

AltiServ™ Contact Center

AltiServ Telephone System Integrated Contact Center



AltiServ Contact Center (ACC) is the integrated contact center software module included in all AltiServ systems. ACC is a comprehensive contact center suite designed to improve agent and workgroup productivity, enhance the customer calling experience and increase your sales and service levels.

AltiServ Contact Center is a complete solution including:

- Advanced routing and automated call distribution (ACD)
- Advanced agent and supervisor desktop PC software
- Basic IVR and advanced auto attendants
- Remote agents supported with VoIP (IP extensions)
- Historical contact center agent and workgroup reporting
- Real-time agent and workgroup performance statistics
- On-demand agent conversation recording
- Same management interface as your AltiServ telephone system
- Out-of-the-box integration with popular CRM applications

AltiServ Contact Center offers a better alternative to the traditional approach of constructing a contact center by integrating multiple systems. With ACC, you have a single AltiServ system that includes a comprehensive contact center to support the needs of your sales teams, customer service and support teams.

AltiServ Contact Center saves businesses money because a complete and integrated contact center is included with the AltiServ telephone system. With ACC, businesses have an IP enabled contact center designed to be self managed by an existing staff. This makes advanced customer contact solutions affordable, easy to implement and easy to maintain. ACC speeds up the return on investment by reducing the up front costs, cutting administrative expenses and increasing employee productivity.

AltiServ Contact Center provides built-in integration and screen pop with contact management software

applications such as Microsoft® CRM™, Microsoft® Outlook™, Microsoft Exchange®, Goldmine™ and ACT!™. AltiServ also includes an automated pop-up script generator to enhance agent training and consistency. The AltiAgent™ desktop PC software provides incoming caller ID display, call control and an application interface to link and trigger automatic retrieval and screen pops of customer records to the desktop PC.

AltiServ Contact Center supports 32 workgroups and 144 agents per system.

Increased return on investment:

- ▶ Complete contact center included in AltiWare™
- ▶ Easy to use
- ▶ Easy to manage
- ▶ Enhance productivity
- ▶ Increase revenue
- ▶ Improve customer service

AltiServ Contact Center offers:

- ▶ Complete contact center
- ▶ Advanced routing and ACD
- ▶ AltiAgent™ PC software
- ▶ AltiSupervisor™ PC software
- ▶ Real-time status monitoring and historical reporting for group and agent performance
- ▶ CRM integration

Agent Productivity Software



Altiserv™ Contact Center

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Altiserv™ desktop PC software for workgroup agents is designed to improve the agent performance. Altiserv helps agents to do more with less effort by giving them the tools to handle more calls and to provide better service to the caller.

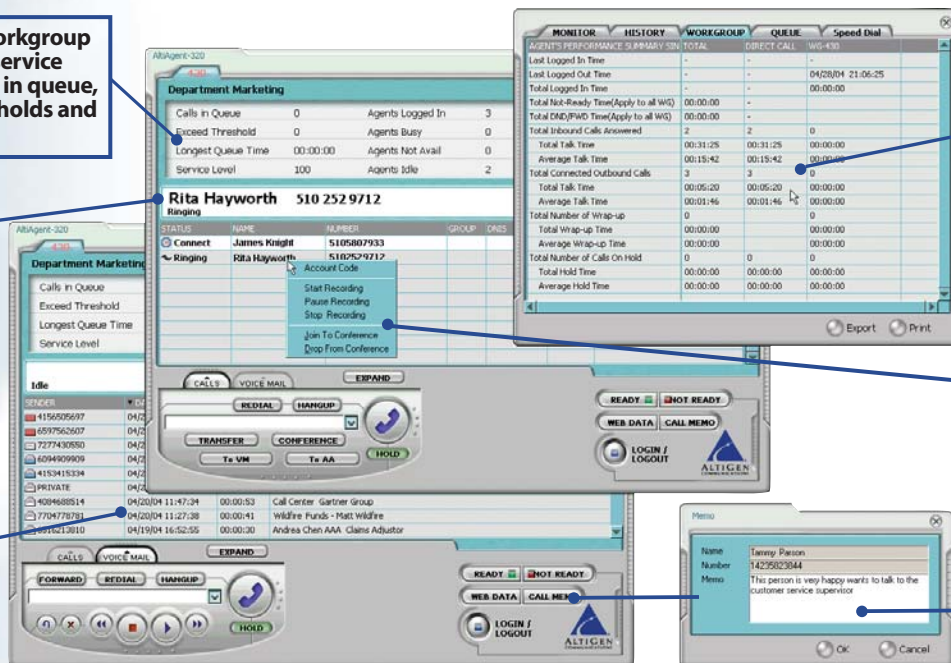
Improve efficiency by presenting customer information to your agents to cut down answer time. Delivering key customer information to the agent eliminates the need to ask redundant questions to verify information.

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, 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.



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.

Conferecing 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.

Altisupervisor™ desktop PC software gives supervisors the tools to measure and optimize workgroup performance and agent productivity. The Altisupervisor software offers four major real-time views for workgroup management. These views include the **agent states**, the **agent statistics**, the **group statistics** and a **real-time queue view**. Supervisors can also set "quick view" tabs to monitor separate statistics of multiple workgroups.

Shorten training times and increase the productivity of your sales and customer service groups. Agent training and coaching is easy with Altisupervisor. Workgroup supervisors can monitor and barge-in to agent calls to train agents in a live call environment without compromising customer service.

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