



# CT Switch+

## A totally reliable Contact Centre

### The Core Product

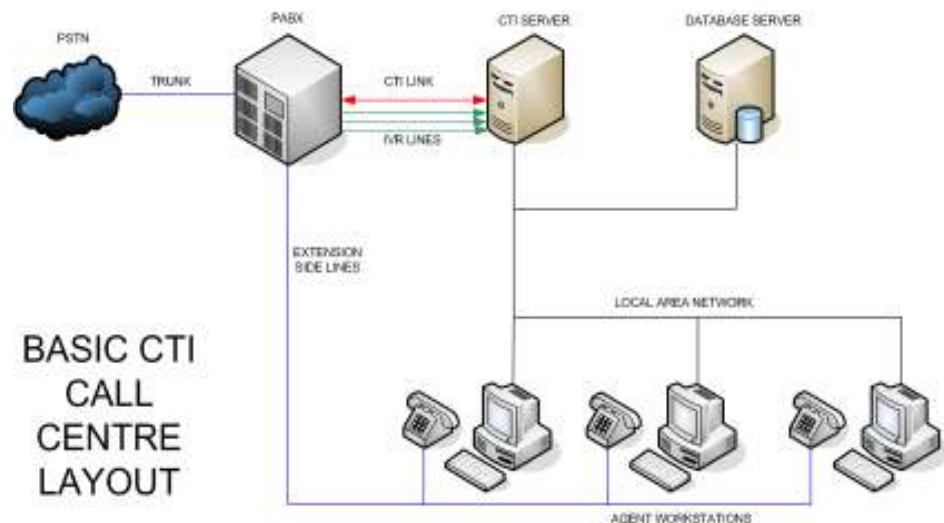
*CT SWITCH+ is REALCONNECT's standard range of CTI-based communication software for Contact centre applications. The product is used at numerous contact centres in South Africa and has repeatedly demonstrated its reliability. CT SWITCH+ is fully expandable both in the number of seats and in enhanced functionality – extra features may be added in stages as and when required.*

#### CT Switch+:

- ✓ Full Functionality
- ✓ Quick Deployment
- ✓ Reliable Operation
- ✓ Local Code Support
- ✓ Integration Support
- ✓ Fully scalable
- ✓ Affordable
- ✓ VOIP enabled
- ✓ Microsoft Server Based

The product is based on these basic building blocks:

- A PABX providing a CTI enabled telephony platform.
- The **CT SWITCH+** Server with CTI Middleware that provides Call Control, Skills Based Call Distribution, and Interactive Voice Response functionality.
- A system database server containing the contact centre related data that is stored and processed as part of the contact centre business process.
- Agent workstations on which **CT SOFT PHONE** software is installed.
- Digital, analogue, SIP and/or soft phones.
- Supervisor Workstation(s) on which **CT CONFIG** and **CT AGENT VIEW** software is installed.
- A TCP/IP Network linking the above mentioned modules.





# CT Switch+

## Component Details

- **CT SWITCH+** Server Platform
- Advanced Call Distribution (ACD)
- Interactive Voice Response (IVR)
- **CT SOFTPHONE** (Agent Interface)
- **CT AGENT VIEW**
- **CT REPORTER**

## The CT Switch+ Server PC Platform

This server, pre-installed with Microsoft Windows Operating System and **CT SERVER SOFTWARE**, is the heart of the product. It provides a CTI link to the PABX or to **REALCONNECT'S** own CTS solution and also provides a common messaging platform for the various applications used within the contact centre. **CT SWITCH+** acts as a middleware between your front-end application and virtually any PABX solution.

The **CT SWITCH+** server is linked to the PABX via a hard wire CTI link. Messaging connections to the rest of the Contact centre system are through a TCP/IP LAN.

## Advanced Call Distribution (ACD)

The Advanced Call Distribution distributes queued callers correctly to agents. This is set up based on call priorities and agent skill requirements. 64 essential skills and 64 optional skills are allocated to each agent. Queue answering requirements are then set up taking these into consideration. The skills allocation function is provided for by an easy-to-use graphics-based Agent Skills interface.

## Interactive Voice Response (IVR)

The IVR feature has excellent "Caller Friendly" inbound call-handling and queuing capabilities and provides auto-attendant functionality for the contact centre system:

- A welcoming announcement identifying the contact centre service, the selection of the required service and the subsequent allocation of the caller to a call agent.
- Maintenance of a queue if all the call agents are busy. This includes playing pre-recorded music and announcements to assure the caller that the call is still active.
- The caller can "break out" of the queue to voice mail or other telephone numbers.

If queue is full or the caller calls after-hours, an announcement asks the caller to phone back again later or during working hours.

- Multiple queue management options are available:
- Priority Routing
- Message opt-out options
- Multi queues and queue per agent

The IVR script is designed in a logical and informative way so as to prompt callers to make the correct desired choices at all stages. All announcements and music are recorded prior to installation - 30 minutes of recordings are included in the package price.

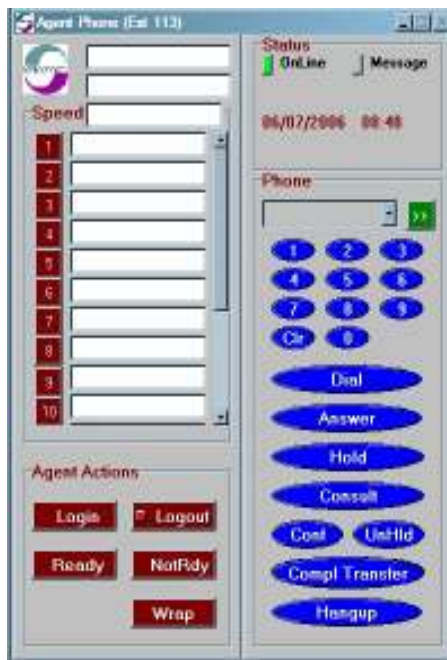
As with the ACD Management software, the editing function is provided for by an easy-to-use graphics-based IVR Management interface. There is no need to shut the contact centre down during or after alterations.

Customer pre-identification and screen-pop functionality is also available. This ensures automatic identification of the caller and allocation to a suitably skilled agent. Priority customers can also be pulled to the front of the queue.



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## CT SoftPhone Agent Workstation Software



**CT SOFTPHONE** functionality on the agent's workstation screen allows for a PC based telephone control solution that is efficient yet extremely user-friendly.

**CT SOFTPHONE** allows agents to perform standard call functions including consultation, conference and transfer on the workstation screen - all at the click of a mouse.

It allows agents to Log In/ Log Out/ Go Ready/ Go Not Ready/ Go Wrapup.

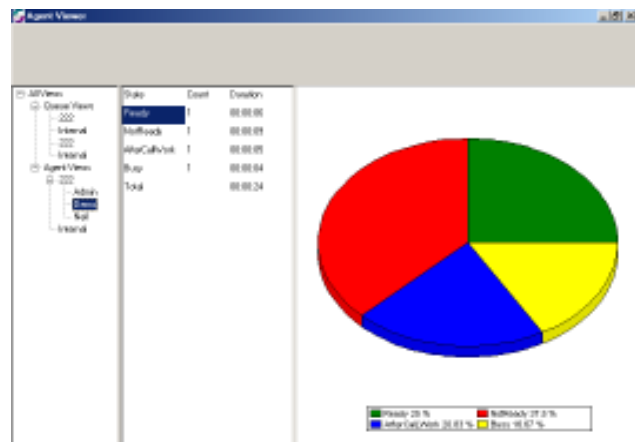
The CT **SOFTPHONE** also integrates seamlessly with **REALCONNECT'S CC2CAPTURE** customised data capturing application, increasing agent efficiency and ease of operation even further.

The software is delivered pre-installed on the main server and is installed locally on the agent's PC during the setting up of the contact centre.

## CT Agent View and CT Reporter

**CT AGENT VIEW** is an agent supervision package which affords supervisors a real-time view on the availability of agents, their workload and their efficiency as well as the efficiency of the contact centre in general. **CT AGENT VIEW** shows alarms for agents that are involved in "extra long" calls.

**CT REPORTER** provides statistical reports per agent, detailing: Average Talk Time. Available/Idle/Not ready time and Agents' log-in and out times. Overall contact centre reports are also available like calls offered/handled/abandoned, Average Talk and Wait times and speed to answer.





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## Optional Features and Functions

### CT Power/Predictive Dialer

The **CT POWER/PREDICTIVE DIALER** allows for the simultaneous dialing of multiple numbers. On any number being answered, the surplus calls are either transferred to other available agents or terminated. This is an extremely powerful tool that will result in a 200 to 300% increase in efficiency over that of a conventional outbound contact centre.

### CC2Capture – A Customised Front-End Service

**REALCONNECT** has the skills to develop customised front-end screens to the individual needs of customers. These screens prompt contact centre agents to ask the right questions at the right time for speedy but accurate capturing of business data. Integration to other Customer Relationship Manager (CRM) software packages is also possible.

### CT Switch+ Multimedia Agent

This provides multimedia functions, such as e-mail and fax handling, to the **CT Switch+** Contact centre. This component polls a separately supplied fax and e-mail server for Contact centre inbound traffic and queues the Contact centre inbound faxes and e-mails for the Agents' attention.

### CT Switch+ Voicemail Agent

This stores voice messages that are left by callers. The messages are distributed to the correct agents as set up through the **Advanced Call Distribution (ACD)** feature.

### CT Wallboard

An on-screen wallboard provides operators and supervisors a constant overview of the status of the contact centre.

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