



CT Switch+

A totally reliable Contact Centre

The Core Product

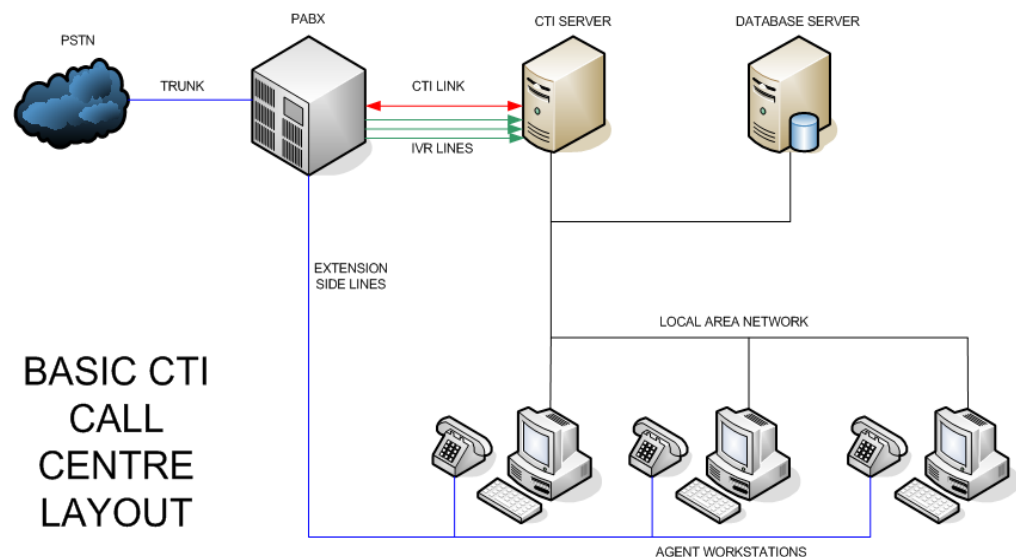
CT Switch+:

- ☑ Full Functionality
- ☑ Quick Deployment
- ☑ Reliable Operation
- ☑ Local Code Support
- ☑ Integration Support
- ☑ Fully Scalable
- ☑ Affordable
- ☑ VOIP Enabled
- ☑ Microsoft Server Based

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.

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.
- **CT SOFT PHONE** software is installed on agent workstations.
- Digital, analogue, SIP and/or soft phones.
- **CT AGENT VIEW** software is installed on supervisor workstations.
- A TCP/IP Network linking the above mentioned modules.



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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. A CTI link to the PABX or to **REALCONNECT'S** own CTS solution is provided as well as a common messaging platform for the various applications used within the contact centre. **CT SWITCH+** acts as 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 allocates queued callers correctly to agents. This is set up based on call priorities and agent skill requirements. Sixty four essential skills and 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.

The IVR:

- Plays a welcome message, identifies the contact centre service, the selection of the required service and the subsequent allocation of the caller to a call agent.
- Maintains a queue if all the agents are busy. This includes playing pre-recorded music and/or announcements to assure the caller that the call is still active.
- Provides the caller a "break out" option to voice mail or other telephone numbers.

If the queue is full or the caller calls after hours, an announcement can be played providing alternative contact details or asking the caller to phone back 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 choices at all stages. All announcements and music are recorded prior to installation - 30 minutes of recordings are included in the package price.

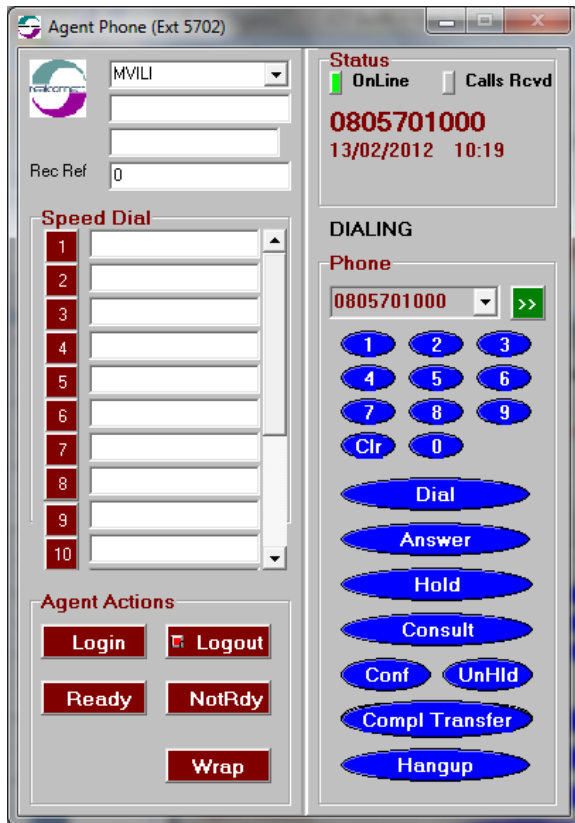
As with the ACD Management software, the editing function is provided for by an easy-to-use graphics-based IVR Management interface. There is no need to shut the contact centre down during or after alterations.

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.

CT SOFTPHONE provides functionality for agents to Log In/ Log Out/ Go Ready/ Go Not Ready/ Go Wrap-up.

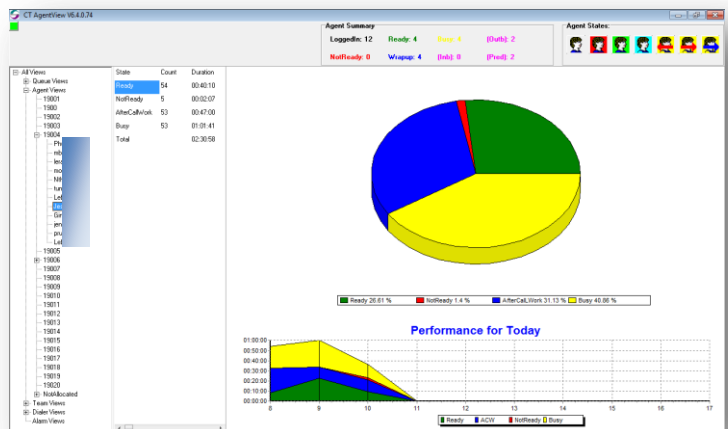
The **CT SOFTPHONE** also integrates seamlessly with **REALCONNECT'S CC2CAPTURE** customised data capturing application, increasing agent efficiency and ease of operation even further.

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

CT Agent View and CT Reporter

CT AGENT VIEW is an agent supervision application which affords supervisors a real-time view of 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 times and agents' login 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 Dialler

The **CT POWER/PREDICTIVE DIALLER** allows for the simultaneous dialling 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 100 to 200% increase in efficiency over that of a conventional manual outbound contact centre.

CC2 Capture – A Customised Front-End Service

REALCONNECT has the skills to develop customised front-end screens to meet the needs of individual customers. These **CC2 CAPTURE** 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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