

# AltiContact™ Manager (ACM)

Comprehensive Contact Management Solutions  
for Customer Centric Businesses



**AltiContact™ Manager (ACM) is a suite of powerful and affordable IP contact center solutions to add to AltiGen's AltiServ™ IP-PBX systems.** ACM includes advanced routing and contact management solutions designed to offer enhanced support for inbound, outbound or blended customer contact environments. Each ACM enabled AltiServ phone system chassis will support up to 144 active agents with overflow to agents in a multiple chassis or distributed implementation. ACM provides advanced routing, queuing and IVR to enhance the customer experience. Comprehensive, easy to use tools improve agent productivity to increase sales and service levels.

**AltiContact Manager saves businesses money** by offering a comprehensive solution including:

- ▶ Advanced automated call distribution (ACD)
- ▶ Priority and skills based routing
- ▶ Agent and supervisor desktop PC software
- ▶ IVR and advanced auto attendants
- ▶ PBX functionality
- ▶ Voice mail
- ▶ Unified messaging
- ▶ Remote agents supported with VoIP and E911
- ▶ Multiple server VoIP networking with centralized management
- ▶ Historical and real-time reporting
- ▶ Voice call recording (on demand and centralized)
- ▶ Call Detail Reporting (CDR) with management reports
- ▶ Out-of-the box integration with popular CRM applications

**AltiContact Manager offers a better alternative** to integrating multiple systems in order to construct a single contact center. The outdated multi-system approach was complex to deploy, difficult to manage and expensive. With ACM, businesses have a single system offering a complete contact center designed to be managed by an in-house IT staff. This lowers the ongoing cost of ownership. With flexible and modular feature licensing, ACM offers a reduced up-front investment. By cutting administrative and telecom costs, ACM can also significantly speed up the return on investment over time.

## Comprehensive Contact Management Solutions:

- ▶ Modular feature licensing
- ▶ Advanced contact center capabilities
- ▶ Improves the caller experience
- ▶ Enhance agent productivity
- ▶ Improve customer service
- ▶ Easy to manage
- ▶ Reduce support costs
- ▶ Increase revenue
- ▶ Remote agents
- ▶ Distributed call centers
- ▶ Increase revenue
- ▶ Rapid return on investment
- ▶ Leverage CRM investments



# AltiContact™ Manager

## Features and Highlights

**Desktop software for workgroup agents.** AltiAgent™ is desktop PC software designed to improve agent performance. AltiAgent gives agents the tools to handle more calls and to provide better service to the caller.

**Agent Scripting** with a browser based call scripting tool makes it easy to define and deliver the proper answer script to agents as a call rings in.

**Improve efficiency by presenting customer information to your agents.** To provide more personalized service and to cut down answer time, delivering key customer information to the agent eliminates the need to ask questions and enter data to retrieve information from customer databases.

## Agent Productivity Software

Provides real-time workgroup information such as service level, number of calls in queue, calls exceeding thresholds and longest wait times.

As incoming calls ring, automatic screen pop displays caller information including workgroup called, caller ID and IVR data entered.

Visual voice mail management allows message view, message play and one-click automatic call return. Notes can be added for detail or reminders.

The screenshot displays the AltiAgent-320 software interface. It features several windows: a 'Department Marketing' window showing call statistics (Calls in Queue: 0, Agents Logged In: 3, Exceed Threshold: 0, Longest Queue Time: 00:00:00, Service Level: 100, Agents Busy: 0, Agents Not Avail: 0, Agents Idle: 2); a 'Monitor' window with a table of call performance metrics; a 'Calls' window showing a list of incoming calls with details for 'Rita Hayworth' (510 252 9712) and 'James Knight' (5105807933); and a 'Memo' window for taking notes. The interface includes various control buttons like 'Ready', 'Not Ready', 'Web Data', 'Call Memo', 'Start Recording', 'Pause Recording', 'Stop Recording', 'Join To Conference', and 'Drop From Conference'.

Empower your agents with individual performance statistics such as number of calls answered, total and average talk times, and other information to help agents manage their own performance.

Recording a conversation or assigning an account code is a simple click choice.

Memo window allows agents to enter notes in real-time that will be passed with transferred calls and stored with the call record.

Conferencing has never been so easy. Click on a call and choose to begin or add and drop inbound and outbound calls from a conference. Call control is simplified with one-touch buttons designed for effortless and error free handling of calls.

**Use the right talent to service your customer.**

- 1. Destination Routing** - Rules can be set to deliver calls to the correct destination.
  - Routing based on caller criterion; caller ID, DID, DNIS.
  - Routing based on IVR input.
  - Routing based on agent or business criterion.
  - Workgroup function, work date/hour, overflow and threshold routing.
  - Routing based on application or customer database information.
- 2. Automated Call Distribution (ACD) Routing** - Allows you to utilize workgroup routing algorithms to efficiently distribute calls within workgroups.
- 3. Skills Based Routing** - Specialization can be assigned to agents with different proficiency levels to improve resource utilization and match customer needs.

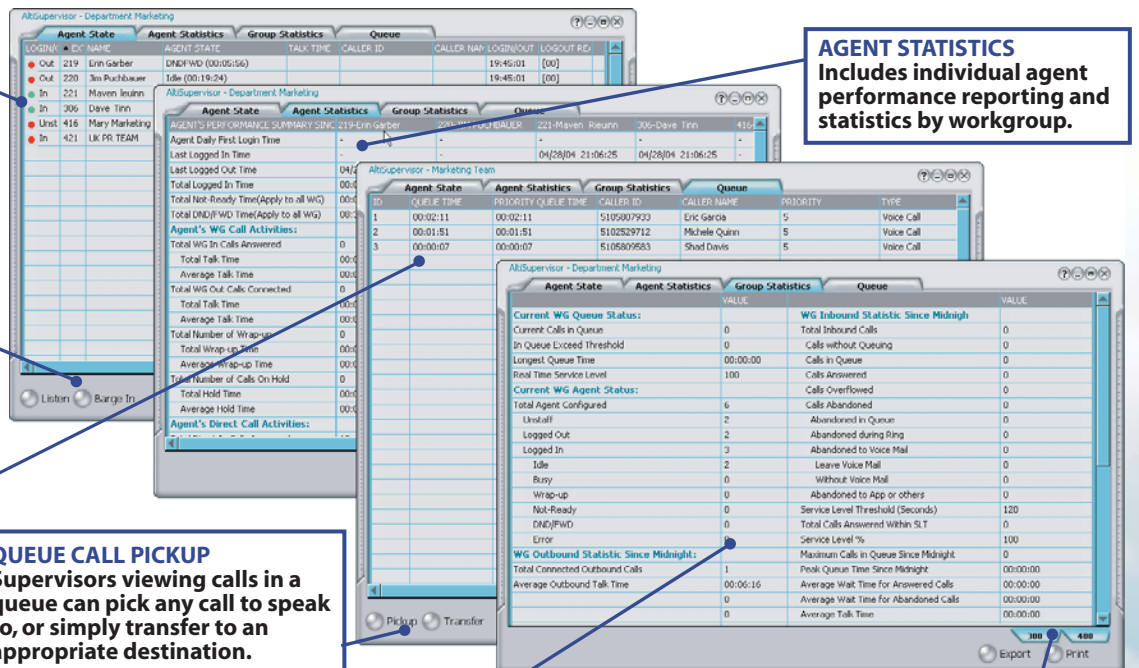
**Identify customer needs, collect information and route intelligently.** The voice-prompted menus of the integrated IVR support self-routing and information collection for data directed routing. Collected data is displayed to the agent and can be used to trigger a CRM screen pop, eliminating time-consuming identification questions. ACM integrates with Microsoft® CRM, Goldmine™, ACT!™, Microsoft® Outlook™ and Microsoft® Exchange™.

**Improve caller experience** by setting expectations and giving customers options. When a call is delivered to the workgroup, ACM can announce the caller's queue position, expected wait time, even the agent name or ID number. If a caller is waiting in queue, ACM can provide them additional options or reroutes calls based on overflow thresholds or integrated menus.

**Desktop interface for supervisor.** AltiSupervisor™ is a desktop PC software application designed to give supervisors tools to measure and optimize workgroup performance and agent productivity. There are four major real-time views for workgroup management: **Agent States, Agent Statistics, Group Statistics and Queue View.**

**Agent training and coaching made easy.** Supervisors can set tabs to monitor separate statistics of multiple workgroups. Workgroup supervisors can monitor and train agents in a live call environment without compromising customer service. This shortens the training time and helps to increase employee productivity, sales and customer service.

## Supervisor Management Interface



**AGENT STATES**  
The ability to view real-time status of any agent extension by workgroup.

**CALL MONITORING**  
Workgroup supervisors can simply click on an extension to listen in on an agent conversation; click again to join the call for support or training.

**QUEUE VIEW**  
View real-time queue status, view and change caller priorities and pick calls from queue.

**QUEUE CALL PICKUP**  
Supervisors viewing calls in a queue can pick any call to speak to, or simply transfer to an appropriate destination.

**GROUP STATISTICS**  
Real-time call activity with workgroup performance and aggregated workgroup statistics.

**MULTIPLE WORKGROUPS**  
Supervisors can view activity and performance of multiple workgroups by clicking on workgroup tabs.

**AGENT STATISTICS**  
Includes individual agent performance reporting and statistics by workgroup.

**Simplified administration.** With ACM, businesses can manage their own system and reduce the reliance on costly outside technicians. The ACM administrator interface provides system, contact center, workgroup and agent administration. It allows for easy configuration of sophisticated routing, call delivery, caller queue options and messaging functions using windows that guide the administrator through the configuration steps for each feature.

**Manage your operations effectively with basic or advanced reporting.** An integral part of ACM is the contact center reporting tools. They provide comprehensive reports that can be generated based on specified dates and intervals for system utilization, call statistics, workgroup and queue activities, agent statistics and performance.

**Distributed call centers overcome the challenges of multiple service locations** in different cities, states, time zones or even countries by eliminating the imbalance of call loads and allowing key personnel to be shared. With ACM, businesses can support remote agents using an IP phone to login to a service center from any location via a managed IP network. ACM can be deployed in multiple locations to answer local PSTN calls and overflow to other locations for load balancing over tie trunks, T1/E1/PRI or VoIP.

**E911 support for remote IP agents and supervisors.** VoIP extensions for the agent and supervisor can be implemented remotely through the WAN to access all of the AltiAgent and AltiSupervisor capabilities. Additionally, ACM provides E911 support to protect remote agents with access to appropriate 911 services.

# AltiContact™ Manager (ACM)

Comprehensive Contact Management Solutions  
for Customer Centric Businesses



## Automatic Call Distribution

- ▶ Inbound, outbound and blended call center support
- ▶ 64 workgroups for multi-dimension service matrix
- ▶ 128 agents and 9 skill levels per group
- ▶ 144 concurrent agents logged in per chassis

## Queuing and Routing

- ▶ Skills-based routing, 8 skill definition levels
- ▶ Call priority, priority queuing and priority promotion
- ▶ Destination routing by caller ID, DID, DNIS and area code
- ▶ Overflow parameters and threshold options
- ▶ Agent and workgroup ring-no-answer options
- ▶ Embedded IVR menus within queues add choices to callers

## Queue auto announce options

- ▶ Agent name, agent ID number, queue position, expected wait time

## Queue wait options improve the caller experience

- ▶ Timed interval phrases, call back requests, voice mail options, select another agent or group, routing to information only messaging mailbox
- ▶ Overflow oldest call in queue with look-ahead overflow
- ▶ One layer auto attendant in queue

## Agent and Supervisor interfaces

- ▶ AltiAgent desktop productivity PC software delivers caller information and call control
- ▶ AltiSupervisor desktop PC software offers real-time agent, workgroup status and reporting with capability to silent monitor, initiate call recording, initiate barge-in call participation, view/change caller priorities and pick calls from queue

## Easy call center system management

- ▶ Intuitive system management and configuration of agents and workgroups
- ▶ Agent states, real-time service level, agent and workgroup performance, and queue status
- ▶ Reporting - basic and advanced historical group and agent performance reporting options

## Multi-site IP and remote contact center features

- ▶ Route or overflow calls to multiple sites via VoIP
- ▶ Network multiple contact centers using VoIP
- ▶ Remote IP agents and supervisors supported
- ▶ E911 support

## AltiContact Manager can enhance an existing PBX

AltiServ with ACM provides a complete call switching and messaging platform with advanced call center capabilities that can operate as a stand-alone or adjunct departmental call center to an existing telephone system.

## Centralized Call Recording

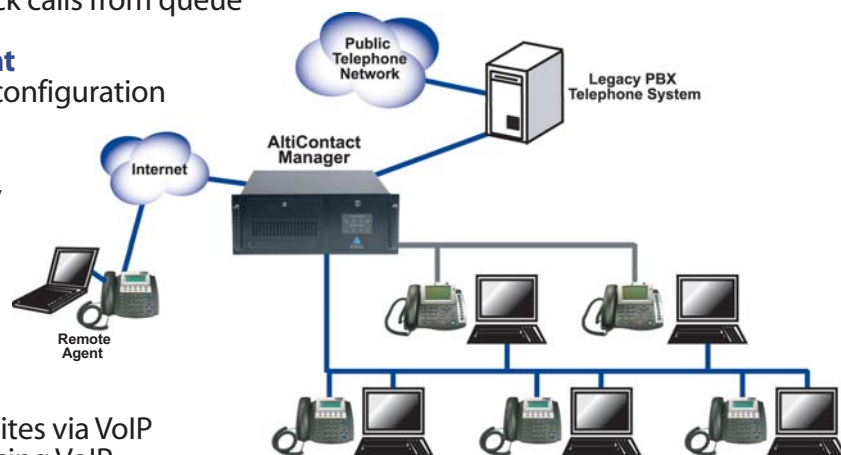
Voice calls can be recorded on-demand by agents and supervisors or automatically recorded centrally by the ACM system using preset parameters.

## Built-in CRM Integration

Built-in CRM screen-pop with popular applications like Microsoft® CRM, Goldmine™, ACT!™, Microsoft® Outlook™ and Microsoft® Exchange™.

## Software Development Kit (SDK)

Comprehensive application integration and feature development support tools. The optional SDK allows businesses and developers to enhance the ACM functionality by building or integrating additional cooperative applications and features.



ACM adds an IP call center to an existing PBX

## AltiGen Communications, Inc.

4555 Cushing Parkway  
Fremont, CA 94538  
Tel: (510) 252-9712  
Fax: (510) 252-9738

**1-888-AltiGen | www.altigen.com**  
Shaping the Future of Converged Communications