



Aastra Solidus eCare™ Agent Applications

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. Empower your agents and make them the experts with Aastra Solidus eCare™ Agent Applications.

These applications are the focal point of the customer interaction center. With multimedia customer interactions, they increase agent efficiency and job satisfaction.

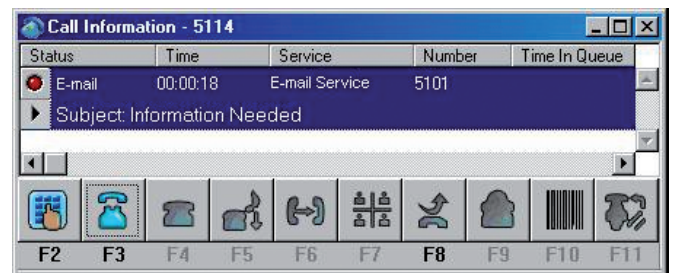
Agent Applications

Let your agents do their jobs using the best tools

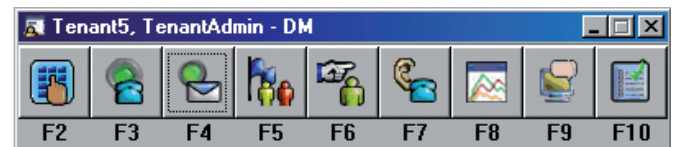
Solidus eCare™ is a true multimedia contact center and handles communications via phone, e-mail, chat, SMS and fax. For routing of incoming faxes a Unified Messaging system such as MX-ONE™ Messaging (OneBox) is needed. Different channels are fully blended. Agents' individual skill-sets determine the types of interactions presented to each agent. Agents can choose to be available for e-mail, SMS, fax and/or chat at the same time as working with voice assistance, or vice versa. The unique skills-based routing function of Solidus eCare™ offers intelligent routing of all incoming and outgoing communications across locations, organizations and business functions ensuring that the customer calls always go to the right agent.

Maximizing efficiency and uptime and minimizing total cost of ownership

There are few operations within an organization as dynamic as a contact center. With continuous change comes a need for intuitive and flexible control. Desktop Manager is a sophisticated tool designed to enhance call control and contact center functions.



Desktop Manager call window showing an incoming e-mail



Desktop Manager Toolbar

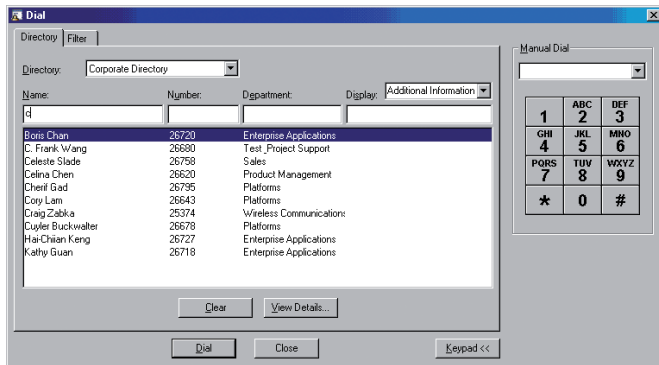
By providing agents and supervisors with a diversity of features, Desktop Manager facilitates efficient call handling and seamless integration of several different types of media. Licensing for advanced features is available on an individual basis, allowing for total customization and scalability of each contact center package.

Desktop Manager

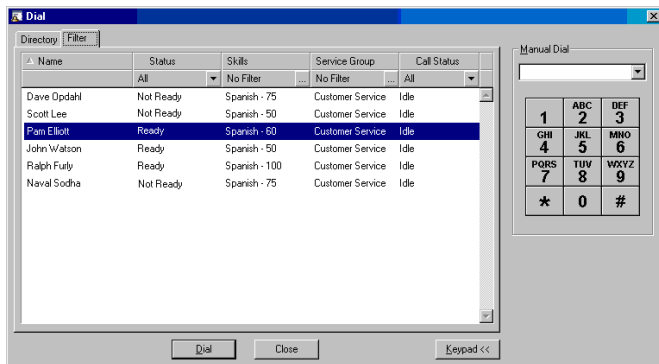
Desktop Manager not only gives agents the ability to customize their monitors' workspaces, but also to have their display preferences automatically updated when they move between workstations (free seating). When in need of assistance or back-office personnel, the Request Assistance dialog box and the Dial dialog box display all logged on agents and give agents the ability to filter by call status, agent status, skills and/or service groups. Desktop Manager provides Incoming Interaction Notification of voice calls, e-mail (as well as voice-mail and faxes), SMS, or chat so that agents are prepared for the different media types and can handle them appropriately. With Desktop Manager the agent can also pick calls manually, using the Dispatching functionality. This means that VIP calls can now be easily picked in the call queue independently of routing.

Contact Center Agent

Agent Directory: The Desktop Manager Directory license allows all Desktop Manager users to access the corporate directory and search among users. With Agent Directory, users can search any LDAP-compliant corporate directory by name, extension, or department, and place a call via the graphical user interface. Directory integration delivers enterprise-wide directory services via an LDAP interface to assist in transferring calls.

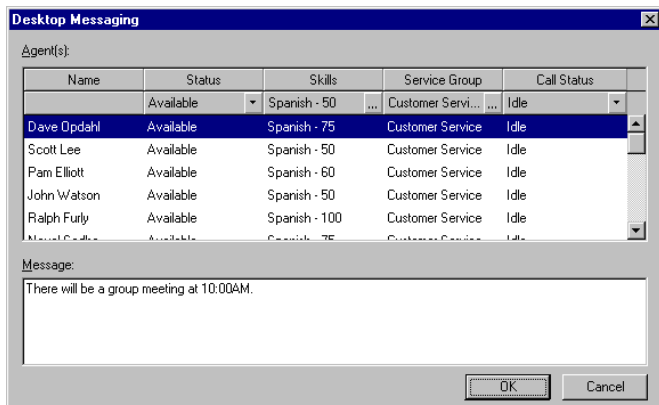


Agent directory: Find people within the whole organization based on name, skills, availability and more



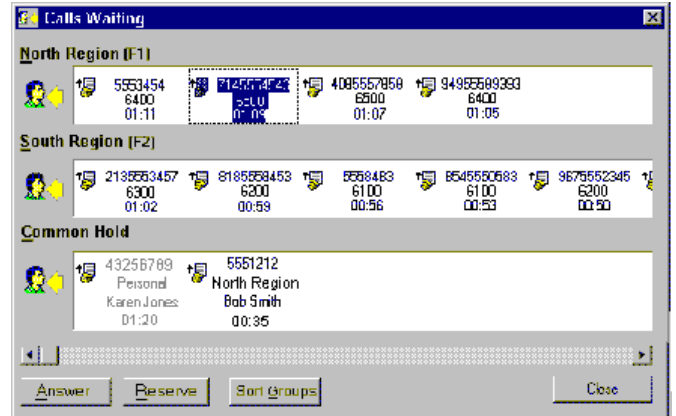
Outbound call information

Agent Messaging: The Desktop Messaging feature license enables easy message distribution within a contact center for agents and agent groups. The contact center agents can send and retrieve text messages, request assistance, initiate intrusion and execute skills-based searches to locate an appropriate agent for call support.



Illustrating a chat session in which the agent can filter different attributes

Agent Dispatch: This feature allows agents to pick calls from queues assigned as dispatch queue. Calls can be placed in a common hold to be retrieved by any other dispatch agent. Busy agents can resume calls in the queue for retrieval as soon as they are ready.



Agent Dispatch call window

Agent Supervisor: Agents designated as agent supervisors can monitor agents on all media, manage their ready or not ready status, and edit agents' skill sets and corresponding service groups, with an installed feature license. Although supervisor coaching via voice is currently not implemented in Solidus eCare™ a supervisor can coach an agent via text messages. The scenario is that a supervisor is listening in on the agent-customer conversation via the Solidus eCare™ Monitoring feature. The supervisor can then provide written instructions to the agent via the desktop messaging feature. Screen-recording is performed by third-party applications.

Call control features:

- ✦ Answer call
- ✦ Clear call
- ✦ Clerical time indication to monitor "wrap-up" time after a phone call or an e-mail
- ✦ Conference
- ✦ Consultation call
- ✦ Entering of DTMF digits
- ✦ Hold/retrieve call
- ✦ Make call
- ✦ Manual dial option directly from the call window
- ✦ Redial a busy number
- ✦ Redirect a call to another agent or service group when appropriate
- ✦ Transfer

Estimated waiting time and queue position are standard queue and repeated queue message features. The number of agents serving a queue can be announced by the IVR (Script Manager) before passing a call off to the queue (for details see section 9.1 Solidus eCare™ Routing).

Outbound agent and scripting: Enables agents to participate in outbound call campaigns, initiate calls to defined campaigns, initiate calls to defined customers, utilize Preview or Power dialing and initiate automatic callback for failed call attempts.

It also permits agents to display a configured script when initiating campaign calls, allowing agents to ask the customers questions, record their answers and automatically store the information in a database. Solidus eCare™ Campaign Manager allows users to import lists of calls to be made. Standard routing rules (skills, priority etc.) apply to campaign calls; for details see section 9.1 Solidus eCare™ Routing.

Outbound Call Log: The outbound call log window displays call attempts to a specific customer for a specific campaign.

Agent Personal Greeting: Agents with integrated soft phones can record a personal greeting, which is played for service group calls.

Call Qualification Codes: This feature allows agents to record the outcome of each transaction/call to improve speed and for reporting purposes.

Call Window customization: Enables agents to display the most relevant information, such as calling party number, name, call status, call duration, service group name and queue time.

Agent Details Window: The feature Agent Details window in Desktop Manager has a table at the bottom of the window in this real-time feature. The table shows a list of all service groups the agent has skills to serve, and counters for the number of received, answered, abandoned, rejected and timed-out calls.

Real-time information: This feature allows agents to view service group information about their own or other service groups.

Dynamic Data Exchange (DDE) and Component Object Model (COM): The Desktop Manager DDE/COM feature license can provide integration to a customer's business application. Based on caller information, such as caller ID and called number, the enterprise's business applications can be initiated automatically to make the agent's daily tasks easier. These so-called CTI screen pops can be used to deliver information to the agent related to the customer.

Support for IP telephone and soft phone: With the integrated IP soft phone in Desktop Manager agents can be provided with greater mobility when working as home-agents, for example. The solution can also be used to attain a more economic total solution.

IP Recording used with IP soft phones: Solidus eCare™ IP Recording enables agents or supervisors to record any IP calls made from the integrated IP soft phone in Desktop Manager. A supervisor can listen in to an ongoing call without the knowledge of the agent.

The supervisor can also take over the call if necessary. Trunk or extension side recording on TDM connections is performed with third-party recording systems

Multimedia Agent

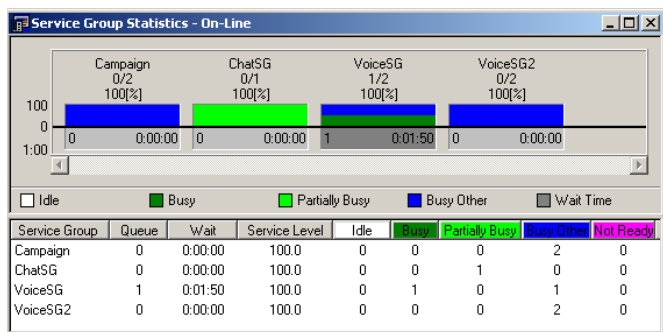
E-mail, voice mail and faxes: E-mails are routed using the same skills-based routing engine used for voice calls. An incoming e-mail message can be automatically routed to the knowledge base or directed to an agent. Faxes and voice mails from MX-ONE™ Messaging are presented as attachments to e-mail messages when delivered to agents.

Agents can query a Solidus eCare™ Internet Suite Knowledge-base and copy/paste answers to speed up email replies. Using Solidus eCare™ Internet Suite with e-mail, the system can analyze the content of incoming e-mail messages and then present a likely answer to the agent or automatically reply to e-mail based on content scanning.

Each agent who handles e-mails and/or SMS can configure the number of e-mails are sent to his or her inbox. The agent selects pertinent messages from the inbox for handling. In Solidus eCare™ 7.0, e-mail and SMS queues can also be configured to use the Agent Dispatch feature in which agents can pick individual messages directly from the common queue. Regular e-mail functions, such as formatting and attachment of files, are standard in Solidus eCare™ e-mail.

SMS Agent: SMS messages from mobiles are routed using the same skills-based routing engine as for voice calls. Agents can reply to an incoming SMS message by sending a SMS message back to the originator, or respond to an incoming voice call request by sending a SMS message to an external destination or replying to the SMS with a voice call. This enables you to use SMS Agent to conduct customer surveys, lotteries, campaigns etc.

An SMS sender can also be called directly. In Solidus eCare™ 7.0, e-mail and SMS queues can also be configured to use the Agent Dispatch feature where agents can pick individual SMS directly from the common queue. With this feature, automated SMS messages about hours of operation, for example, can be sent from the IVR.



Real time information window built into Solidus eCare™ Desktop Manager

Web Agent: With Web Agent agents can respond to customer queries over Internet using text chat. Agents can be prompted with appropriate answers from the knowledge base for more accurate and efficient handling of queries.

The agent can select the number of simultaneous chat sessions allowed and whether or not to accept incoming voice calls at the same time. An agent can also transfer a chat session to another agent whereby the chat history is also transferred. All chat sessions are stored in an open SQL database

enabling the contents of a chat session to be sent to another customer. The history of the chat session is stored in the SQL database for future access. The chat system can be used as an internal messaging system between the agents and their supervisors, team leaders or traffic managers.

Remote agent, IP/SIP agent and mobile agent

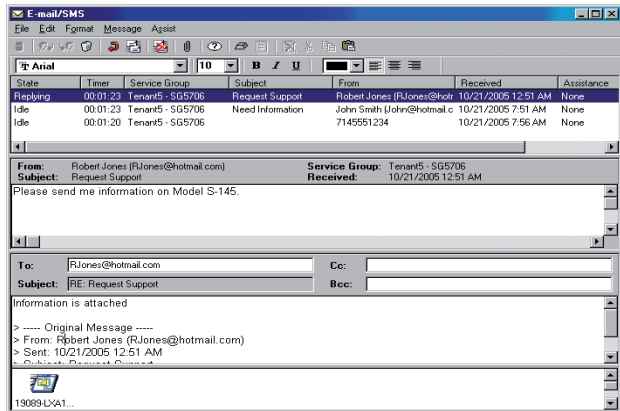
Locating agents away from your main contact center can be a powerful advantage in the CRM market. You can locate agents where facility costs are lower, while at the same time attract and retain skilled agents by providing them the flexibility of working remotely either at home or in a branch office.

Remote agents working as part of the contact center staff enable the extension of service hours by staffing across time zones as well as meeting the demand for additional support during peak business hours or holiday seasons, allowing agents and enterprises to "bid" for schedules at their convenience.

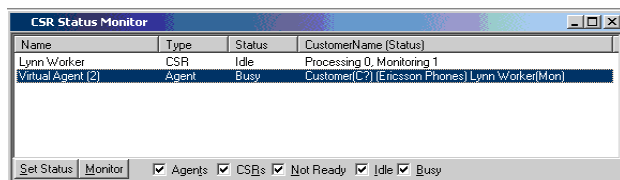
Solidus eCare™ Remote Agent alternatives

It is essential that the solutions are capable of extending the support for remote agents to beyond the boundaries of the contact center enterprises.

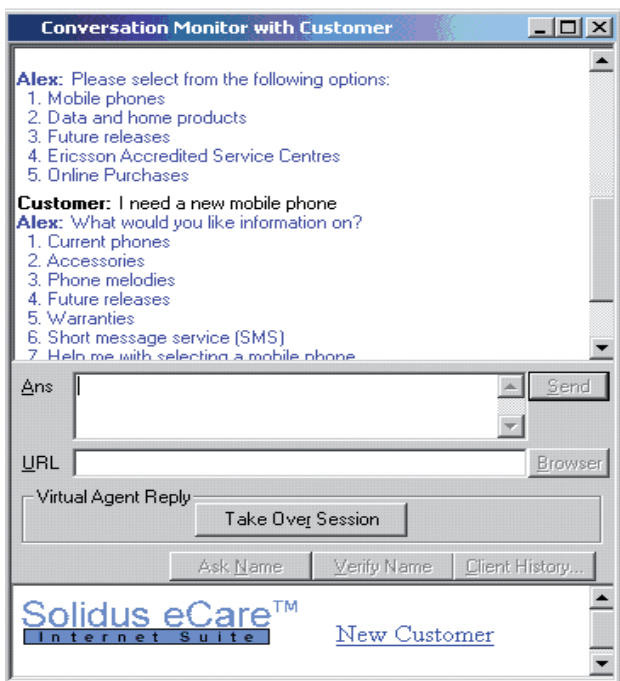
Solidus eCare™ Remote Agent can be achieved in various ways, such as with an IP/SIP extension or remote extension. Remote Agent can use any type of conventional phone or mobile phone (Mobile Extension) or a phone that's connected to a remote or foreign PBX, or public network (Remote Extension).



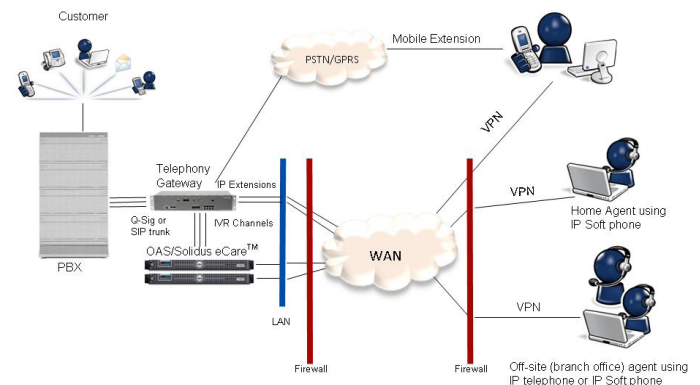
E-mail/SMS message window



CSR status monitor window



Conversation monitor with customer



Remote contact center

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