

Aastra Solidus eCare™ Lite

Consumers today expect more from the companies they do business with than ever before. Solidus eCare™ Lite is Aastra's solution for enterprises that need a smaller call center.

It is based on the same skills-based routing functionality as our multimedia contact center solution, making sure that the appropriate agent is contacted.

Solidus eCare™ Lite includes voice agent functionality for up to 50 agents, and features desktop integration and soft phones. For administration and management of your call center, it includes Report Manager for reports, Information Manager for real-time data and Configuration Manager for user administration.

Included in Solidus eCare™ Lite

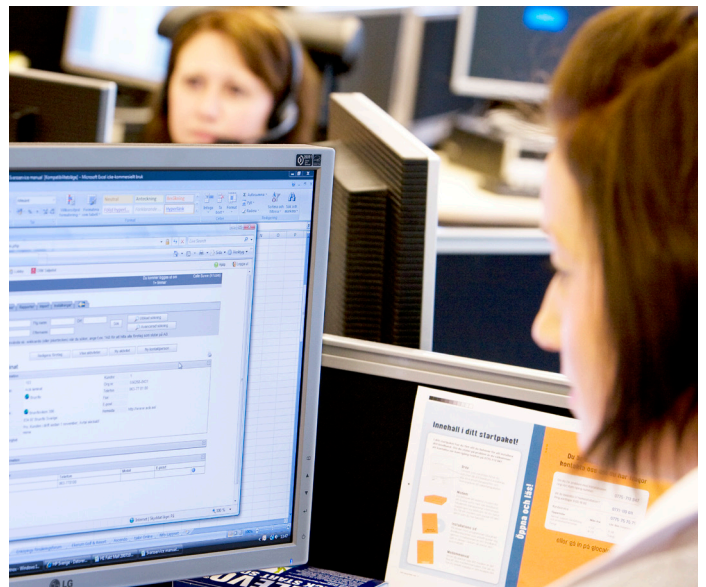
Desktop Manager – Provides call control capabilities to agent desktops.

Soft phone – Enables agents to use IP/SIP soft phones for all call control features, thereby eliminating the need for physical telephones. This provides agents with greater mobility as well as a more economical overall solution.

Messaging & Directory site – Extends the interactive capability between agents and within an enterprise by facilitating internal messaging communications and enabling agents to locate personnel within an enterprise for on-line support or customer query confirmation/support.

The management applications included are Configuration Manager where you can configure users and media flow, Information Manager where you can view real-time information and Report Manager, which handles historical data and reports.

With the integrated auto-attendant, Solidus eCare™ Lite offers dialed-number routing and greeting of customers with a welcome message specific for the Service Access.



Solidus eCare Lite

This feature provides a one-step menu for single entry-point contact centers. From a single-number entry point, the customer can select several services. Selection is followed by a Customer Identification Number (CID) being assigned, used with on-screen pop-ups on the agent's desktop.

InTouch – Extend your contacts beyond the Contact Center. For your corporate users and back-office workers, you can include Aastra InTouch users in Solidus eCare™ Lite. With Aastra InTouch, agents can place and receive calls using a PC connected to an office LAN and enterprise server. Besides providing basic features such as placing and receiving calls, InTouch enables presence status management and corporate directory searches. Via InTouch, call center agents can find information about colleagues beyond the contact center, and easily locate specialists and key persons.

When you grow

To migrate to the full Solidus eCare™ multimedia contact center solution, you only need migration licenses to permit more agents and multimedia – no additional hardware is necessary.

You can choose among the following optional features:

Agent Dispatch – Lets your agents override routing of Solidus eCare™ and manually pick calls

DDE/COM Desktop Integration – Extends the Desktop Manager standard capability by enabling integration with external applications and databases. Typically used for on-screen pop-up applications.

IP Recording – Built-in conversation recording feature for DM soft phones can be used with all calls.

Agent Personal Greeting – Enables agents to record a personal message.

SIP Agent – Permits DM SIP soft phones to be registered on any premise-based, SIP-enabled PBX.

Desktop Manager Supervisor – Extends standard DM agent capability by enabling additional intrusion and monitoring capabilities,

Script Manager – (IVR) with the inbuilt script, Solidus eCare™ eScheduler, for scheduling call center hours of operation.

Replace old ACD installations

Solidus eCare™ Lite is a modern call center solution that will be an excellent replacement for older ACD installations for several reasons, the main being:

- ✧ Support for any terminal or mobile client (analogue, digital, IP (H323 and SIP))
- ✧ True skill based routing
- ✧ Flexible queue messages with queue position, wait time announcement and on hook wait integrated without the use of IVR
- ✧ Extensive management suite
- ✧ Optional features such as system can be added on with an integrated Interactive Voice Response (ScriptManager)
- ✧ To support the call center growth Solidus eCare™ Lite allows with just a license migration to the full Solidus eCare™ Multimedia Contact Center
- ✧ InTouch for users outside of the call center

Solidus eCare™ Lite Package

Start package

- ✧ SeC 7.0 Lite System Version Key
- ✧ 5 SeC Number of Connected Users
- ✧ 5 Desktop Manager 1 user
- ✧ 5 SeC Soft Phone 1 user
- ✧ 1 SeC Report Manager 1 user
- ✧ 1 SeC Information Manager 1 user
- ✧ 1 SeC Configuration Manager 1 user
- ✧ 1 SeC Messaging and Directory site
- ✧ 5 Call Control 1 User
- ✧ 4 1Ch IP/SIP Media

Additional users

- ✧ SeC Lite Agent 1 < 20 users
- ✧ SeC Lite Agent 21-50 users

Optional

- ✧ SeC Dispatch Agent 1 user
- ✧ SeC DDE/COM Desktop Integration 1 user
- ✧ SeC IP Recording 1 user
- ✧ SeC Agent Personal Greeting 1 user
- ✧ SeC SIP Agent 1 user
- ✧ SeC Supervisor 1 user
- ✧ SeC IVR 1 Port Access
- ✧ SeC IVR ODBC Access Site
- ✧ SeC SM SAP BAPI Interface site
- ✧ SeC IVR Site SW Key

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