innovaphone V•XTR•N

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Marco van Nieuwkerk
Business Development

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agenTel version 6.0 Contact Center | Innovaphone Stuttgart 2007

Voxtron

agenTel

Contact Center within your reach

V·XTR·N

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- Manufacturer of Call/Contact Center Software
- Based on a very strong Interactive Voice Response (IVR) background
- Headquarters: Belgium
- Offices: Germany, Hong Kong, Italy, Dubai, Turkey, Indonesia, Thailand
- Founded 1994

(Goals

– *make the communication between companies and their customers both efficient and agreeable*

– *help its customers to create a professional image by providing a range of flexible products that are easy to use*

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Offering

- *Contact Center solutions*
- *Self service applications (e.g. phone banking, meter reading, …)*
- *Messaging (e.g. voice mail, voice-to-e-mail, e-mail reading, …)*
- *Alarm server, Conference server, Fax server…*
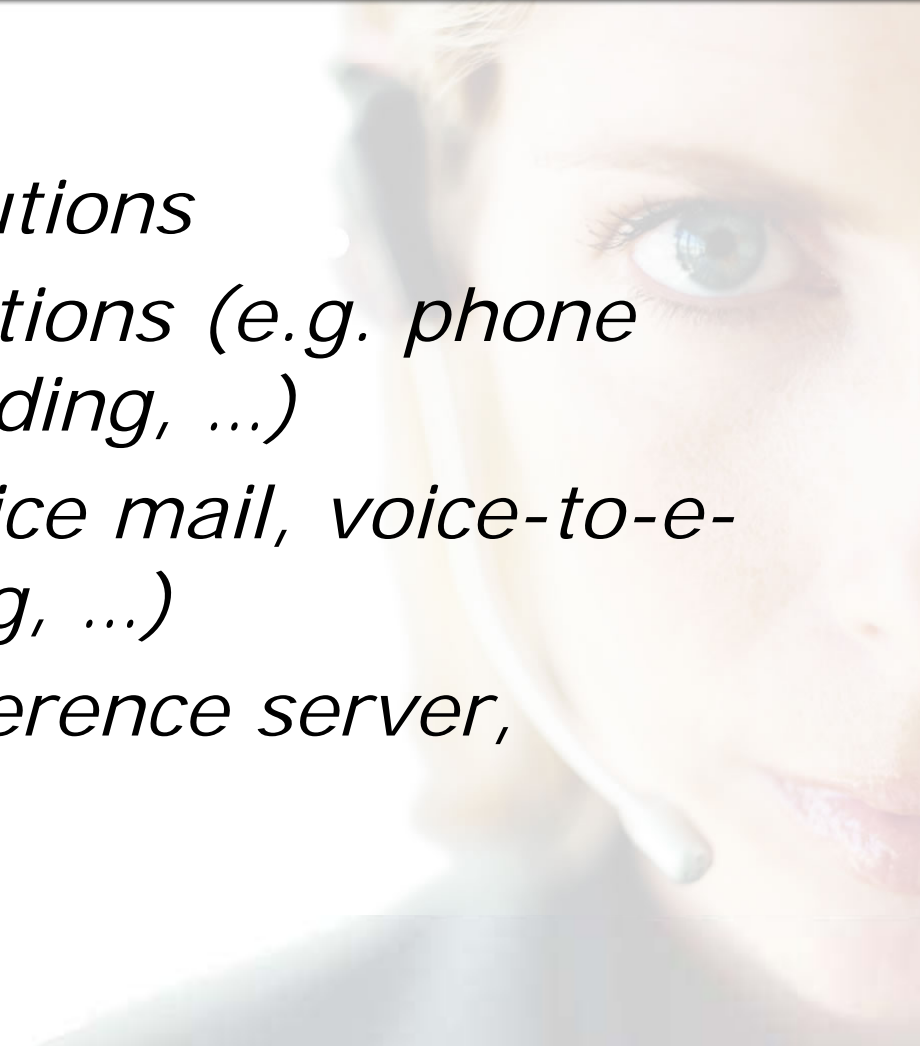
- Voxtron distinguishes because of
  - *Close integration with the customer's existing IT and telephony infrastructure*
  - *Short time to market*
  - *Fast deployment*
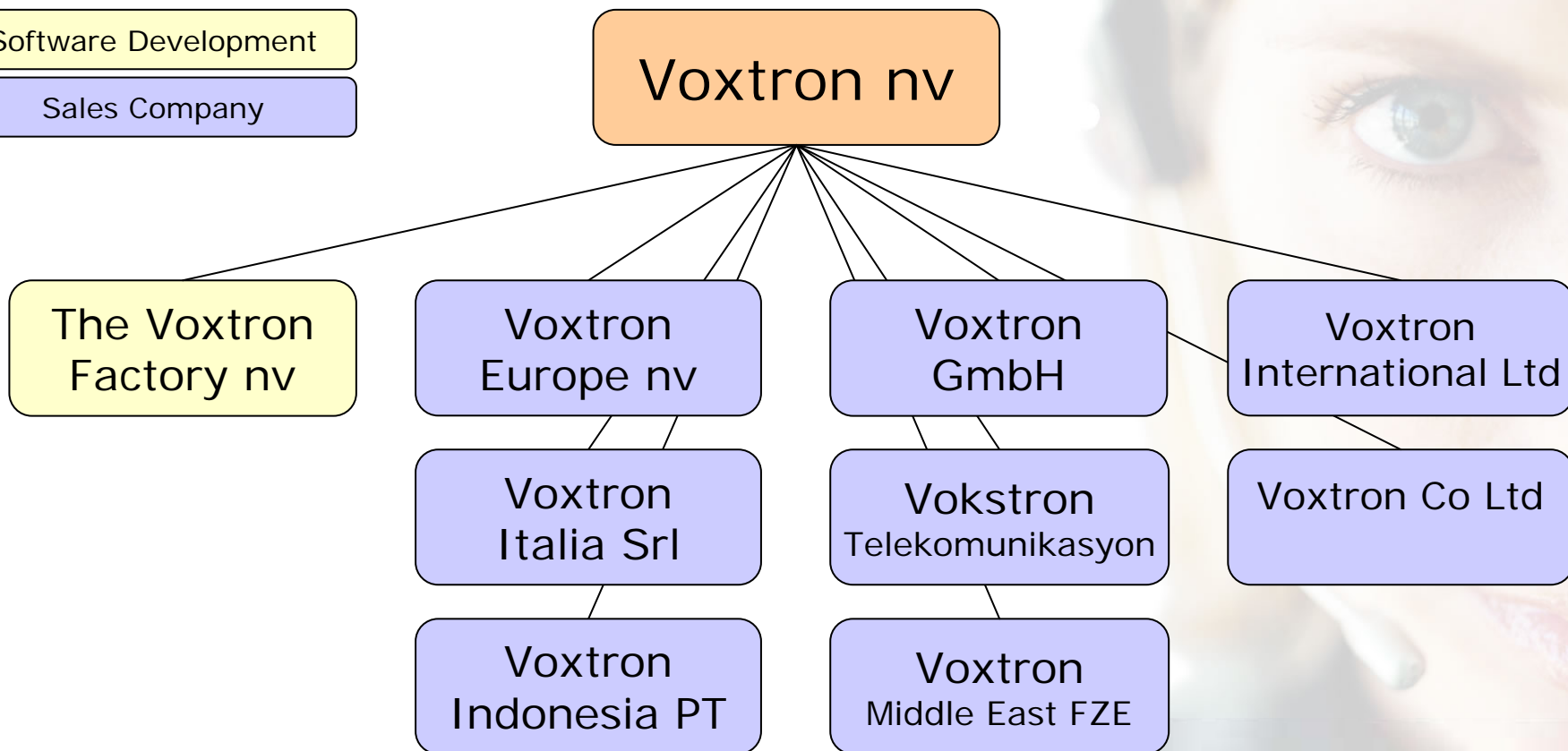 - *Open architecture*
  - *Use of standards*

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Organization today

Software Development

Sales Company

Voxtron nv

The Voxtron Factory nv

Voxtron Europe nv

Voxtron GmbH

Voxtron International Ltd

Voxtron Italia Srl

Vokstron Telekomunikasyon

Voxtron Co Ltd

Voxtron Indonesia PT

Voxtron Middle East FZE

Some references …

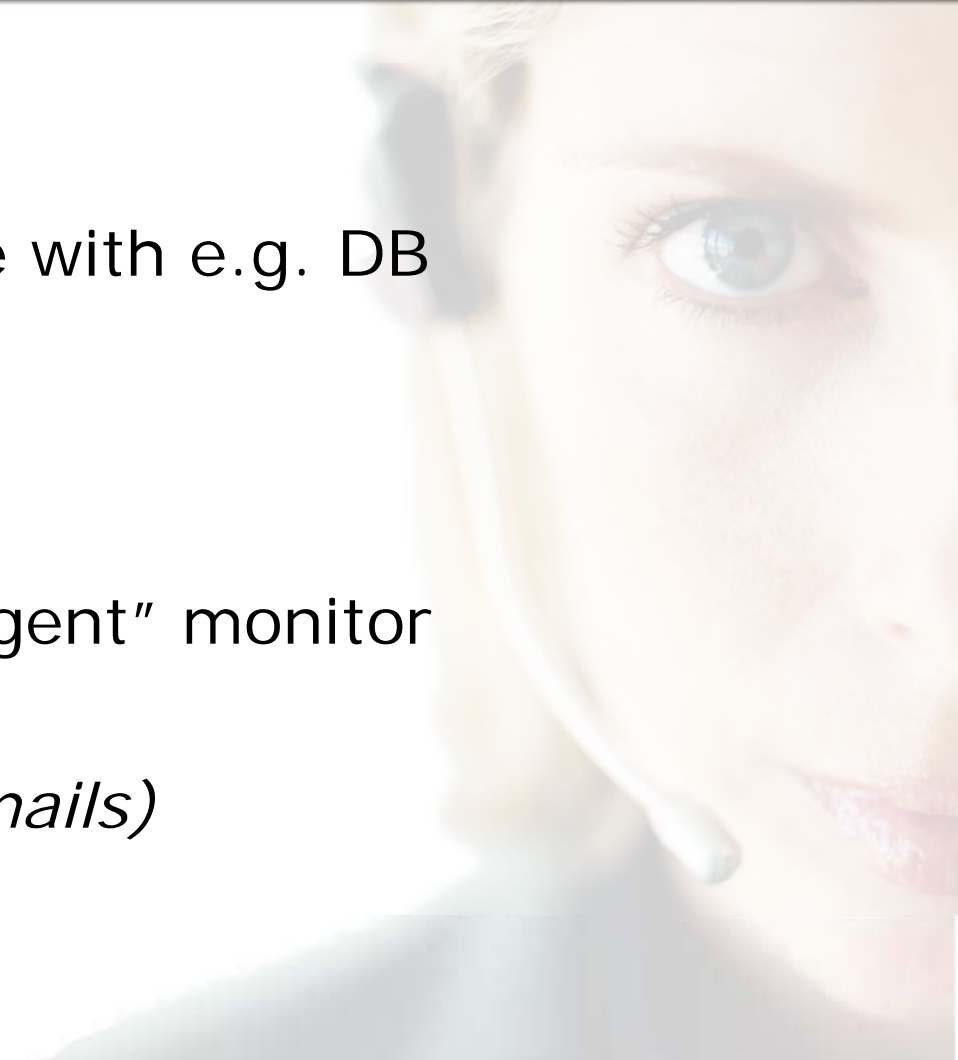# What's New, What's Cool?
An introduction to agenTel 6.

(**agenTel 6: the most extensive product revision since initial launch!**

(**Impressive new features:**

1) "Office Client": Voxtron's software for each employee.
2) Campaigns including a predictive dialer.
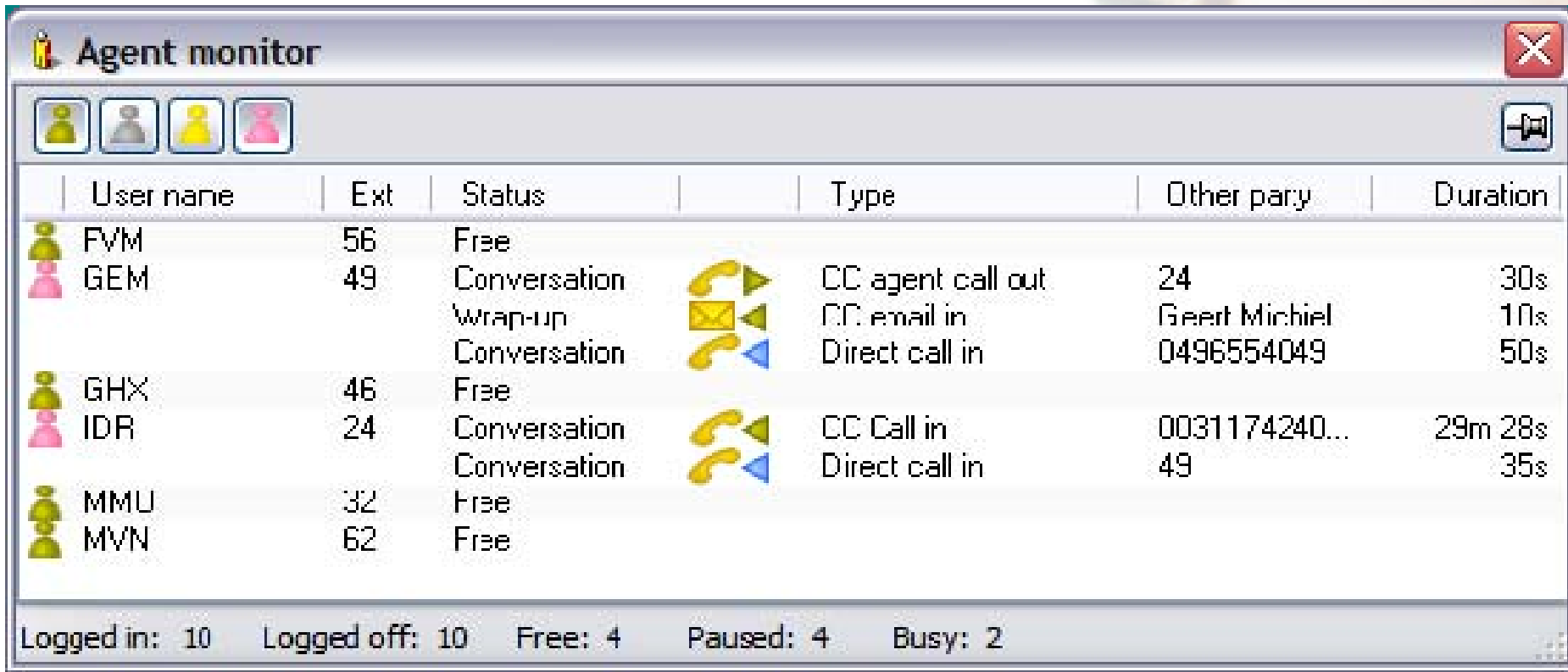3) New improved license model.
4) High Availability: 99,999%.

- CTI

  - pop-up for calls

  - possibility to integrate with e.g. DB
- Fax from the desktop
- Incoming faxes
- Active TAPI toolbar
- Waiting monitor and "agent" monitor
- Statistics

  (no routing of calls, e-mails)

  (no IVR needed)

Office Client
See status of logged on colleagues

	User name	Ext	Status		Type	Other party	Duration
	FVM	56	Free				
	GEM	49	Conversation		CC agent call out	24	30s
			Wrap-up		CC email in	Geert Michiel	10s
			Conversation		Direct call in	0496554049	50s
	GHX	46	Free				
	IDR	24	Conversation		CC Call in	0031174240...	29m 28s
			Conversation		Direct call in	49	35s
	MMU	32	Free				
	MVN	62	Free				

Logged in: 10   Logged off: 10   Free: 4   Paused: 4   Busy: 2

Office Client
Look and Feel

From : Angela Merkel
To : 49

Werkzeug Leiste

Besetztlampenfeld „Agenten Monitor"

Wartefeldmonitor

CTI Funktionen

CTI TAPI Toolbar

Toolbar SDK (hier SIP Phone)

Minimiert zum Taskbar Miniclient

Ankommende Faxe

Infos zu ankommendem Fax, Anruf, Mail oder Outboundcall

FAX Viewer

Agent - gem

File View Tools Help

Log off | Pause | Agent monitor | Waiting monitor | Help | Answer | Disconnect | Dial | Transfer | Thomas Berlin | Asterisk

Agent

CLIP des Senders | Intranet PhoneBook | CRM 3.0 Microsoft Dynamics | Voice Mails Outlook Web Access | Fax Center

Default | Fax document | Innendienst

Incoming
Contact Center
FAX

Von : CLIP des Senders
An : +493037604567
Waiting time : 10:15:05

Properties

Kunden ID : Voxtron München
Vorname : Ron Diederichs
Abteilung : Vertrieb

Skills

Deutsch
PreSales Support
Information

Notes

RD möchte vor allen 2007er Prospekten 250 St. nach München geliefert bekommen, Reformular bitte an Marketingagentur weitereiten. Termin abfragen und schr. bestätigen lassen!

Contact codes

- Car
  - Volvo
    - S40
    - V50
    - V70
    - S80
  - Opel
  - Mercedes
  - Renault
- Airplane
  - Fokker
  - Airbus
  - F16 Fighting Falcon
- Boat
  - Cruiseship
  - Speedboat

Alle Aktivitäten werden statistisch erfasst und können anonymisiert werden!

FAX Archiv

Messaging V2E-Mail oder M/VI

CRM Integration

HTML SDK für eigene Reiter

Contact Codes für Statistik

Zustandsanzeige

Done

agenTel Contact Center

From : CompanySenderID
To : +3237604567
Pages : 7
Waiting time : 10:15:05
Skills : French
Car
Information
Customer ID : NCC-1701E
First name : Jean-Luc
Last name : Picard

Accept | Requeue | Handled | Delete

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(Keep your agents busy in times of lower incoming call load.

(Improve productivity.

(Limit inefficient activities (e.g. no need to search and dial a number anymore).

agenTel 6: a real Inbound/Outbound CC!

Outbound Campaigns
Webbased creation of campaigns

3) License model

Four different licenses:
1) Office Client
2) Media-Routing Licenses ("interactions")
3) IVR / voice-portal (Axxium)
4) Continuously Monitored Extensions

1) CTI, Voice-Mail, fax routing and printer driver license is included in the core license, called „Office Client".

1) Inbound voice, outbound voice (campaigns) and e-mail routing are separately available for the desired number of agents.

2) IVR / ACD / Voice-portal channels (Axxium) are separately licensed.

3) CME: Continuous Monitoring of additional phone Extensions independent from OfficeClient licenses or interaction licences. It provides a complete overview of traffic and use of extensions in the enterprise without an agent being logged-in to agenTel.

Part 1: "Office Client" licence

- The Office Client is the communication framework for every office desktop!

- This basic license must be installed at every agent seat, and can be installed at any office desktop in your organization, no matter what specific job the person has to fulfill. The Office clients fulfills all needs of modern enterprise communication (CTI, fax, voice-mail).

- All actions of employees using the Office Client are visible both in the online (realtime) monitors, as well as in the offline („past") statistics.

- The client software easily integrates ERP or CRM systems, enable employees to use CTI, get pop-ups before answerIng, etc…

- Every person's installation can be adapted generally or individually, ie for her/him, her/his team.
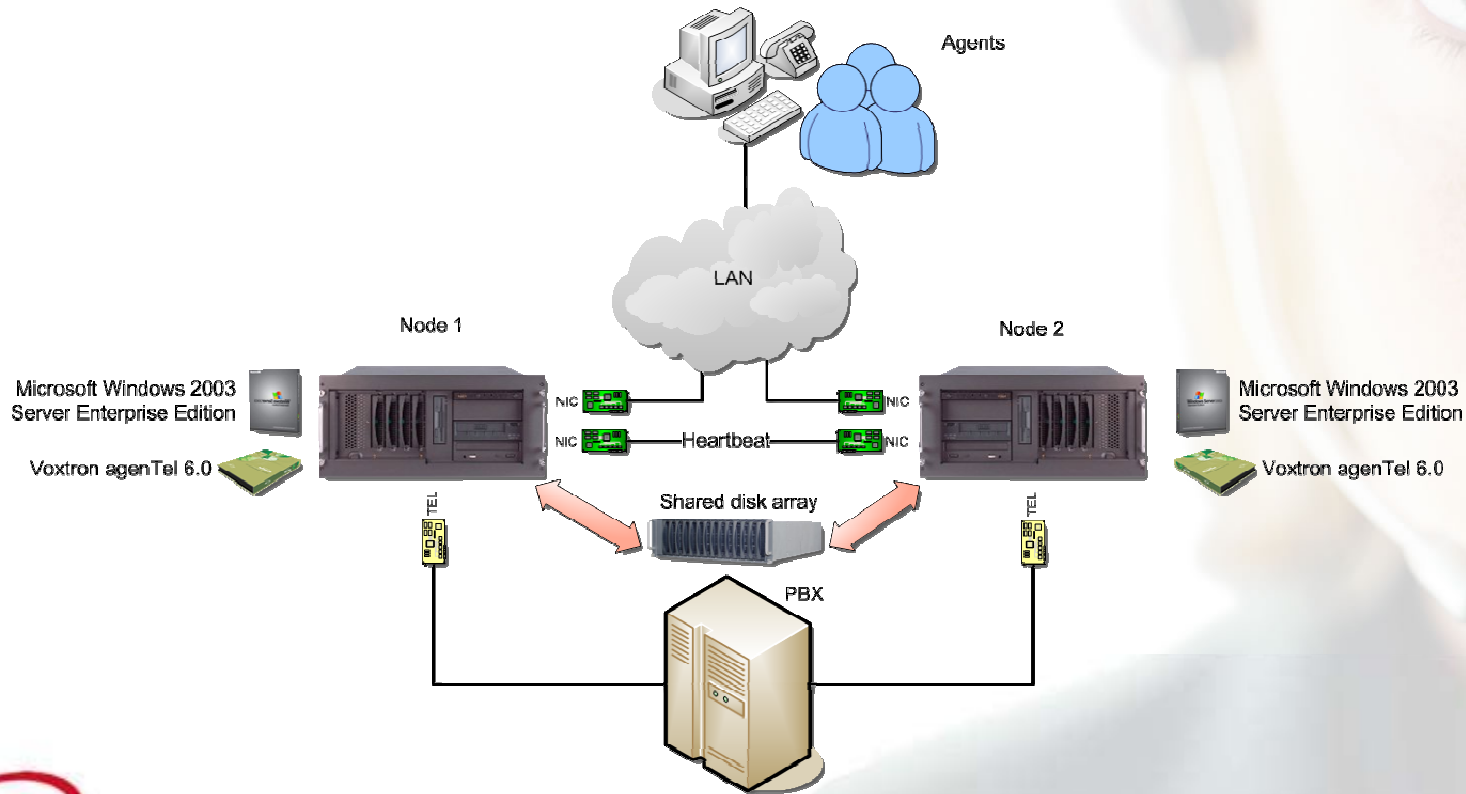
- An Office Client has a price of 150,00 € only.

(The agenTel modules serve to interact with contacts (voice, mail) in the Contact Center and enable the users of "Office Clients", agenTel's core license, to take part in (inbound) routing and (outbound) campaigns. The interactions complete the Office Client and can be chosen when logging-in.

(The monitoring licenses enable statistics for employees that do not log-in to agenTel at all.

– *Both licenses for "interactions" and "Continuously Monitoring Extensions" are based on concurrent use, ie if the number of licenses is exceeded, the next employee cannot log-in anymore for that interaction.*

(Inbound Telephony Interaction   Routing License   350,00 €
(Outbound Telephony Interaction   Routing License   350,00 €
(E-Mail Interaction   Routing License   350,00 €
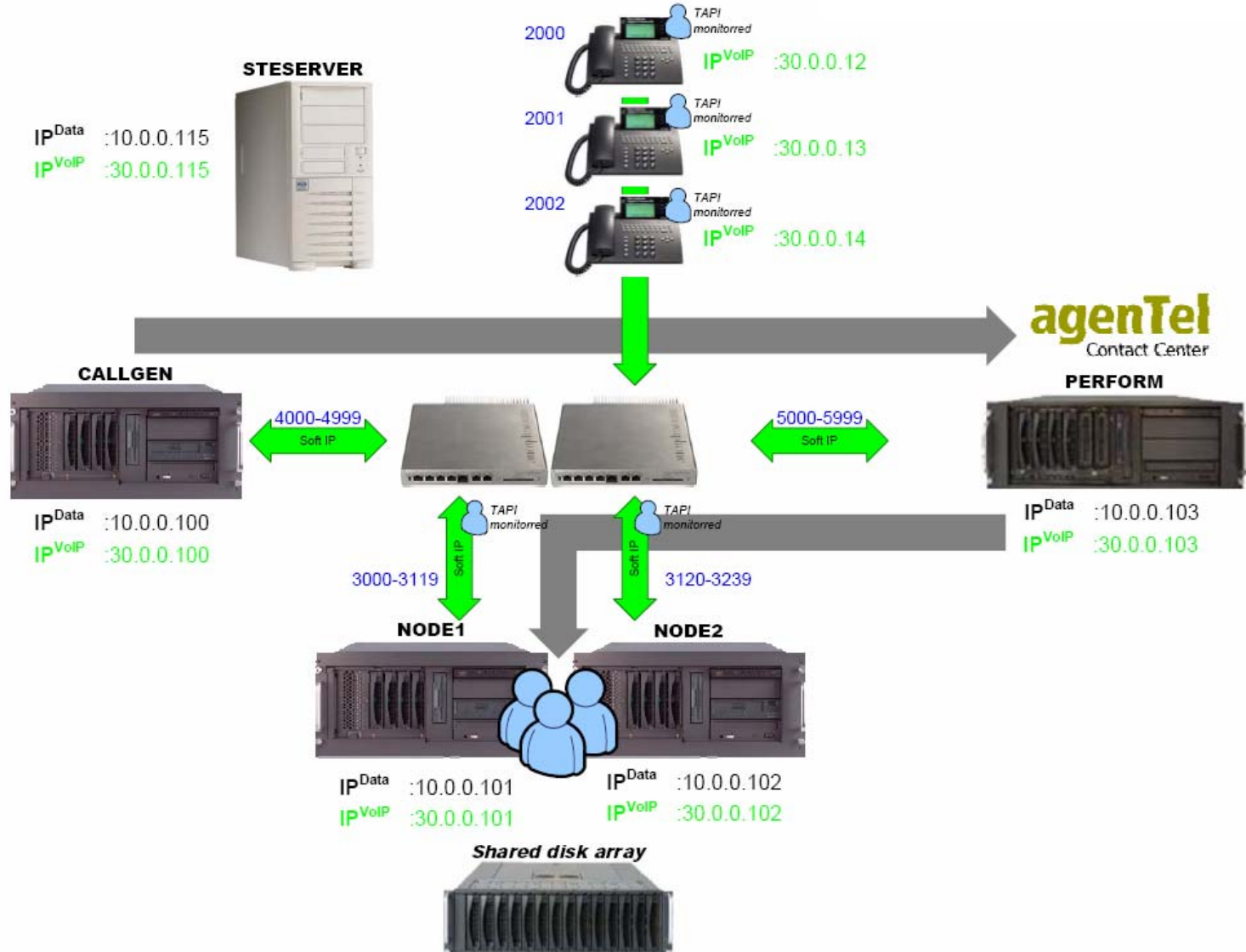(Continuously Monitoring Extensions   Extension License 50,00 €

- All applications on 2 servers: Standby-system for CTI, UMS, ACD, IVR.
- Keeps the administration simple and the availability high: 99,99% (warm standby) or 99,999% (hot standby) uptime for your essential enterprise communications!
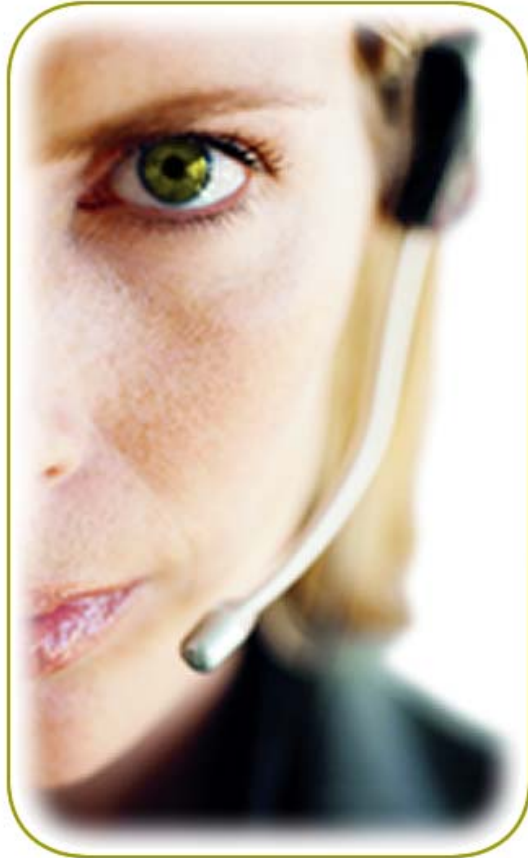
Don't forget: proven success!

- Over 300 installations since agenTel launch in 2002

- agenTel is a software that controls and optimises the communication flow within an organization

- agenTel improves Customer Service

- agenTel assigns skills to incoming & outgoing calls, faxes, e-mails and routes them to appropriate agents

- agenTel provides tools for measuring the efficiency within the organization

- agenTel's IVR allows creating self-service applications

- Compatible with most PBXs and databases in the market

Q&A

agenTel Contact Center

Axxium Voice Portal

TeleButler Call Management

Thanks for your attention