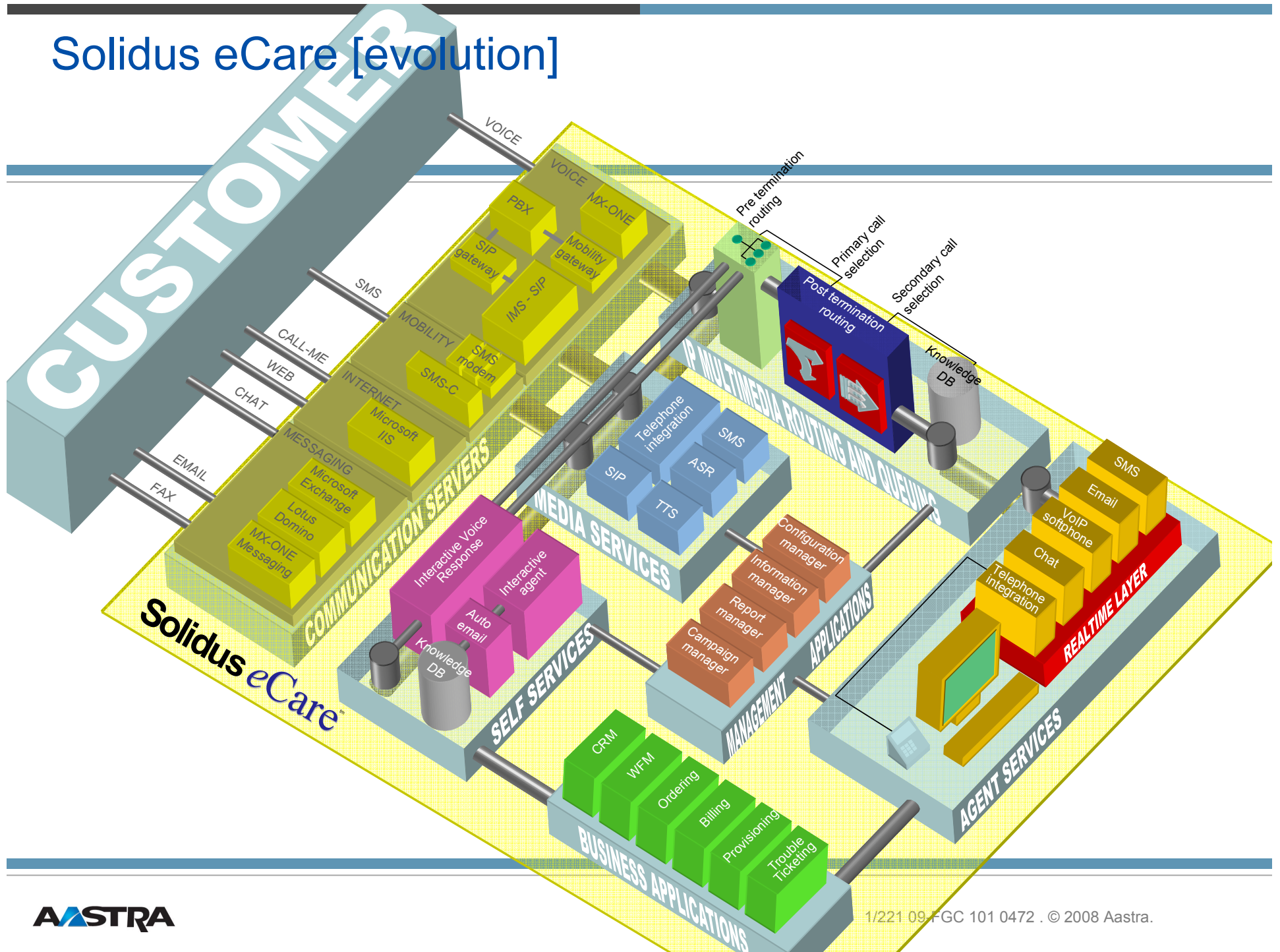
Multimedia contact center

Solidus eCare™ 6
and
Open Applications Server 6

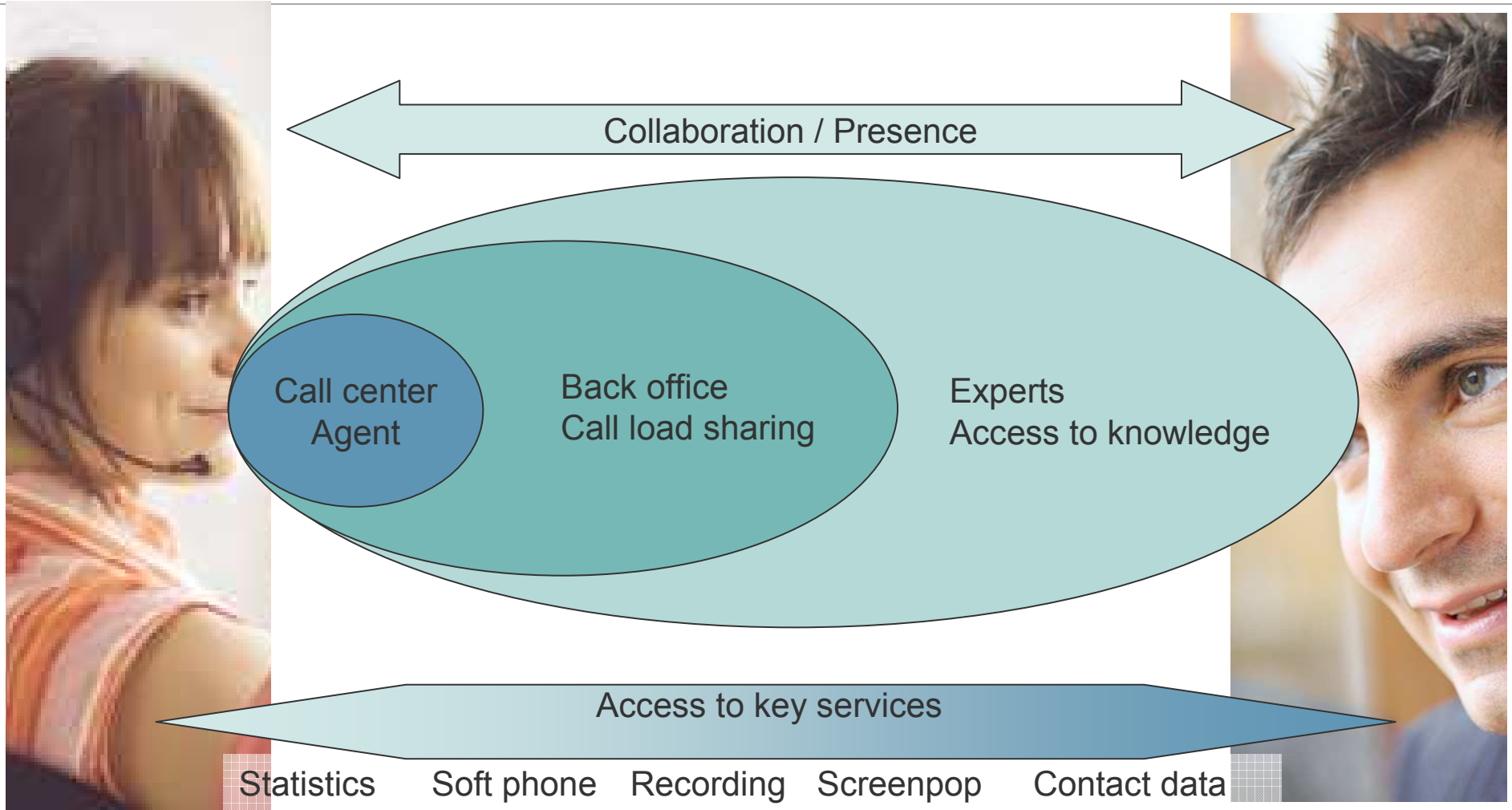
Once upon a time!



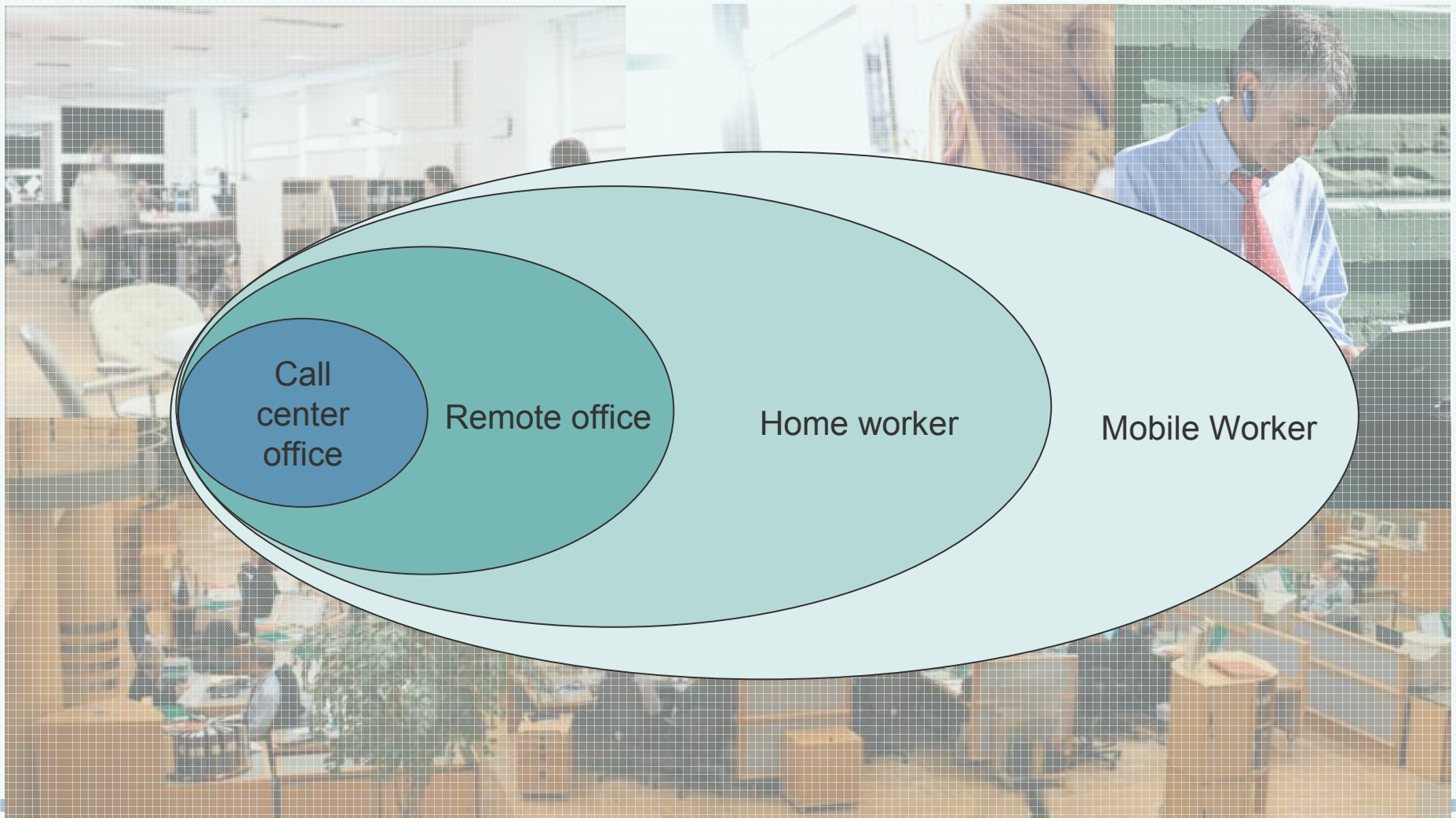
Solidus eCare [evolution]



Contact Center Role [evolution]



Contact Center Location [evolution]



Solidus eCare™ 7.0 Offers You

- » Easy start up way and possibility to grow in line with your business needs
- » SIP enable your Solidus eCare system (SIP Agent)
- » Instant access to experts and key individuals anywhere
- » Increased agent productivity and efficiency
- » Improved management operations



When customer
is
key!

Solidus eCare™ 7.0 – Experience All Inclusive

- » Solidus eCare™ is bringing customers and companies together to deliver a better customer experience

- » Release highlights:
 - Solidus eCare Lite
 - low-cost, voice-only, entry-level Solidus eCare system license
 - SIP Agent
 - a fully blended SIP contact center that integrates with foreign PBX's supporting
 - InTouch
 - include back office and key individuals in the customer support process

Experience
All inclusive



Solidus eCare™ 7.0 – more new functions

Management Improvements

- » New report capabilities
 - Interval selection for “group by interval reports”
 - Preferred agent handling reporting
 - Agent activity in Agent Availability report
 - Report preview
- » Real-time Stats Display
- » Web based wall display

Agent Improvements

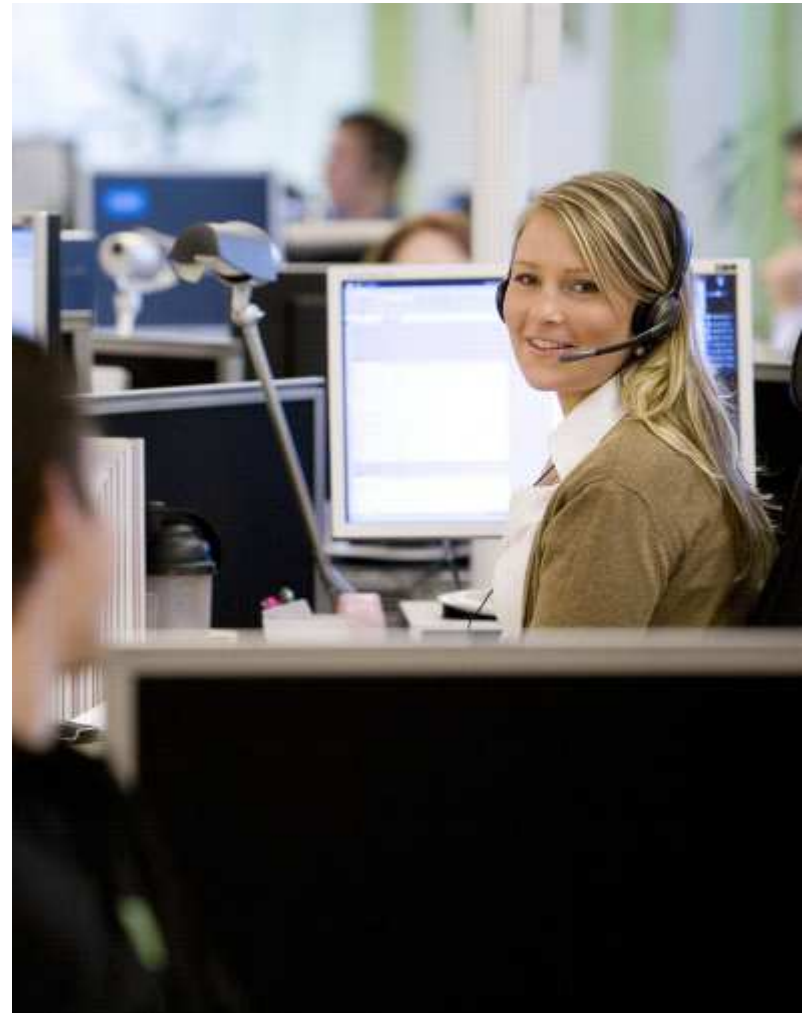
- » Agent Multimedia Dispatch
- » Re-introduction of agent details
- » Call Recording Enhancement
- » Phone Agent log in

Functionality Enrichments

- » Script Manager
- » New TTS licenses
- » Open Application Server

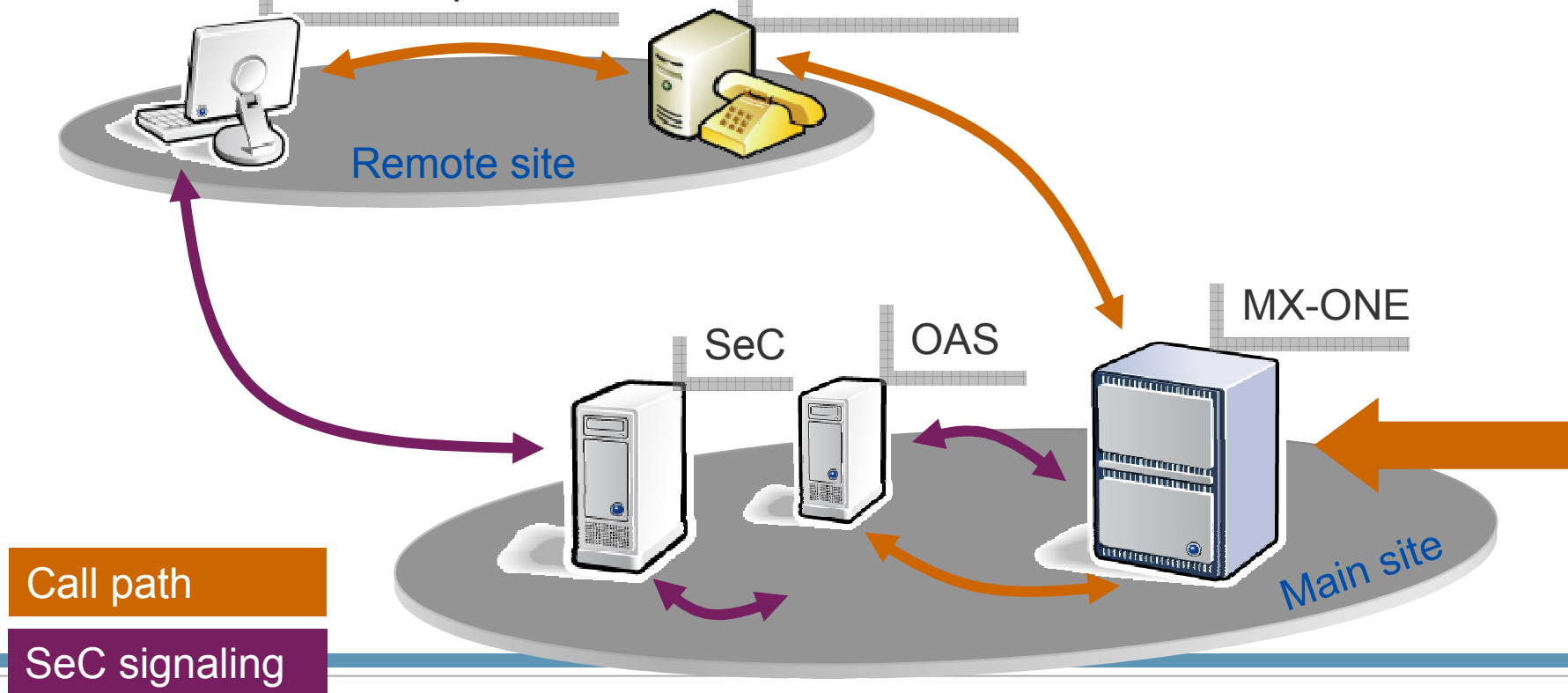
Solidus eCare™ 7.0 Lite

- » Low cost skill based call center solution
- » Up to 50 concurrent agents
- » Several options available
- » InTouch for back office staff
- » License upgrade to multimedia contact center in seconds



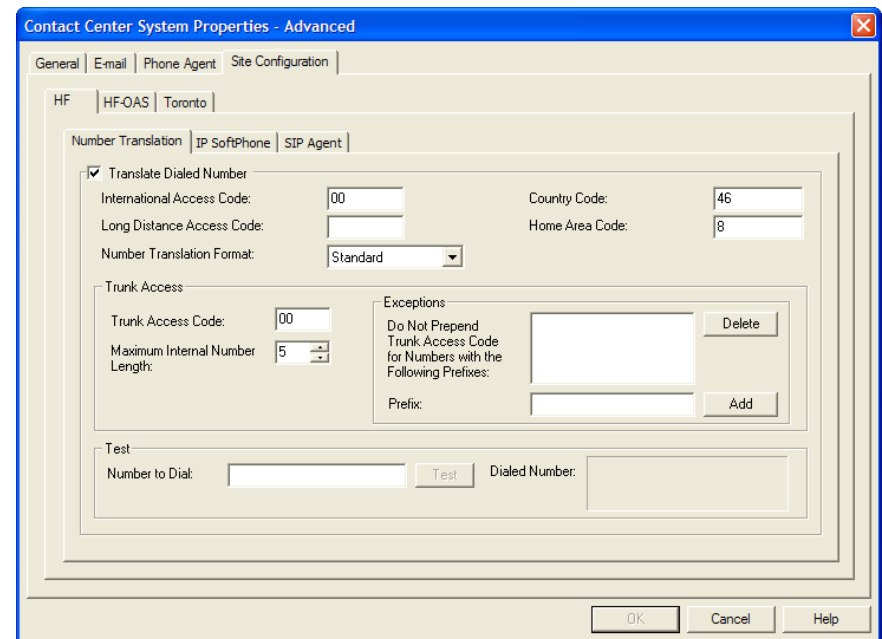
Solidus eCare™ SIP Agent

- » Introducing a new remote site configuration
SIP Agent registered in d PBX
- » Enabling DesktopManager in a SIP Softphone
Cisco UCM



Solidus eCare™ SIP Agent

- » No OAS, nor CTI required
 - SIP Agent registers SIP softphone inside remote SIP PBX
- » Use Configuration Manager to define sites
 - SIP gateway information
 - Extension ranges allowed
 - Number translation
- » Used by Desktop Manager and InTouch



Extend your contacts with InTouch

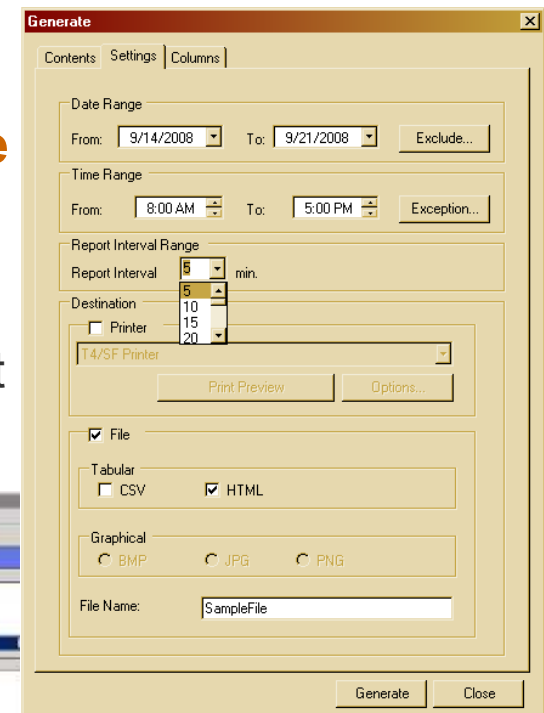
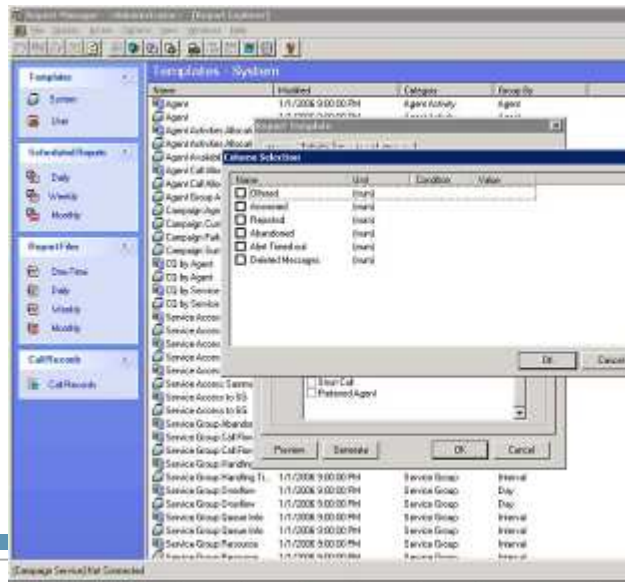
- » A Unified Communications applications
- » Skinable
- » SIP soft phone
 - Make, answer, hold and hang up calls
 - Call transfer, Fast Forward
 - Conference calls
- » No CTI required (uses SIP Agent feature)
- » Buddy list with presence
- » Chat between InTouch users and Desktop Manager
- » If skills are defined for InTouch user, Desktop Manager Agents can find colleagues based on skills
- » Call Log with filter capability
- » Directory search with progressive typing
 - CMG
 - DNA
 - LDAP
 - Outlook Contacts
- » Activity integration with CMG



Management Improvements

» New report capabilities

- Report Interval selection **down to one minute**
- Preferred agent handling reporting
- Agent activity in Agent Availability report
 - Sum of time spent in different states; ready, not ready reason code
- Report preview
 - With data



Management Improvements

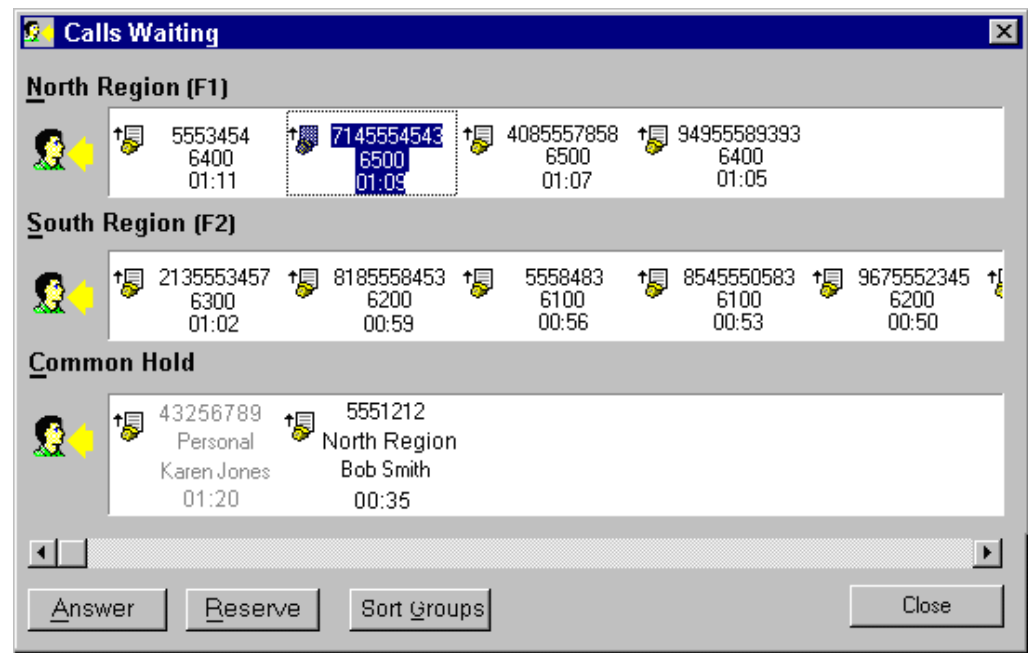
» Real-time Stats Display

- Adaptable color display of Queue stack
 - Enable the queue stack to change color when certain threshold values are reached.
- Web based wall display for internal, extranet or external publishing
 - Using CSS style sheets
 - Web service enabled
- Wall Display Gadget (Microsoft Vista)
 - Same information as wall display
 - Live updates on agent desktops without taking screen real-estate



Agent Improvements

- » Agent Multimedia Dispatch
 - Select customers from queue
 - Voice calls
 - Email
 - SMS messages



Agent Improvements

- » Re-introduction of agent details
 - Personal stats counters with snap-shot view of:
 - Received
 - Answered
 - Abandoned
 - Rejected
 - Time-out

The screenshot shows a window titled "Agent Details" for extension 1204. It displays the agent's login/logout times and performance metrics for four channels: Voice, E-mail/SMS, and Chat. A table at the bottom summarizes the agent's performance across various service groups.

Current Extension (1204)
Logged off at: 8:19:20 AM Tuesday, April 07, 2009
Logged on at: 8:19:34 AM Tuesday, April 07, 2009

Channel	Agent State	Duration	Total Not Ready
Voice	Not Ready	0:00:05 [h:mm:ss]	0:00:16 [h:mm:ss]
E-mail/SMS	Not Ready	0:00:05 [h:mm:ss]	0:00:00 [h:mm:ss]
Chat	Not Ready	0:00:05 [h:mm:ss]	0:00:00 [h:mm:ss]

Preferred Agent Queue
Sessions: 0

Service Group	Received	Answered	Abandoned	Rejected	Time-Out
Campaign	5	3	0	1	1
Chat	0	0	0	0	0
Common Hold	0	0	0	0	0
Manual Email	4	4	0	0	0
Manual Route	0	0	0	0	0
Manual SMS	0	0	0	0	0
SG1009	6	3	0	0	3



Your connection to the world

Questions



Your connection to the world



Thank you

Multimedia Contact Center