



Streamline CTI



Fidelity is a solution designed specifically for call centers, inbound and outbound campaign specialists, and customer service centers.

Fidelity

The objectives are simple: to handle more calls with less personnel by optimizing available resources, to minimize response times, and to make waiting times as short and as pleasant as possible with a mixture of music, information and publicity.

Fidelity provides supervisors with the information necessary to be able to optimize resources on a real time basis.

- Automatic routing of inbound traffic according to: Dialed number (DNIS), Calling number (ANI), IVR, schedule.
- Intelligent call distribution among agents: longest idle time, skill based, urgent / forced transfer.
- Real time supervision: currently queued calls, on-hold times, agent status, ...
- Free Seating. Allows agents and supervisors to use workstations dynamically.
- Resource, productivity and performance evaluation thanks to a broad range of statistics, reports and graphs.
- Outbound call campaigns. Automatic call generation for telemarketing, polling, publicity. Call blending.
- Call recording: on demand, selective or permanent.
- Individual wrap-up times, Breaks (customizable), Alarms.
- Instantaneous update of system messages (Information, patience messages, publicity, music).
- Flexible setup: queue format, messages and publicity, distribution criteria, permissions,
- Scalable Solution: Agents, supervisors, ACD ports, IVR ports, recording channels.

Typical client profiles:

- Call Centers
- Ticket and reservation depts
- Technical support services
- Fulfillment
- Hotline / Help desks
- Mail order
- Customer service
- ... and many others

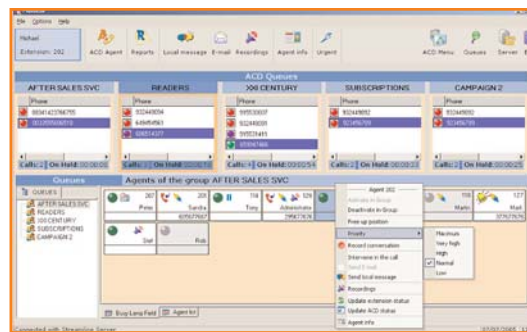
Where Fidelity really makes the difference is in its ease of adaptability to all sector types and business sizes.

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ACD
IVR
Reports
Recordings
Call Center
Telemarketing



JUSAN



Supervisor's position

FIDELITY Agents: from 4 to 100 **FIDELITY Supervisors: from 1 to 10** **FIDELITY Queues: up to 9 / supervisor**

Alarms: When exceeding maximum time for queued calls or maximum on-break time, and to advise of a change in agent status.

Queue thresholds: Maximum number of queued calls according to active agents, maximum percentage of agents on break.

Agent status: Free, Busy, On-break (customizeable), Wrap-up time, Not registered, ...

Statistics, reports, graphs: Summary or detail, according to the date, time and a wide variety of filters. Reports may be viewed on-screen, printed, sent by e-mail, or exported in various formats: xls, pdf, txt, html.

By Agent: Sessions, breaks, calls attended, missed calls, average response times, average talk time, productivity.

By Queue: Traffic volumes, queue comparisons, missed calls, average talk time.

Globally: Global traffic volume, missed calls, response times.

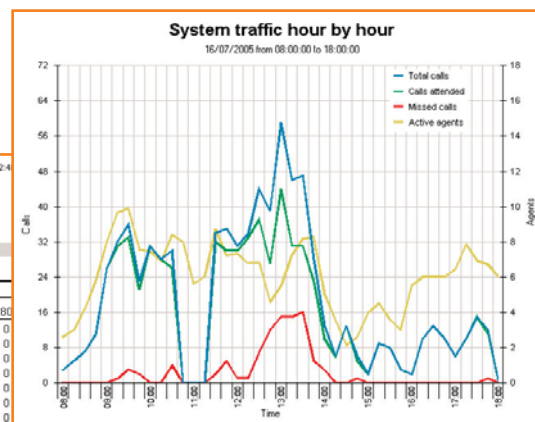
Global picture of inbound traffic

Period: From 06/07/2005 to 12/07/2005
From: 00:00:00 To: 23:59:59
Schedule: 08:00:00 to 18:00:00

14/07/2005 12:4

System calls summary

Time	ATTENDED										NOT ATTENDED									
	Waiting time					Welcome Msg.					On Hold					Waiting time				
	Total	Attended	%	<60	<120	<180	>180	Missed	%	Calls	%	Calls	%	<60	<120	<180	>180			
08:00	98	75	76.53	74	1	0	0	23	23.47	0	00.00	0	0	0	0	0	0			
09:00	297	266	89.56	232	25	7	2	31	10.44	22	07.41	9	03.03	4	4	1	0			
10:00	374	316	84.49	263	30	2	1	58	15.51	41	10.96	17	04.55	13	4	0	0			
11:00	352	292	80.11	246	29	7	0	70	19.89	57	16.19	13	03.69	8	3	2	0			
12:00	175	147	84.00	125	22	0	0	28	16.00	19	10.86	9	05.14	9	0	0	0			
13:00	175	150	85.71	128	16	4	2	25	14.29	11	06.29	14	08.00	11	2	1	0			
14:00	69	55	79.71	47	9	0	0	14	20.29	9	13.04	5	07.25	5	0	0	0			
15:00	45	40	88.89	34	6	0	0	5	11.11	3	06.67	2	04.44	2	0	0	0			
16:00	35	32	91.43	31	1	0	0	3	08.57	2	05.71	1	02.86	1	0	0	0			
17:00	65	58	89.23	47	11	0	0	7	10.77	3	04.62	4	06.15	3	1	0	0			
18:00	51	45	88.24	44	1	0	0	6	11.76	3	05.88	3	05.88	3	0	0	0			
19:00	37	33	89.19	29	4	0	0	4	10.81	2	05.41	2	05.41	2	0	0	0			
TOTAL	1773	1499	84.55	1320	154	20	5	274	15.45	195	11.00	79	04.46	61	14	4	0			



Allows the number of agents to be setup based on real traffic statistics

Queue settings: Schedule, routed calls, call handling, thresholds, distribution criteria among agents, information messages and publicity, associated URL, recording and permissions parameters, optional escape to mailbox.

Supervisor: Agent status in real time (registered, free, on break, on wrap-up time). Enforced call distribution to inactive/on-break agents during saturation periods. Convert to agent status. Chat text messaging with agents. Intervention in any active call. Agent priority setup. Direct access to corresponding reports and recordings.

Agent: Session login and logout. PC Telephony. On screen display of company or organisation called (name of queue) and callers number, corresponding queue status. Chat text messaging with supervisor.

Call Recording: On demand controlled by an agent, on demand controlled by a supervisor, on a permanent basis, according to programmed schedule. Recordings management software available for global control, and individually for each supervisor.

Messages / Music: Welcome and patience messages, publicity and music on-hold. Messages customizable by queue and queue position.

System settings: Positions, users, supervisors, queues, on-break types, contacts.