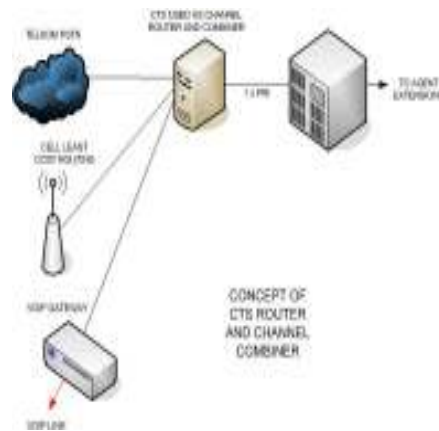# CTS Smart

The ideal all-in-one Contact Centre Solution

CTS Smart "state of the art" functionality:

- ☑ *Full functionality, including predictive dialing*

- ☑ *Customisable to your exact requirements*

- ☑ *Flexible and cost-effective ownership model.*

CONCEPT OF CTS ROUTER AND CHANNEL COMBINER

CTS SMART is the most affordable contact centre solution providing full inbound, outbound and blended contact centre functionality on a Microsoft Windows server platform.

Voice logging, predictive dialing and skills based inbound routing modules, give you all the tools you require to operate effectively in a competitive environment.

The *CTS SMART* solution can be used in conjunction with other PABX systems or as a standalone solution in dedicated contact centre environments. It provides a "convergence ready solution" complete with the next generation telecommunication networks.

You, the customer, can select from all *CT SWITCH+* software modules and configure the contact centre with functionality tailored to your specific requirements.

Features of CTS Smart

Cost Effective:

- No separate PABX required.
- Expandable from 30 – 120 channels without additional hardware.
- Modular software enables you to select only the functions you require.
- Flexible pricing modules allow you to select your pricing model according to your risk profile.
- Flexible licensing with rental and purchase options.
- Low cost of ownership and support.

Innovative:

- VOIP Compatible.
- Standard MS Windows based PC hardware.
- Open-standard based application.
- Application programming interface (API) available.

Versatile:

- All the intellectual property is owned by our company.
- Ease of integration.

CTS Smart

Various Uses – Various Configurations

- Inbound/outbound contact centre with soft PABX functionality.
- The *CTS SMART* server platform provides for a full transactional IVR on every channel as well as the ability to leave voice mail.
- The *CT SWITCH+* inbound / outbound and predictive dialer modules can be configured per channel to achieve the required functionality. Caller line identification can be used to implement screen pops and sophisticated routing strategies. The multimedia ACD can distribute e-mails as well as voice calls to consultants.
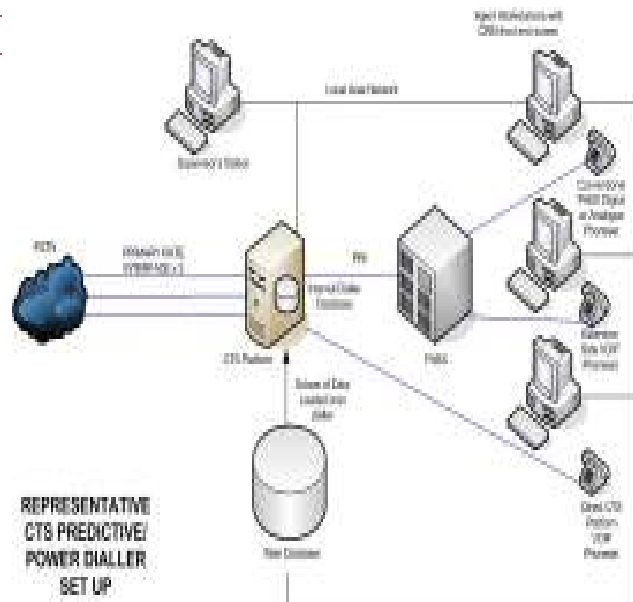
Onboard Voice Recording

CTS SMART allows for direct recording tap-offs without the need for dedicated tap-off hardware for systems less than 90 seats - another cost saving innovation from *REALCONNECT*. All that is needed for recording functionality is a single recorder server platform to store log and playback recorded files and per seat software licenses.

Predictive Dialer

Predictive dialing dramatically increases the efficiency of outbound call centres by cutting out the time wasted by agents in making calls to engaged numbers, fax and answering machines, or invalid numbers. Multiple simultaneous calls are made per agent, expecting some calls to fail and only the 'real-live' calls that are answered are connected to the agent - non-successful call numbers are rescheduled or discarded as required. In essence, the dialer acts as an 'electronic secretary', ensuring that the agents connect only to live clients on the other end of the line.

Typically the dialer will use a dial ratio of 3 to 1. In the adjacent diagram, a 4 PRI *CTS* unit is installed on the PRI line in between the PABX and the PSTN and dials out on the 3 PSTN PRIs under the control of the database. Live calls are then connected to the PABX via the remaining PRI line.

REPRESENTATIVE CTS PREDICTIVE/ POWER DIALLER SET UP