



Aastra Solidus eCare™ Management & Administration

Aastra Solidus eCare™ Multimedia Contact Center is intelligently built to support three groups of applications - Agent Applications, Management & Administration Applications and Self-Service Applications that enable organizations to minimize total cost of ownership, maximize service availability and utilize tools to build long lasting customer relationships.

The Management & Administration module contains applications and interfaces that provide centralized control and management of the contact center infrastructure. The applications are Report Manager, Configuration Manager, Information Manager, Campaign Manager and Internet Suite Creator (also known as Knowledge Base Manager).



Configuration Manager

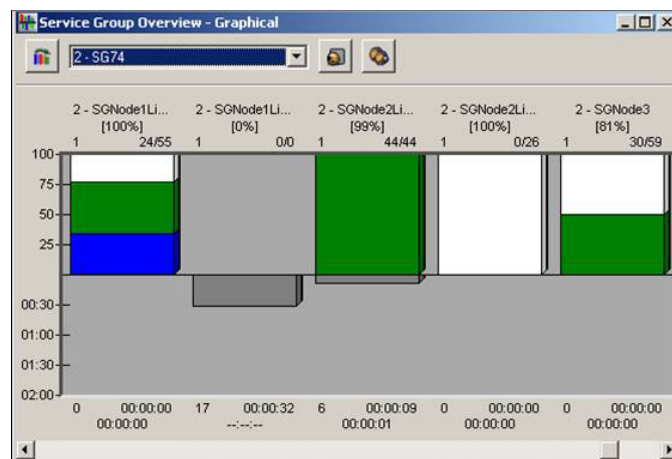
Solidus eCare™ Administration

The administration applications and interfaces provide contact center managers with the resources to dynamically and proactively manage all aspects of contact center activity and integrate with external business applications. The applications and interfaces include:

- * Configuration Manager
- * Internet Suite Creator (also known as Knowledge Base Manager)
- * Centralized Management
- * Clustering

Configuration Manager

The Configuration Manager graphical user interface provides an integrated environment to manage all configuration information within a contact center regardless of the number of sites. This includes setting up call flows, rules and guidelines as well as defining all configurable parameters within a skills-based contact center.



Internet Suite Creator

Name	Status	Current	Direct	Overflowed In	Handled	Avg Handling Time
2 - CapacityNode1	Active	22	3154	0	3154	0:10
2 - CapacityNode2	Active	11	2246	0	2246	0:08
2 - CapacityNode3	Active	1	973	0	973	0:04
2 - CapacityNode4	Active	3	1136	0	1136	0:06
2 - CapacityNode5	Active	0	0	0	0	0:00
2 - CapacityNode6	Active	0	0	0	0	0:00
2 - CapacityNode7	Active	0	0	0	0	0:00
2 - secsn2_lm1_9714	Active	1	582	0	582	0:03
2 - secsn2_lm2_9724	Active	1	574	0	574	0:03
1 - <Virtual Agent>	Inactive	0	0	0	0	0:00

Internet Suite Creator

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Configuration Manager and the Setup application are the applications that enable the configuration of various sites in a virtual contact center. Configuration Manager is a client/server application that allows multiple users to access configuration data according to a user's privileges and object permissions. Only users with appropriate authority can access Configuration Manager.

Permission to access, read or write data for a data object can be configured per user to provide complete flexibility and security when managing configuration data.

Employing highly intuitive interfaces and wizards, the user is guided through complex set-ups and configurations to:

- ✦ Set contact center system properties, whether it is a single site or a virtual contact center with multiple media servers at many sites.
- ✦ Configure service accesses.
- ✦ Create IVR scripts.
- ✦ Establish service groups.
- ✦ Set up skill sets for the agents
- ✦ Set up users and user types, with a specific set of access privileges.
- ✦ Define call qualification codes.
- ✦ Define and display IVR data.
- ✦ Define reasons for being not ready.
- ✦ Create call campaigns.
- ✦ Verify configurations.
- ✦ Create tenants.
- ✦ Access other applications.
- ✦ Provide full support for tenanting. i.e. configuring each tenant separately.
- ✦ Enable loading of another Solidus system's data.
- ✦ Utilize outbound campaign management.

Access Campaign Script Builder to develop questions-and-answer flows for support agents in outbound campaigns and provide consistent customer service and increased productivity.

Internet Suite Creator

The Internet Suite Creator (also known as the Knowledge Base Manager) is an intuitive management tool that enables users to create and edit knowledge bases so that relevant information can be provided to customers. Many types of content can be added to a knowledge base, including text, diagrams, links to web pages, advertising messages and multimedia presentations. Knowledge bases are becoming increasingly valuable resources for both customers and staff. Knowledge bases can be updated and extended without disruptions to service. They provide a mechanism for delivering quick, consistent responses to customers.

Centralized Management

Centralized Management allows multiple Solidus eCare™ systems to connect to a central node, where real-time information and historical data is collected and compiled for management to obtain a complete view of current and historical activity throughout the entire installation.

Each Solidus eCare™ system can be networked using RTI (Real-Time Interface) to intelligently route calls between each system. Centralized Management connects a NOC (Network Operations Center) to multiple independent Solidus eCare™ systems. A NOC provides real-time data continuously and historical data at intervals. If the NOC loses its connection to the monitored contact centers, it will reconnect as soon as possible and update the historical database with the activities that occurred while it was disconnected.

Information Manager and Report Manager licenses, as well as Configuration Manager with the correct privileges, are required by the NOC. A NOC can also be used to monitor traffic in a multi-tenant system, giving the host administrator combined real-time and historical views.

Clustering

The components of Solidus eCare™ can be clustered for higher availability and system stability. The Solidus eCare™ server can be clustered 1+1 and the OAS (Open Application Server) can be clustered 1-4 + 1. The media servers connected to each OAS act as active media resources and can be dimensioned in an n+1 fashion.

The management applications provide contact center supervisors with the resources to dynamically and proactively manage all aspects of contact center activity. The applications include Information Manager and Report Manager.

Information Manager

Information Manager allows users to view real-time information about service accesses, groups and agents. Information Manager enables supervisors to configure and save viewing preferences for services and staffing.

Information Manager is a true multimedia, real-time information application where supervisors can view contact center activity for voice calls, web chat, e-mail, and SMS, as well as performance and traffic alarms as they occur. There is a filter for Information Manager agents based on state. For example, agents in the logged-off state can be hidden from view.

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There is an option for configuring alarm information when a certain threshold value is reached for a queue stack. When the value is reached, the displayed queue information will change color. By changing the color, it is easier for the supervisor to see the performance levels for one or more groups.

Information Manager is also where wall displays are managed. A virtual wall display feature and a web-based wall display feature ensure that staff is aware of the current contact center activity status. The latter is accessible via the web from a URL. The virtual wall display can also be moved outside of the Information Manager application window frame.

The virtual wall display feature shows a mixture of text and real-time data similar to the external wall display, but is displayed in Information Manager. This can be used as an alternative to the external wall display by allowing concise real-time information about a contact center from a computer screen to be projected onto a plasma projector or television, visible to all agents.

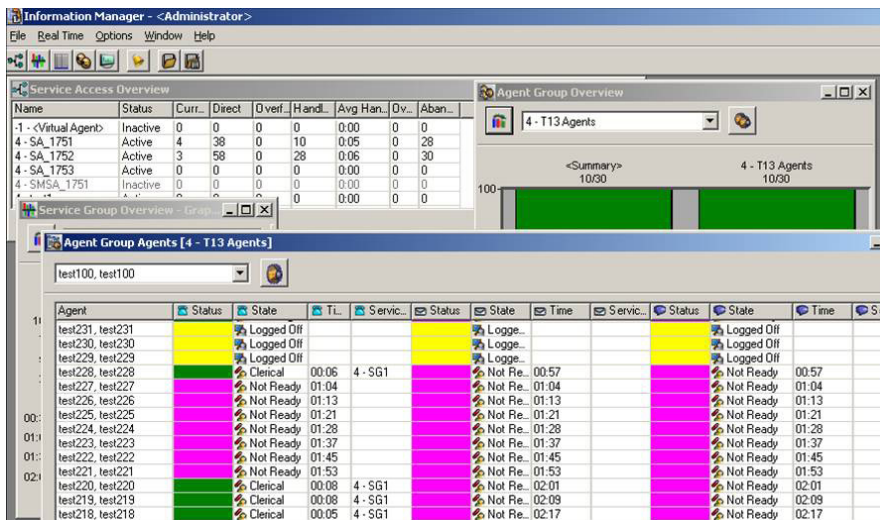
Information that is sent to the wall display can also be configured to appear on the virtual wall display.

Information Manager connected to a NOC displays all associated contact center groups, agents and traffic, summarized into a single consolidated overview.

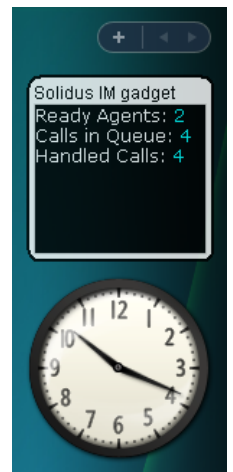
The presented real-time data is continuously updated in graphic and tabular format. Information Manager displays the real-time status of the various Solidus eCare™ components together with statistical information about contact center services and resources. Some of the components displayed include service objects, including service access and service groups as well as resource objects such as agent groups and agents.

The layout of opened real-time windows can be reorganized and saved as a preferred setting. The preferred windows setting may be accessed manually or automatically once Information Manager is reactivated. Multiple preferred layouts may be stored for each user.

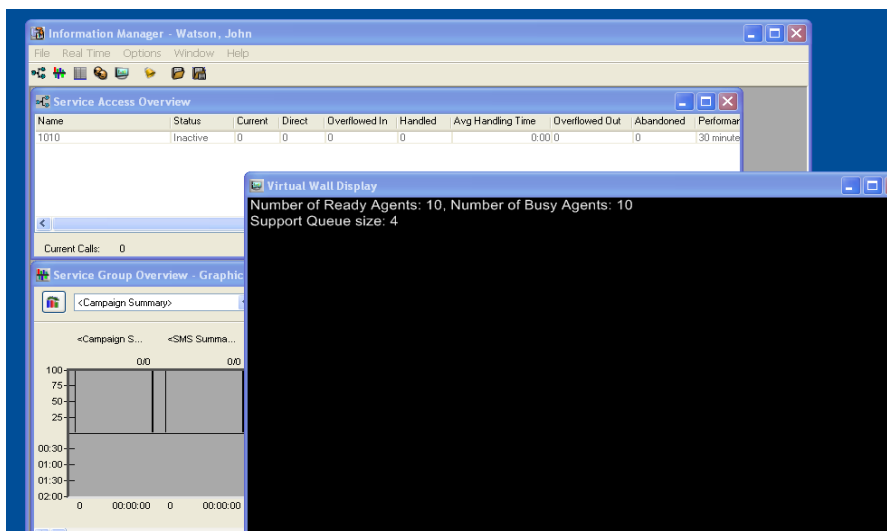
Object permissions allow users in a contact center to have limited access to contact center objects. These permissions can be set as high as service accesses and service groups, and as detailed as the agent level.



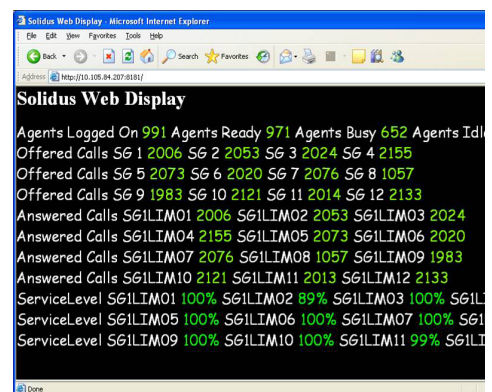
Information Manager window



Wall display gadget for Vista



Virtual wall display



Web display

Report Manager

Report Manager is a client/server application that provides flexible reporting capabilities by allowing contact center management to generate customized data tables. The formats of the contact center reports are configurable. The system provides a set of predefined templates. However, contact center management may design templates to meet the needs of their organization.

Report Manager provides improved insight into an organization's contact center activities. The data may be used to graphically present calls as well as customer requested services received by the contact center. The analysis of this data enhances an organization's sensitivity to the specific market environment factors that influence it and also enables the organization to respond to these factors more effectively.

The reports generated with this application enable an organization to evaluate complex issues, including asset management, internal cost optimization, resource efficiency and effectiveness. Report generation can be scheduled and reports automatically published on the Internet or e-mailed to different distribution lists.

The information can be analyzed in both tabular and integrated graphical format so as to:

- ✦ Enhance services offered to the target audience. Stimulate customer demand.
- ✦ Keep a finger on the pulse of current and prospective customers, with a view to improving future business.
- ✦ Strengthen internal marketing strategies to increase efficiency and effectiveness.
- ✦ Identify strategic advantages for the development of new and unique products and services.

Solidus eCare™ Report Manager supports various exceptions, unlimited numbers of columns in reports, open report categories and improved mixed-media reporting, including combining groups to create automatic summaries. Report Manager enables users to produce reports using the provided system templates or to create own custom user templates (shared or private).

Solidus eCare™ records all contact center events including Script Manager (interactive voice response) activity so that analyses of call flow and contact center design can be performed. The data is stored in an open database and retrieved by Report Manager for report generation and review.

Report Manager connected to an NOC can also present all this data consolidated from multiple Solidus eCare™ systems.

Solidus eCare™ Interfaces for server and desktop integration

The Solidus eCare™ Interfaces for server integration can be used to integrate with external business applications. The applications and interfaces include:

- ✦ Real-time Interface
- ✦ Agent Service Open API

Real-time Interface

Solidus eCare™ Real-time Interface provides the ability for individual Solidus eCare™ systems to be networked together and function as a single large virtual center. Additionally, it makes visible the real-time agent as well as service access and service group performance data through a COM (Component Object Model) to third-party application development. This enables alternative applications to be integrated with Solidus eCare™ for enhanced customer satisfaction.

This can be used, for example, when call volumes become high enough at one center to trigger hold-time alarms, and user-configured threshold settings enable calls to be diverted to another contact center.

Agent Service Open API

The Solidus eCare™ Agent Service Open API provides an open interface that is implemented in a COM object, allowing clients to connect to the agent service and receive events about Desktop Manager agent activity. The purpose of this interface is to allow integration with Solidus eCare™ on the server side, rather than at each individual desktop client.

Agent Service Open API for Tenanting

Agent Service Open API for Tenanting is available for tenanted systems and requires log-on authentication. Authentication is based on the log-on credentials provided and different events will be sent to the connected client. For example, a tenant administrator user will receive events only for that user's tenant and not for other system tenants.