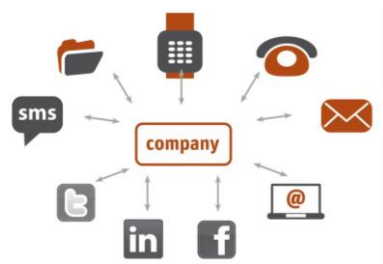


# VOXTRON COMMUNICATION CENTER 2016

*The omni-channel solution for Contact Centers*

## SUPPORT ALL YOUR CUSTOMER'S CHANNELS

Customer nowadays expect an organization to be reachable via every communication channel that they prefer. This ranges from traditional channels like telephony, fax and SMS to digital channels like email, chat, social media and more.



Voxtron Communication Center guarantees an optimal customer experience on all these channels, while optimizing your team's efficiency to keep your operational costs to a minimum.

Our Call Management module (both proprietary & based on VoiceXML) is used to segment callers (e.g. based on CLI and/or DTMF input), welcome the caller, take routing decisions, play dynamic (emergency) messages, organize self-service (no agent interaction), register call back requests, perform a telephony survey, record calls and enable supervisor management (listening, whispering & coaching)

## INTEGRATED WITH YOUR COMMUNICATION PLATFORM

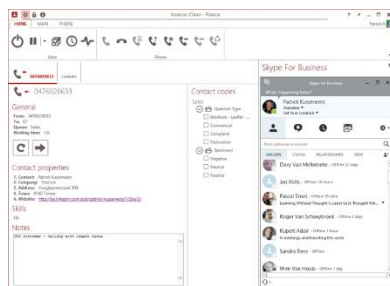
Our solution is independent of the telecom environment, and has

been used together with most popular PBXs. This guarantees that your agents can keep on working with the system that they are accustomed to.

On top of the traditional PBX systems, we can also integrate with the more contemporary Unified Communication (UC) solutions like *Skype for Business*® from Microsoft.

## VOXTRON CLIENT – WORK FROM ANYWHERE

All the information that your team needs to help your customers is available in the Voxtron Client, in one unified desktop. To cope with flex-offices, the client supports free seating.

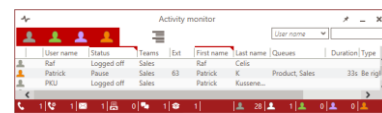


With our web client, users can work from home or satellite offices to overcome mobility issues or temporary peak loads.

In the waiting monitor the Voxtron Client shows all information on the contacts that are waiting to be handled. Supervisors can use this monitor to control the order in which contacts are handled.



The activity monitor gives you a view on the status of every member of your contact center. Supervisors can use this to coach their teams by listening in on conversations, start an inter-agent chat, etc.



Via the built-in toolbars, a user can control his telephone device, set his presence state, start an email, and more from within the client.



Contacts can be classified for further processing by selecting a contact code for each handled contact. Via configurable pause states, a user can manage his presence status.

**Contact codes**

- Sales
  - Question Type
  - Brochure - Leaflet - ...
  - Commercial
  - Complaint
  - Facturation
  - Sentiment
    - Negative
    - Neutral
    - Positive

**Pause States**

- Away
- Be right back
- Busy
- Do Not Disturb
- Home Working
- In a online meeting
- Inactive
- Lunch
- Meeting
- Off work

## MODULAR ARCHITECTURE

The Voxtron Communication Center has a modular architecture that is extendible by adding extra 'building blocks', either for adding extra functionality or supporting higher loads.

High availability can be guaranteed if needed by running the server processes on a Microsoft Windows

## VCC 2016

server cluster, or by using modern virtualization techniques.

### ROUTING – THE UNIVERSAL QUEUE

By using a concept known as the universal queue, our one single routing engine can blend all the different contact types and deliver it to the best suited user.



A routing strategy can be easily configured via our centralized administration interface.

### MEASURABILITY AND MANAGEABILITY

The only way to guarantee the performance and efficiency of your contact center, is to measure all the aspects of what you are doing. The Voxtron Communication Center comes with a set of historical reports out-of-the-box. Special purpose reports can be added via our custom-report infrastructure.

| Year | Month | Agent   | Logon duration |                            |          |               |
|------|-------|---------|----------------|----------------------------|----------|---------------|
|      |       |         | Any [interval] | Total pause duration (any) | Away     | Be right back |
| 2015 | 1     | Marc    | 03:00:20       | 00:17:10                   | 00:00:41 | 00:00:21      |
| 2015 | 1     | Miel    | 00:07:49       | 00:00:00                   | 00:00:00 | 00:00:00      |
| 2015 | 1     | Patrick | 16:25:16       | 14:55:33                   | 00:00:42 | 00:00:00      |
| 2015 | 1     | Stijn   | 07:47:52       | 04:04:25                   | 02:16:58 | 00:00:00      |
| 2015 | 2     | Marc    | 60:22:16       | 59:06:33                   | 00:00:00 | 00:00:00      |
| 2015 | 2     | Miel    | 14:52:42       | 00:00:00                   | 00:00:00 | 00:00:00      |
| 2015 | 2     | Patrick | 21:21:32       | 08:39:12                   | 00:01:11 | 02:16:50      |
| 2015 | 2     | Stijn   | 09:36:03       | 05:32:11                   | 00:00:00 | 00:00:00      |
| 2015 | 3     | Marc    | 01:46:28       | 00:08:02                   | 00:06:36 | 00:00:08      |
| 2015 | 3     | Miel    | 36:01:54       | 00:00:00                   | 00:00:00 | 00:00:00      |
| 2015 | 3     | Patrick | 25:41:28       | 03:20:13                   | 00:23:57 | 00:18:26      |
| 2015 | 3     | Raf     | 00:03:23       | 00:02:52                   | 00:02:52 | 00:00:00      |

Dashboards to show real-time KPIs can be created using our built-in designer and used on wallboards, but also integrated into a supervisor or even an agent's

client to give direct feedback about his or hers performance.



To handle discussions on contact handling, a detailed audit trail of every contact is available in the contact explorer.

### FLEXIBLE LICENSING

All our licenses can be shared by different users. Dependent on your preference, we offer both a Pay-per-Seat and a Pay-per-Use license model for the handled interactions, which makes it possible for your back-office people to enjoy the benefits of the advanced contact center capabilities, without the cost implications of having to by a full contact center agent license.

### INTEGRATED IN YOUR BUSINESS ENVIRONMENT

Do not change your business to match your contact center, but change your contact center to match your business. Our software development kits (SDK) let you integrate our solution into your existing environment, thus protecting your investments. Both server and client side integrations are supported.

You can choose to get help from our professional services team, or have your own staff trained @ the Voxtron Academy.

### CONNECTORS

To speed up the integration in your business environment, a number

of connectors are available out-of-the-box that can be used to connect to the systems that you already use, or will be using in the future:

### REAL-TIME SPEECH ANALYTICS

Optimize customer experience by analysing conversations in real time, and provide immediate feedback on the emotional level and content of the conversation.

### QUALITY MANAGEMENT SUITE

Increase the quality of your service by recording conversations and agent screens, and support your team coaches in evaluating and improving agent performance.

### SKYPE FOR BUSINESS

As a Microsoft Gold ISV Partner, Voxtron delivers a scalable integration with Microsoft's UC environment 'Skype for Business' that powers some of the largest UC Contact Centers.

### SALESFORCE.COM

By combining SFDC's customer centric information solution with Voxtron's powerful routing capabilities, you can optimize your customer service to drive business success.

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