ALCATEL-LUCENT OMNITOUCH CALL CENTER OFFICE
INTEGRATED CALL CENTER SOLUTION

Telecommunications is one of the most essential factors in building customer relations, and the role of call centers is becoming more and more important because they must handle an increasing number of calls. Your call center's capacity, your agent's ability to answer and efficiently deal with customer requests and the Quality of Service (QoS) provided by your call center are of strategic importance. They reflect the image of your entire company.

OVERVIEW

Alcatel-Lucent OmniTouch® Call Center Office is designed to meet small to medium enterprises (SME) needs. It is a complete, packaged call-center solution reinforcing the "all-in-one" positioning of the Alcatel-Lucent OmniPCX® Office Rich Communication Edition.

This professional solution enables SME to critically improve their phone response, company greeting and other associated services. It delivers advanced call-queuing and call-routing functions, optimizing management of a large flow of incoming calls and at the same time protecting the QoS for the caller. The OmniTouch Call Center Office is particularly easy to install, configure and use, thanks to its intuitive graphical user interfaces.

This solution targets not only small voice-oriented call centers, but also services with enhanced welcome needs. Because this solution is integrated with OmniPCX Office RCE embedded applications, such as Automated Attendant and voice mail, it enables your company to have a single switchboard number and allows callers to leave messages in an appropriate manner.

FEATURES

- Automatic Call Distribution (ACD), improving processing and increasing number of incoming calls
- Agent Assistant, enhancing agent efficiency and company-resources effectiveness
- Supervisor Console with real-time monitoring and supervisor overview of service levels and traffic, monitoring and anticipating incoming-calls flow
- Statistic Manager, for post processing of traffic and call information stored in the system, controlling QoS
- Smart Call Routing (SCR)

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Call distribution and queue

Call distribution dispatches calls to available agents, with Incoming calls automatically distributed to services (groups) according to both the called numbers through dialed number identification service (DNIS) and the calling numbers through automatic number identification (ANI). Calls can also be distributed by the Automated Attendant. Within each group, calls are distributed to the agents. Each group plays a welcome prompt to the caller. If all agents are busy, the call is placed in the queue in chronological order with one queue per group. Depending on the situation, dedicated messages are played to the caller. The queue size is dynamic and based on the number of active agents. However, the caller can leave the queue at any time. Different priorities can be assigned to the groups and calls can overflow from one group to another if the waiting time is excessive. Visual Queue control option gives the ability for the agent to pick up manually, from the queue, a given call identified as a VIP.

Smart Call Routing

The SCR can route incoming calls by analyzing caller number, called number and optionally an account code seized by the caller. Depending on open/closed hours calendars, the call is automatically routed to any company destination, from users groups including Office call center group, voice mail or any dial able destination. SCR supports up to 10000 routing criteria.

APPLICATIONS

Table 1 outlines the three OmniPCX Office applications embedded with the OmniTouch Call Center Office.

Table 1. Embedded applications

APPLICATION	FUNCTION
Agent Assistant	Enhances agent activity by offering: • Session control • Personal statistics • Screen pop ups • Visual Queue Control
Supervisor Console	Improves supervision by offering: • Real-time performance analysis for the agents, groups and lines • Modification of agent or group status • Click-to-call report • Smart Call Routing (SCR) report • Flexible and customized presentation modes: grid, modular or tool-bar mode

Statistic Manager	Displays consolidated statistics in tables or graphs for different periods and downloads data from the OmniPCX Office for offline actions
	• Automatically prints pre-defined reports for:
	  ¬ Groups
	    – Number of calls
	    – Average received-call and call-in-queue duration
	  ¬ Agents:
	    – ACD-answered calls
	    – Average conversation length
	  ¬ Call classification

Table 2 lists the numerous telephones supported by the solution.

Table 2. Supported phones

Alcatel-Lucent Premium DeskPhones (IP & digital ranges)
Alcatel-Lucent IP Touch® 8 Series Phones
Alcatel-Lucent 9 Series Digital Phones
Alcatel-Lucent 500/8232/8242 DECT Handsets (TDM DECT & IP DECT)
Alcatel-Lucent OmniTouch 8118 and 8128 WLAN Handsets
Alcatel-Lucent OpenTouch Conversation for iPhone & for Android
Alcatel-Lucent PIMphony™ Softphone
Alcatel-Lucent OmniTouch 8082 My IC Phone
Alcatel-Lucent 8012 and 8001 DeskPhones
Open SIP phone
Analog sets

Offer summary

The Welcome commercial pack is a simple, entry-level professional greeting solution, which is designed especially to meet SME needs and to enable a potential evolution to a traditional call center. The Welcome-level pack offers five basic agents.

Flexible options make it possible to build any offer from 5 basic agents to 32 PC agents with supervisor and statistic on any of the 4 platforms: compact, small, medium or large (see Table 3).

Table 3. Welcome commercial pack

ALCATEL-LUCENT OMNITOUCH CALL CENTER OFFICE		
Basic Agent	5	Maximum 32
Agent Desktop: Basic Agent plus Agent Assistant	Option	Maximum 32
Agent Assistant: PC	Option	Maximum 32
Supervisor	Option	Maximum 8
Statistic	Option	HD required only on PowerCPU

Note: Smart Call Routing is available as a standalone software license and does not require the welcome commercial pack. HD is not required.

TECHNICAL SPECIFICATIONS

General features

- Number of ACD groups: 8
- Number of supervisors: 8
- Number of agents: 32 with 32 active
- ACD ports: Maximum 16
- ACD incoming-calls distribution principle: Caller's number (ANI) and/or DNIS; maximum 10000 entries, through the automated attendant
- Agent's selection mode for call distribution: Longest idle, time rotating, priority, fixed priority
- Agent assignment to several groups: Yes
- Priority levels between groups: 8
- Force automatic call answer on ACD agent option
- Statistic retention: 14 months

Queuing

- Queue per group: 1
- Size defined per group and dynamic, based on number of active agents
- Queue escape offers leave voice mail message option
- Group overflow: To another ACD group; no cascading

Group forwarding

- To ACD group mail box
- To internal or external destination

Opening and closing groups management

- Manually by supervisor
- Time ranges
- Bank Holidays

Modification of agent status

- By agent from telephone
- By agent using Agent Assistant
- By supervisor using Supervisor Console

Voice message

- Seven messages per ACD group
- Welcome message
- User-code message
- Two waiting-queue messages
- One optional prerecorded message for estimated waiting time or number of waiting calls
- Dissuasion message
- Closing message

ACD agent features

- Password protection
- Agent-application customization
- Free seating
- Personal statistics
- Call classification
- Waiting calls in queue of groups with waiting time
- Click-to-call: Free dialing, copy and paste, dial by name, Lightweight Directory Access Protocol (LDAP)

ACD agent call features

- Caller number
- Calling number
- Group reached
- Call classification
- Waiting time in queue for call

- Visual Queue control
- Call duration
- Screen pop: Integrated, connected and specific modes
- Customer code: 15 digits

SCR: Smart Call Routing

- *Routing criteria:* client code, Caller ID (CLI), Called ID (DDI) : (10000 entries)
- *Day & closing time:* planning: (10 entries) + bank holidays (Exceptional Days): (100 entries)
- *route destination:* ACD, MLAA, External-Internal number & internal Group
- *SCR call log:* Via supervisor application: (2000 entries)

Application specifications

- Applications: Agent Assistant, Supervisor Console and Statistic Manager
- Languages: 18; applications and help
- CPU: Intel® Pentium® 500 MHz
- RAM: 128 MB
- Disk space: 50 MB/500 MB for 1 year statistics
- Ethernet board
- Operating System:
  - ¬ Windows® 7 32/64 bits SP1, Windows 8 32/64 bits, Windows 10 32/64 bits.
  - ¬ Windows server 2008 R2 (64 bits) SP1, Windows server 2012 64 bits

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