



## Contact Center Live Suite

The Contact Center Live Contact Center Live Suite solution offers three primary voice solutions:



**Inbound Agent**  
(Interactive Voice Response /  
Automatic Call Distribution)



**Outbound Agent**  
(Preview dialing, Progressive  
dialing, Predictive dialing)



**Blended Agent**  
(Inbound and Outbound)

### Product Overview

**Multi-Channel ACD with Universal Queuing (UQ)** Contact Center Live Automatic Call Distributor (ACD) provides queuing and routing for all contact types:

- Phone Calls** (traditional ACD)
- Video IVVR** phone Calls
- Email**
- Web Calls** (chat, voice, video, collaboration)

All of these contact types are seamlessly blended into a single queuing and routing intelligence (the "UQ"), and all can follow the same call flow and routing rules. In addition, all contact types are tracked and managed through one database and one set of reports.

Forms-based tools define routing rules, and simple GUI scripting tools enable advanced data-driven routing plans.

**Interactive Voice and Video Response (IVR, IWR)** The Contact Center Live **IWR system is an XML-based platform** for self-service voice portal applications and prompt-response dialogues. With optional video, it also provides a visual dimension to self-service interaction with videophone callers. It can work as a standalone component or as a unified part of the contact center. One simple GUI service creation tool both designs IVR and IWR call flows, and applies the parameters used by the ACD call routing rules.

**Interaction History** Contact Center Live automatically tracks all interactions in all media by account, contact, and case. This capability is fully integrated with the ACD and IVR. If Recording is enabled, the interaction history links directly to the recording of each call.

**Outbound Dialing** Contact Center Live includes a state-of-the-art outbound dialer with an array of management tools and call blending capabilities. Dialing modes include preview dialing, progressive dialing, predictive dialing, and IVR dialing. Advanced algorithms based on real-time ma are used to dynamically control the predictive dialing rate, allowing organizations to me regulations without sacrificing agent productivity.



**Recording and Quality Monitoring** Contact Center Live provides multimedia recording, enabling users to store and access all caller/agent interactions in all channels and all media. For quality monitoring, calls can be recorded selectively based on a variety of factors such as agent, agent group, skill, and so forth. In addition, all calls can be recorded to meet legal compliance or other requirements. The agent can also start and stop recording as an optional capability. All recorded customer contacts are stored in a database with web access for reviewers.

**Integration Capabilities** Much of the integration required in legacy call centers is unnecessary with Contact Center Live. The IVR, ACD, and Agent, as well as interaction history and recording, are pre-integrated and automatically synchronized, and always have the same complete call-related information available. This alone greatly reduces the time and cost of integration. Contact Center Live supports a wide range of capabilities for integration with the application environment. Agent desktop integration can be achieved quickly and inexpensively, often in hours rather than days, or in days rather than weeks or months. This works especially well in the hosted environment, where different tenants have different applications with which to integrate, and in environments in which each agent may require multiple integrations and multiple screen-pops. The platform also supports more traditional back-end (third party call control) integrations using XML-based CTI.

**Reporting** Contact Center Live provides real time reporting of all contact center activities. Supervisors and administrators can view the reports from any location with a browser. The HTML-based wallboard is easily customized and requires no proprietary hardware. The platform also stores data on all call-related and agent-related events for historical reports. Many standard reports are included. The database schema is open, enabling customers to create custom reports using standard report generation tools.

**Agent Interface** Contact Center Live provides contact center agents with a unified interface for managing all customer interactions, including telephone and Internet, live and message-based, inbound and outbound. Agents may also use an external IP or circuit phone, and a many functions are available to PC-less phone agents using only an IP or a circuit phone.

**Supervisor Interface** Supervisors are agents that also have a real time view of all contact center activities, and access to historical reports. Supervisors can also monitor agents in silent mode, available for all media types, and in whisper or barge-in mode, available for telephone and web calls.