# Evolve IP – Service Description OCC 7

PROPRIETARY AND CONFIDENTIAL
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# 1. Introduction

Online Contactcenter is a unified, hosted, all-IP contact center suite that includes multi-channel ACD, IVR, CTI, predictive dialling, recording, and administration tools. Designed to satisfy the requirements of large and small enterprises, Online Contactcenter supports multi-channel contacts including telephone, email and web chat.

Online Contactcenter meets the contact center business needs of a wide variety of organisations. The service is based on the state-of-the-art software from CosmoCom: CosmoCall Universe™. This software was designed in 1996 and is field-proven worldwide with hundreds of systems and thousands of agent positions. Online Contactcenter offers distinct advantages over the alternatives available in the market today.

## 1.1. Most important advantages of Online Contact Center

**Virtual Contact Center**
With its all-IP platform, Online Contactcenter is *Virtual by Design*™, enabling the rapid and cost-effective deployment of a virtual call center with far less complexity and cost than in other contact center environments. The virtual call center allows organisations to manage and use agents in multiple locations as a single entity, provides every agent with all functions and features, and enables seamless call routing and transferring across the organisation.

**Mature, Field-Proven, Patented All-IP Design**
The evolution to IP communication has gained tremendous momentum. Online Contactcenter is not just an IP variation on the traditional PBX design. It was designed from the ground up as a "switchless" system, taking full advantage of the switching function that is inherent in an IP network for all communication channels. Based on two U.S. patents dating from April 1996 that CosmoCom holds for key IP call center methods, Online Contactcenter is the most mature, as well as field proven, IP call center technology in the world today.

**Unity**
In Online Contactcenter, all major functions -- ACD, IVR, CTI, administration and reporting, recording, and predictive dialling – reside on the same platform. And all contact channels – telephone, email, web chat, voice, and collaboration – were implemented from the ground up on that one unified platform. Thus, no separate middleware platform is needed to mediate between ACD, IVR, and Agents. All information about a call simply moves with the call automatically. A single, browser-based Agent GUI serves all contact channels. And a single graphical call flow definition tool, Online Contactcenter Designer, controls the IVR, CTI, and ACD for all interaction channels.

All queues and routing rules are universal, and all channels are tracked and managed through one database and one set of reports. Administrative changes are implemented once and propagated immediately through the entire virtual call center. Much of the integration work that goes into legacy platforms is built in to Online Contactcenter. Unity reduces the cost of integration, speeds implementation, streamlines operations, and reduces the cost of management and maintenance. Perhaps more important, it enhances the quality of customer care.

**Integratability**
Because of its unity, much of the integration required in legacy contact centers is unnecessary with Online Contactcenter. IVR, ACD, and Agent are automatically synchronised and always have the same complete call-related information available.

Integration to external systems such as CRM is also greatly simplified because of this unity. External systems only need to exchange information and synchronise with one point in the system, usually the Agent application, while legacy CTI integrations require a separate CTI server to coordinate the actions

of ACD, IVR, and Agent with the external application. Application integration is facilitated by Online Contactcenter's rich set of open, standards-based COM interfaces, which are easy to use and well understood by a large number of programmers.

Online Contactcenter Connector, the platform's out-of-the-box integration enabler for packaging Online Contactcenter with leading CRM applications, further simplifies the process. The result is that integration is completed more quickly and much less expensively than in the legacy environment, typically in hours or days, rather than weeks and months.

**Scalability**
Online Contactcenter scales up to carrier-sized systems (as many as 20,000 agents) and economically scales down to very small enterprise sizes (as few as 5 agents), delivering optimum performance regardless of call volume or agent population.

**Reliability**
Built for mission-critical contact center applications, Online Contactcenter has field-proven carrier class reliability in multiple telecom deployments throughout the world.

The remaining sections of this Online Contactcenter Service Description detail the features and functionality of the platform, and will further explain its advantages and benefits.

## 2. Functional Summary and Architecture

Online Contactcenter's ACD provides one point of queuing and routing for all contact types, including phone calls (traditional ACD), email, web chat, web voice and web collaboration. All of these contact types are seamlessly blended into a single queuing and routing intelligence (the "UQ"), and all can follow the same call flow and routing rules. In addition, all contact types are tracked and managed through one database and one set of real-time and historical reports. Agents are organised into agent groups with customer-defined, many-to-many relationships between queues and groups. In addition to these basic building blocks of queues and agent groups, the ACD utilises skills-based routing with skill weighting, priority routing based on target quality of service (QoS), and routing by contact type and customer value. Online Contactcenter features a robust service creation environment that enables the rapid design of call treatments and routing logic. In addition to its extremely flexible collection of forms-based tools to define routing rules, the system features scripting tools that enable users to create virtually any conceivable set of routing rules, no matter how unusual.

### 2.1. Functional Summary

**Multi-channel ACD with Universal Queuing (UQ)**
Online Contactcenter's ACD provides one point of queuing and routing for all contact types, including phone calls (traditional ACD), email, web chat, web voice and web collaboration. All of these contact types are seamlessly blended into a single queuing and routing intelligence (the "UQ"), and all can follow the same call flow and routing rules. In addition, all contact types are tracked and managed through one database and one set of real-time and historical reports. Agents are organised into agent groups with customer-defined, many-to-many relationships between queues and groups. In addition to these basic building blocks of queues and agent groups, the ACD utilises skills-based routing with skill weighting, priority routing based on target quality of service (QoS), and routing by contact type and customer value. Online Contactcenter features a robust service creation environment that enables the rapid design of call treatments and routing logic. In addition to its extremely flexible collection of forms-based tools to define routing rules, the system features scripting tools that enable users to create virtually any conceivable set of routing rules, no matter how unusual.

**Interactive Voice Response (IVR)**
The Online Contactcenter IVR system is an XML-based, comprehensive platform for self-service voice portal applications and prompt-response dialogues. With optional video (under development), it also provides a visual dimension to self-service interaction with videophone callers. It can work as a standalone component or as a unified part of the contact center. One simple GUI service creation tool both designs IVR and IVVR call flows, and applies the parameters used by the ACD call routing rules.

**Interaction History**
Online Contactcenter can also automatically keep track of all interactions in all media by account and contact, as well as case and activity, and is fully integrated with the ACD and IVR. This function is especially useful for those who do not currently have a CRM solution that includes interaction history. If Call Recording is enabled (see below), the interaction history interface links directly to the actual recording of each call or activity.

**Outbound Dialling**
Online Contactcenter offers an integrated, state-of-the-art outbound dialler that provides an array of campaign management tools, as well as call blending capabilities. Dialling modes include preview dialling, progressive dialling, predictive dialling, and IVR dialling. In the case of predictive dialling, sophisticated algorithms based on real-time massive simulation are used to dynamically control the dialling rate and immediately route the successful calls to available agents. This allows organisations to meet abandoned call regulations without sacrificing agent productivity. In preview dialling mode, agents have the ability to review target information and confirm call placement before each call is dialled. In progressive mode, agents can review information as the call is being dialled. In IVR dialling mode, successful outdials are routed to an IVR script, which may include eventual transfer to an agent.

**Recording and Quality Monitoring**
Online Contactcenter provides multimedia recording, enabling users to store and access all caller/agent interactions regardless of the contact type -- telephone, email and web chat. For quality monitoring, calls can be recorded selectively based on a variety of factors such as agent, agent group, skill, and so forth. In addition, all calls can be recorded to meet legal compliance or other requirements. The agent can also record at will as an optional capability. All recorded customer contacts are stored in a database, and a web-based interface is used to find and review any recording.

**Integration Capabilities**
Because of its unified platform, much of the integration required in legacy call centers is unnecessary with Online Contactcenter. The IVR and ACD, as well as interaction history and recording, are pre-integrated and automatically synchronised, and always have the same complete call-related information available. As a result, the cost and time spent on integration is significantly reduced.

In addition, Online Contactcenter supports a wide range of capabilities for integration with third party applications. Evolve IP Europe supports two basic methods of integration with other IT applications such as CRM: agent desktop (first party), and back-end (third party).

Agent desktop integration can be achieved quickly and inexpensively, often in hours rather than days, or in days rather than weeks or months. This type of application integration is facilitated by Online Contactcenter's rich set of open, standards-based interfaces, which are easy to use and well understood by a large number of programmers, and by an out-of-the-box integration enabler for packaging Online Contactcenter with leading CRM applications.

The platform also supports more traditional back-end (third party call control) integrations using XML-based CTI techniques.

**Reporting**
Online Contactcenter provides real time reporting of all contact center activities, including queues, skills, groups, and more. Using a browser-based interface, supervisors and administrators can view the data they need from any location. An HTML-based wallboard, which requires no proprietary hardware, is available for displaying various views of current activity to agents in the call center. The HTML-based wallboard could be used on any wall mounted screens or integrated into Agent's application.

The platform also maintains historical data of all call-related and agent-related events in the system to provide historical reports, which can be viewed and filtered in numerous ways. Additionally, the database schema is open, enabling customers to create custom reports using standard report generation tools or business analysis applications.

**Agent Interface**
Online Contactcenter provides contact center agents with a unified interface for managing all customer interactions, including telephone and Internet, live and message-based, fixed and wireless, inbound and outbound. The interface is available as a browser-based web application or as a desktop application. Note that the audio portion of voice calls is supported natively in the browser-based, web application interface, as well as the desktop interface. Agents also have the option of using these interfaces with an external IP or circuit phone, and a subset of functions can be accessed by PC-less, phone agents using only an IP or a circuit phone.

**Supervisor Interface**
This interface includes all features of the agent interface, and also provides supervisors with a real time view of all contact center activities including queues, skills, teams, groups, and more. In addition, supervisors can access a wide range of historical reports that show similar information about their relevant call center activity over past periods. Supervisors can be granted permission to review phone, email, and web chat recordings with the browser-based interface, and/or to listen to a sample of telephone calls that are serviced from a queue or group of queues by calling into the system from any standard telephone.

The supervisor interface enables monitoring of agents via silent monitoring mode, which is available for all media types including telephone calls, email, or chat. For telephone calls and web chat, supervisors can also use a whisper mode, which allows them to coach the agent without the caller hearing or reading the exchange, or a barge-in mode, which enables three-way communication among the agent, supervisor, and caller.

Set of permissions enables the access of the supervisors only to defined groups and teams of agents, as well as to virtual subsets of queues and campaigns.

**Administration Interfaces**
The administration interface enables clients to manage their own contact center environments. It includes GUI-based tools that enable easy and quick real time, on-the-fly changes to queues, skills, teams, groups, etc., as well as routing parameters, recording configurations, and outbound campaign management.

## 2.2. High Scalability, Capacity and Reliability

Online Contactcenter utilises a combination of n+1 redundancy to achieve high scalability and availability. This enables the platform to robustly scale up to carrier-sized systems (as many as 20,000 agents), and economically scale down to very small enterprise sizes (as few as 5 agents), delivering optimum performance regardless of call volume or agent population.

The Online Contactcenter universal queuing and routing mechanism, which is a core function of the ACD Subsystem, is made fault tolerant by means of active/passive architecture. During the brief fail-over period that this architecture entails in the event of a fault, the rest of the system will continue to handle the workload and process the calls as normal. No calls are lost during a routing fail-over, existing calls continue without interruption, and new arriving calls continue to be accepted. The high capacity of the Online Contactcenter ACD component is achieved, since it functions primarily as a signalling point and does not process the actual call media. Therefore, it is very efficient and requires minimal CPU cycles for each call.

The remaining components, including those handling the media, are made both scalable and fault tolerant using the n+1 redundancy model so that there are always enough servers to handle the workload if a server should fail. Advanced load-balancing tools are used to evenly spread traffic across these servers and ensure that arriving calls continue to be handled gracefully even in the event of a failure. In an n+1 configuration, a single server failure will reduce the capacity to what can be handled by n servers. In e design, n servers will be capable of handling 100% of rated capacity. Therefore a single failure will not affect the rated system capacity.

The use of n+1 delivers not only high availability but also high scalability. All of the n+1 components operate independently, and there is no theoretical limit on how many of each can be deployed in one system. The single system image is maintained by the ACD Subsystem.

## 2.3. Security

The Online Contactcenter platform is designed with security as a high priority. Security is essential in every system, but it requires special attention in a hosted solution. To ensure the greatest possible security, Evolve IP Europe utilizes a “Total Security Solution” approach, which includes tenant, database, and communication security components.

Online Contactcenter is a fully multi-tenant capable platform that enables a very large number of tenants to coexist on a single system. (There is no software limit to the number of tenants that can be created on the platform.) To successfully deploy such a system, it is imperative to isolate tenants from each other, and enable tenants to create agents and administration users with varying access privileges. Online Contactcenter uses advanced security modelling and system partitioning to assure tenants that their data will be secure and isolated from other tenants. To further ensure separation, each tenant can only access data via their password-protected application interface.

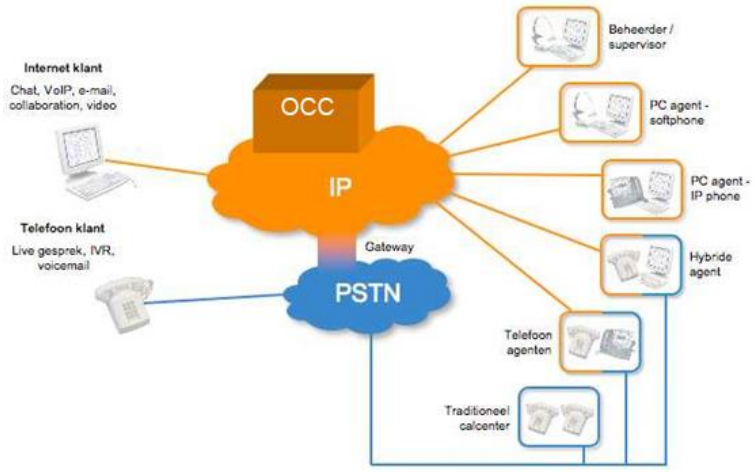
Evolve IP Europe utilises Microsoft Active Directory for user information storage and creation. Active Directory, which is inherently secure, is designed to support organisational units of landlord and tenant. Using Active Directory, tenants can create users with different security levels, such as administrator, supervisor, and agent, and can also define custom security groups. Security settings are inherited, i.e., a user with certain privileges may only create a user with equal or fewer privileges. It is possible to create users who have the same names in different tenants, a very important capability for a multi-tenant system.

To ensure that all traffic among the platform's components is transmitted in a secure fashion, Online Contactcenter utilises SSL with 128-bit encryption in its InterProcess Communication (IPC) layer. SSL is also used in any web services communication that utilises HTTPS via port 443.

Within single tenant, an enterprise's physically distributed branches and business units sometimes become one unified, virtual call center. These create a need for smaller virtual entities to selectively access and manage their own resources and information. It is possible to create such virtual entities within single tenant using Permission Profiles functionality, where administrative/supervisory rights are assigned to managers allowing them to perform their tasks on selected subsets of groups, for example, reviewing reports of specific team or to be able to barge-in to calls.

## 2.4. Architecture

The system architecture illustrated below is color-coded to identify two domains: orange for the IP network and IP-connected agent clients and blue, for the telephone network (PSTN) and telephone-connected agent clients. On the left, we see the major types of caller clients. And on the right, we see the various optional configurations of the agent client.




Online Contactcenter provides a solution for every environment by supporting three agent configurations. Selecting the agent configuration and changing it at any time is a simple one-click administrative selection.

**PC Agent – Softphone**
PC agents don't need telephones - they use their multimedia PCs, equipped with headsets, to answer telephone calls, web calls, voice messages, and e-mail messages. All switching is accomplished via the managed IP backbone. This single-appliance, single-connection solution is economical and provides the maximum in location-independence for the agent.

**PC Agent – IP-telefoon**
For users who prefer having a more traditional telephone-style appliance that is independent of the PC, the IP Phone agent is a good solution. Like PC agents, IP Phone agents work with a single IP connection. Their IP phones have separate IP addresses, and provide a communication path external to the PC.

**Hybrid Agent**
In situations of integration with existing telephony environments, the Hybrid (Circuit Phone) agent may be the preferred solution. In this configuration, Online Contactcenter agent client software runs on the agent's PC, but the system delivers telephone calls to the agent's telephone. Telephone calls pass through the IP domain and are routed through the VoIP Gateway.

**Phone Agent**
Agents are also supported in configurations without PC software. The PC is not required at all. The system will deliver calls to any telephone number. Telephone Agents log in and out of the system via IVR.

## 2.5. Call scenario's

**Internet Call Scenario (webchat)**
A PC caller browsing the Web clicks on an icon backed by Online Contactcenter and enters a HTML session with an Internet Connection Server (ICS). The ICS sends a call request to the ACD server via the IP network and the ACD server manages the call request as described above, eventually selecting an agent to receive the call. The agent's PC is running Online Contactcenter Agent software. The ACD server communicates with the ICS and the agent to set up a connection via the ICS between the caller and the agent. The ICS mediates for the HTML-based keyboard chat and collaborative browsing, which works on any platform and through any firewall. For appropriately equipped callers, live voice communication is a direct IP-to-IP link between caller and agent. The Online Contactcenter ICS, AIS and Agent maintain a heartbeat status communication with the ACD Server, which acts as a connection manager, and not as a bottleneck for the digital communication dataflow.

**Telephone Call Scenario (voice)**
The telephone caller uses an ordinary telephone. The call is converted to a VoIP session by the VoIP gateway, then answered by the VoIP Connection Server (VCS). This component provides the Interactive Voice Response (IVR) function for telephone callers. IVR applications are developed using standard scripting languages or with Online Contactcenter Designer, a graphical application development tool. Like the ICS, the VCS sends a call request to the ACD Server. Telephone calls flow seamlessly through the same call center processes that serve Internet calls. This technology supports a very high quality of voice communication so callers do not notice any difference between a conversation with a Online Contactcenter agent and a call to an ordinary telephone-based agent. As the call is delivered to the agent's desktop, a screen pop presents information collected during the IVR session.

**Message Call Scenario (email)**
Online Contactcenter also provides automatic distribution of messages, including e-mail, voice messages, and fax. Automatic Message Distribution is accomplished using the same ACD intelligence applied to live calls. All queues are universal queues that can route any type of call or message to a single pool of agents. The Online Contactcenter Message Connection Server (MCS) exposes an SMTP interface to receive messages, and sends routing requests to the ACD server like those from any other connection server. When the ACD selects the agent the MCS delivers a message rather than a live call. Email messages are acknowledged by an autoreply generated by the system.

## 2.6. Remote and Distributed Operation

One of the major benefits of Online Contactcenter's all-IP technology is that it makes remote and distributed operations a cost-effective option. At the beginning of any session, the Online Contactcenter Agent software automatically communicates the current IP address (and, optionally, the telephone number) of the agent. Complete Location-Independence for Agents - at No Additional Cost

Online Contactcenter frees contact centers from their traditional physical constraints. A Online Contactcenter Contact Center can have multiple physical locations, all of them managed as a single entity. A Online Contactcenter Contact Center can even have no physical location at all - a truly virtual contact center. Agents can be anywhere they have access to a multimedia PC and a connection to the managed IP network. They can work at home or be located in different offices throughout the world.

## 2.7. ActiveX settings Online Contact Center

Online Contactcenter demands specific settings for ActiveX when you make use of Internet Explorer. Trusted sites need to be set in Internet Explorer for Online Contactcenter. These settings are described in the installation manual of Online Contactcenter.

# 3. Multi-Channel ACD with universal Queuing and Routing

The Online Contactcenter Multi-Channel ACD (Automatic Call Distributor) provides the comparable functionality of legacy ACD systems, but the next generation capabilities make it much more flexible and much easier to manage. Below is a list of the major features of the Online Contactcenter Multi-Channel ACD.

## 3.1. Online Contact Center Multi-Channel ACD

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|---|---|
| **Universal Queuing and Routering** | Online Contactcenter's ACD provides one point of queuing and routing for all contact types, including telephone, email, web chat, web voice and web collaboration. All of these contact types are seamlessly blended into a single queuing and routing intelligence (the "UQ"), and all can follow the same call flow and routing rules. In addition, all contact types are tracked and managed through one database and one set of reports. |
| **Robust Service Creation Environment** | Online Contactcenter features Online Contactcenter Designer, a robust service creation environment that enables the rapid design of routing logic. In addition to its extremely flexible collection of forms-based tools to define routing rules, the system features scripting tools that enable users to create virtually any conceivable set of routing rules, no matter how unusual. Online Contactcenter Designer allows users to not only define the IVR dialogue, but also to design the entire call flow through the ACD queues, without resorting to complex and obscure programming techniques. |
| **Create Unlimited Queues, Skills, and Agent Groups** | Agents are organized into agent groups with customer-defined, many-to-many relationships between queues and groups. All queues are universal queues, capable of containing any and all contact types. In addition to these basic building blocks of queues and agent groups, the ACD supports skills-based routing with skill weighting, priority routing based on target quality of service (QoS), and routing by contact type and customer value. An unlimited number of groups, queues, and skills can be created. |
| **Dynamic Routing Based on Skills, Queue, Value, and Priority** | The platform handles all dynamic routing and will route each call to the most qualified agent. Agents are associated with agent groups that can then be matched to one or many queues. Users can define which queues are primary queues and which queues are secondary queues (the calls in the primary queue always having precedence). Many factors, including the skills required, the value of the caller, the idlest agent, and the priority of the call, determine the routing rules. |

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| **Event Driven Routing** | For every call that is handled by the Online Contactcenter platform, there is a series of events that are generated throughout the life of the call. A few examples include the Call Arrival, Call Termination, Call Rejected (when there are no agents logged in with the call requirements), Music On Hold, etc. These events are all associated with scripts that determine the call flow and assign the information that is passed along with the call. This event driven system allows a lot of flexibility to dynamically determine the call treatment as it progresses through the queue. |
| **Multiple Languages Supported** | The Online Contactcenter system has been translated into nearly a dozen languages – including Unicode-based double-byte languages as well as those that require right-to-left support. These languages are supported in all aspects of the platform including the administration tools, the reporting tools, and the Online Contactcenter Agent interface. Languages that are currently supported include: Dutch (standard), English, French, German, Spanish, Finnish, Italian, Portuguese, Chinese (traditional), Chinese (simplified), Korean, Japanese, Hebrew, and Arabic. A single system supports users in multiple languages simultaneously. The software automatically detects the language via the user's PC settings and displays the user interface in the proper language. |

# 4. Multimedia Call Handling

The Online Contactcenter platform handles calls of all media types entering the contact center, including telephone, email, web chat, web voice and web collaboration. Most contact centers have to integrate disparate systems in order to handle all media types. The addition of separate components to handle different media types is not only expensive, but each disparate system will have its own database, management tools, and reporting. The Online Contactcenter system unifies all media types, and allows the contact center to apply the same routing rules to all of the media types within one ACD system.

## 4.1. Telephone Calls

The Online Contactcenter platform handles all types of telephone-based interactions relevant to a contact center including IVR, inbound ACD calls, outbound preview and predictive dialed calls, callbacks, and more. The architecture can connect to the VoIP network, but is equally at home connecting to a conventional circuit-switched connection via a shared or dedicated set of VoIP gateways. This ensures a graceful migration to a purely packet-based voice network from a circuit-switched architecture. Since the calls are transported over IP, Online Contactcenter agents can be located anywhere to receive the calls. This allows all calls that originate from the PSTN network to be transported over IP across a country or the globe to minimize the cost of circuit network telephone costs.

**Telephone Call Features**

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| **Inbound** | The Online Contactcenter system is integrated with VoIP gateways to receive standard telephone calls in the form of VoIP. Online Contactcenter can receive incoming calls from a gateway, and use the DNIS to route the call to the appropriate tenant. Once the call is routed to a tenant, the tenant-specific IVR scripts are in effect, and each tenant administrator manages his or her own scripts. These scripts support routing calls to agents, as well as to other external numbers. |
| **Outbound** | Agents also have outbound dialling capabilities. The system includes full dialling plan capabilities, which will take advantage of least-cost routing rules. This is especially important in an IP network that is integrated with the PSTN network through distributed VoIP gateways, because the calls are often less expensive when they are transported over IP and terminated to the PSTN network locally. The Online Contactcenter system also includes the ability to block users, groups, or tenants from making local calls, long distance calls, or any outbound calls. The dialling plan can be further customized to suit the contact center's needs. |
| **Interactive Voice Response** | The Online Contactcenter IVR system is an XML-based, comprehensive suite of capabilities to address self-service voice portal applications and prompt-response dialogues. It is a unified part of the Online Contactcenter contact center platform. Please see the Online Contactcenter Designer and IVR section for more details. |
| **Multiple Options for Telephone Call Delivery** | In addition to receiving telephone calls with the built-in softphone on the agent's PC, the system also allows telephone calls to be delivered to alternate devices such as standard circuit-switched phones or IP phones, and Evolve IP Europe has certified its software for interoperability with a number of IP-PBX and IP-Centrex vendors. This is advantageous for agents who do not have enough bandwidth to handle VoIP, or to leverage the implementation of an already existing IP phone setup. An additional benefit of this feature is that it can vary on an agent-to-agent basis, and can also be changed on a call-by-call basis by the agent. The supported devices for telephone delivery include:<br>• Softphones (browser based or desktop based, SIP)<br>• IP phones homed off of Online Contactcenter<br>• IP phones homed off an IP-PBX<br>• IP phones homed off an IP-Centrex service<br>• Circuit phones behind a PBX<br>• Circuit phones from the PSTN |

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| **Outbound Dialing** | Outbound dialling modes include preview dialling, progressive dialling, predictive dialling and IVR dialling. In predictive mode, real-time massive simulation is used to dynamically control the dialling rate and immediately route the successful calls to available agents. This allows organisations to meet abandoned call regulations without sacrificing agent productivity. In preview mode, agents have the ability to review target information and confirm call placement before each call is dialled. In progressive mode, agents can review information as the call is being dialled. In IVR mode, successful outdials are routed to an IVR script, which may include eventual transfer to an agent. |
| **Scheduled and Immediate Callback** | Callers can request, via IVR or the web, for an agent to call them back on the telephone. The callback request is queued like other calls, and routed to an agent. The agent may then preview the phone number and caller information, including screen pop, before placing the callback. The caller may request a specific time for a callback (scheduled callback) or an immediate callback (unscheduled callback). Callback time and callback number are presented, along with standard call information, as the agent software receives the callback request. |
| **Internal "on-net"-Calls** | The platform provides agents with the ability to call each other within the system simply by selecting the party to be called from a list. Calls between agents can be entirely routed over the IP network, even when the agents are in different locations, thereby saving on telephony costs. Calls can also be transferred and placed on hold like any other PBX system. |

## 4.2. Internet Calls

Many potential web transactions simply never begin, and many others are abandoned in-progress. With Online Contactcenter, a simple mouse click connects a web surfer to a live agent in a multimedia sales and service environment. Live agents can help customers answer their questions about products and services, and motivate buying decisions. Chat calls are offered like voice and email calls. Agents are able to answer, transfer and wrap-up the chat calls like any other call type in Online Contactcenter. An agent can handle a maximum of 9 chat calls at the same time. Agents can set a personal chat greeting and make use of canned phrases when handling chat calls.

**Internet Call Features**

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| **Pure HTML Caller Interface** | The web call capability can be added to any web page. With one click of a button, a web surfer can submit a call to the Online Contactcenter ACD with the appropriate skills and priority. Any additional data from the web caller's session can also be passed along with the call so that the agent can view all of the information related to the caller's web interaction prior to answering the call. The caller interface is a pure HTML solution that does not require any download. The interface is built around standard, frames-based HTML technology, and can be modified for any preference. |

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| **Pop-Up When Ready** | Web callers can minimize the caller web page while waiting for an agent to answer. Use of the caller's PC for other browsing or running any other application is completely unrestricted. When an agent becomes available, the caller page pops up to let the caller know. |
| **Multi chat** | Agents can handle up to 9 chat conversations at the same time. This can be limited by the administrator in webadministrator of Online Contactcenter. The system tell the agent in case of a multi chat session when a chat dialog is updated. A orange glow will show the agent if the chat session is updated. |
| **Keyboard Chat** | Keyboard chat is the most basic form of communication between the web caller and agent. It is a built-in feature and does not require the presence of any other software. |
| **Canned Phrases** | The canned phrases feature allows supervisors to create quick responses to commonly asked questions so that the agent can quickly select the item and send it with just a mouse click. Canned phrases can also include a URL to be pushed to accompany the text. |
| **Chat Spell-Check with Suggest and Auto-Correct** | As the agent is typing the chat text, the spell-check will underline any misspelled words. The agent can select whether these words should auto-correct themselves, or if a manual correction is required. |
| **Personal greeting** | Agents are able to set a personal greeting. When answering a chat call this greeting will automatically send to the chat dialog. |
| **Typing indicator** | When the agent is typing the customer who initiated the chatsession will be informed that the agent is typing a message. When a call is placed on hold the customer will also be noted by the system. |
| **Chat object** | In ClientChat.js an object called EipChat is instantiated. This object contains settings for tenant, skill, queue, consoleDebug, debugLevel, pollingIntervalMS, and disconnectMessage. |

**Berichtenverkeer (e-mail/voicemail)**
Online Contactcenter receives all types of incoming messages including email, voice messages, fax, and SMS (short message service), and submits them for routing by the ACD's universal queues. This provides a truly unified call center solution for all media types within one queuing and reporting engine. Agents see a preview of the email after they answered the call. Based on the preview they can decide to transfer the call to another agent or handling the call himself.

**Email features**

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| **Unlimited Messages Handled** | Online Contactcenter is designed as a highly scalable solution that can handle an unlimited amount of messages. The messaging solution is integrated with Microsoft Exchange as the message store, and this provides the scalability and security necessary for a hosted solution. |
| **Destination-Based Routing by Email Address** | Default routing parameters for queue, skills, and priority can be associated with each email address, and an unlimited number of published email addresses, each with its own specific routing instructions, can be created. |
| **Integrated Message Viewer** | When the messages are delivered to the agents, they are sent directly to the agent interface. This eliminates the need for any email client or outside application to be used on the agent desktop, and provides a seamless and easy-to-use interface. |
| **Canned Phrases** | The canned phrases feature allows supervisors to create quick responses to commonly asked questions, allowing the agent to quickly select the text and insert it into the email reply with just a mouse click. |
| **Auto-Response and Suggested Reply** | The email system processes each email as another call within the system, and based on the data within the email (e.g. keywords or subject text), the system allows the contact center to provide auto-responses and/or suggested intelligent replies for the agents. |
| **Screen Pop** | Since the messages are handled like any other call within the system, the message details may be used to integrate with CRM packages to provide the screen pop for the message calls. The message details may be retrieved from a web email form or based on text within the email. |

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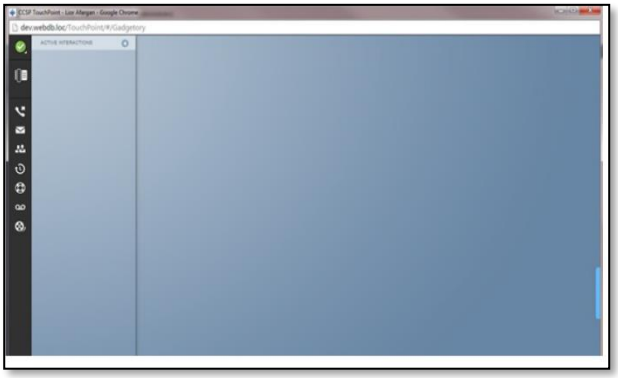
| **Message Detail Records** | All the details about each message are recorded within the Online Contactcenter historical database as well as the Online Contactcenter Recorder database. See the Recording section for details. |
| **Unified Reports and Real Time Statistics** | The real-time and historical reports include all of the messaging calls within the same system, making it truly unified. |
| **Text editing** | The email interface allows agents to choose different types of fonts, colours, to add URL's and attachments. |
| **Integration Capabilities** | Online Contactcenter can be easily integrated with third-party applications that provide intelligent auto-responses and knowledge base responses, along with agent interfaces for suggested responses. |

## 5. Online Contact Center Agent



Online Contactcenter Agent provides agents with a unified interface for managing all customer interactions, including telephone and Internet, live and message-based, fixed and wireless, inbound and outbound. The interface is available as a browser-based web application or as a desktop application. Note that the audio portion of voice calls is supported natively in the browser-based, web application interface, as well as the desktop interface. Agents also have the option of using these interfaces with an external IP or circuit phone, and a subset of functions can be accessed by PC-less, phone agents using only an IP or a circuit phone. The agent interfaces may also be integrated with either Online Contactcenter Tracker, or one or more external CRMs, as discussed later in this document.

### 5.1. Online Contact Center Agent Features

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| **One Interface for All Media Contacts** | Online Contactcenter Agent is the only interface that agents need to receive and handle all media calls. It has a built-in VoIP client to handle telephone and Internet voice calls, and also has a chat interface to communicate with Internet chat callers. The message calls are also delivered to the Online Contactcenter Agent interface, so no external email clients are necessary. All of the calls are presented to agents in the same manner, but agents are notified of the call type and the caller's information, e.g., name, ANI, etc., if available. The single interface is also used to login, logout, make available, make unavailable, and to perform all call handling, such as hold, transfer, etc. |

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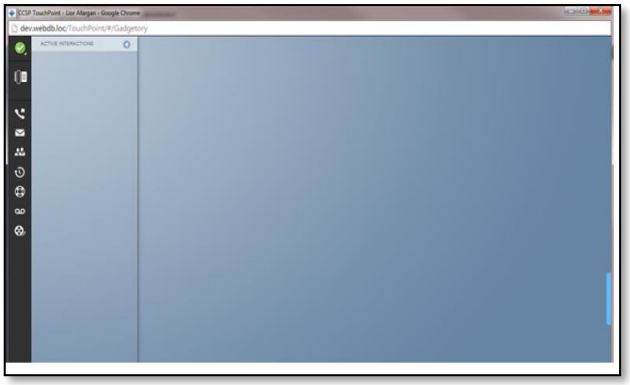
| **Web Caller Interaction** | The Online Contactcenter Agent provides all of the capabilities necessary to communicate and interact with the web caller. This includes chat and voice, canned phrases, push URLs, co-browsing, and agent-led browsing. For more information, see the Multimedia Call Handling section, Internet Caller Features. |
| **Agent Initiated Callback** | This feature allows the agent to schedule a callback. If the agent is in a call or has completed a call (prior to a new call arrival) they can press the callback button to schedule a callback to the current caller. All pertinent call data information will be included with the callback request. The agent can also press the new button on the callback form to clear the current caller's data from the page and schedule a callback to a new contact. |
| **Standard Phone Dialling Capabilities** | Online Contactcenter Agent includes dialling capabilities such as speed dial and recent call list to allow the agents to work efficiently. |
| **N-Way Conferencing** | Agents can conference multiple parties up to a configurable limit on an ad hoc basis, eliminating the need to plan and pay for an external conference bridge if a multi-party conversation is needed. In addition, supervisors can monitor all legs of the conference, and multi-party conferences are recorded by Online Contactcenter Recorder just as two-party calls are. |
| **Auto-Update for Agent Software** | Software updates are automatically distributed to all agents using the auto-update feature. Online Contactcenter Agent client automatically detects when a new version is available, and the upgrade is accomplished with a single click of the mouse. |
| **Highly Integratable** | Evolve IP Europe offers a pre-packaged interface to complementary software products with Online Contactcenter Connector, a desktop connection to other systems such as CRM and knowledge base products. Online Contactcenter Connector enables Online Contactcenter and the third-party application to be viewed and managed as a single application on the agent's desktop. Please see the Integration Application and Online Contactcenter Connector sections for more details. |
| **Multi-Language Support** | The Online Contactcenter system has been translated into nearly a dozen languages – including Unicode-based double-byte languages as well as those that require right-to-left support. These languages are supported in all aspects of the platform including the administration tools, the reporting tools, and the Online Contactcenter Agent interface. Languages that are currently supported include: Dutch (standard), English, French, German, Spanish, Finnish, Italian, Portuguese, Chinese (traditional), Chinese (simplified), Korean, Japanese, Hebrew, and Arabic. A single system supports users in multiple languages simultaneously. The software automatically detects the language via the user's PC settings and displays the user interface in the proper language. |

# 6. Online Contact Center Supervisor

The supervisor interface includes all features of the agent interface, as well as a real time view of all contact center activities and access to a wide range of historical reports. Using a browser-based interface, supervisors can monitor agents and access any aspect of the system from any PC with an Internet connection.



## 6.1. Supervisor Interface Features

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| **Monitoringtools** | The supervisor interface enables monitoring of agents via silent monitoring mode, which is available for all media types including telephone calls, email, or chat. For telephone calls and web chat, supervisors can also use a whisper mode, which allows them to coach the agent without the caller hearing or reading the exchange, or a barge-in mode, which enables three-way communication among the agent, supervisor, and caller. |
| **Call Recording and Screenrecording** | Supervisors can be granted permission to listen to a sample of telephone calls that are serviced from a queue or group of queues by calling into the system from any standard telephone, and/or to review phone, email, and web chat recordings with the browser-based interface. It is also possible to listen/watch and download screenrecordings. |
| **Supervisor Assistance** | At any time Supervisors can offer assistance to their agents via chat. A chat session will be set-up to have a conversation with the agent. Even when the agent is in call this functionality could be used. |
| **Real Time View of All Contact Center Activities** | The interface provides supervisors with a real time view about all contact center activities, including queues, skills, teams, groups, agent status, call wait time, quality of service levels and more. Additionally, historical information for any period up to the last 24 hours can be displayed. The web-based browser interface enables managers to have a unified view of the activity in their call centers, including all contact types, from any browser on any PC with an Internet connection. |
| **Broadcast Message** | The Supervisor has the opportunity to send a Broadcast Message (chat) to one, several or all agents at the same time. Agents can't send a reply to these messages. |
| **Remote Log-out** | Supervisors are able to log-out agents remotely. Via their interface they can select an agent to log-out. When an agent is logged out he or she will get a message in their interface with the time and name of the supervisor who logged them out. |

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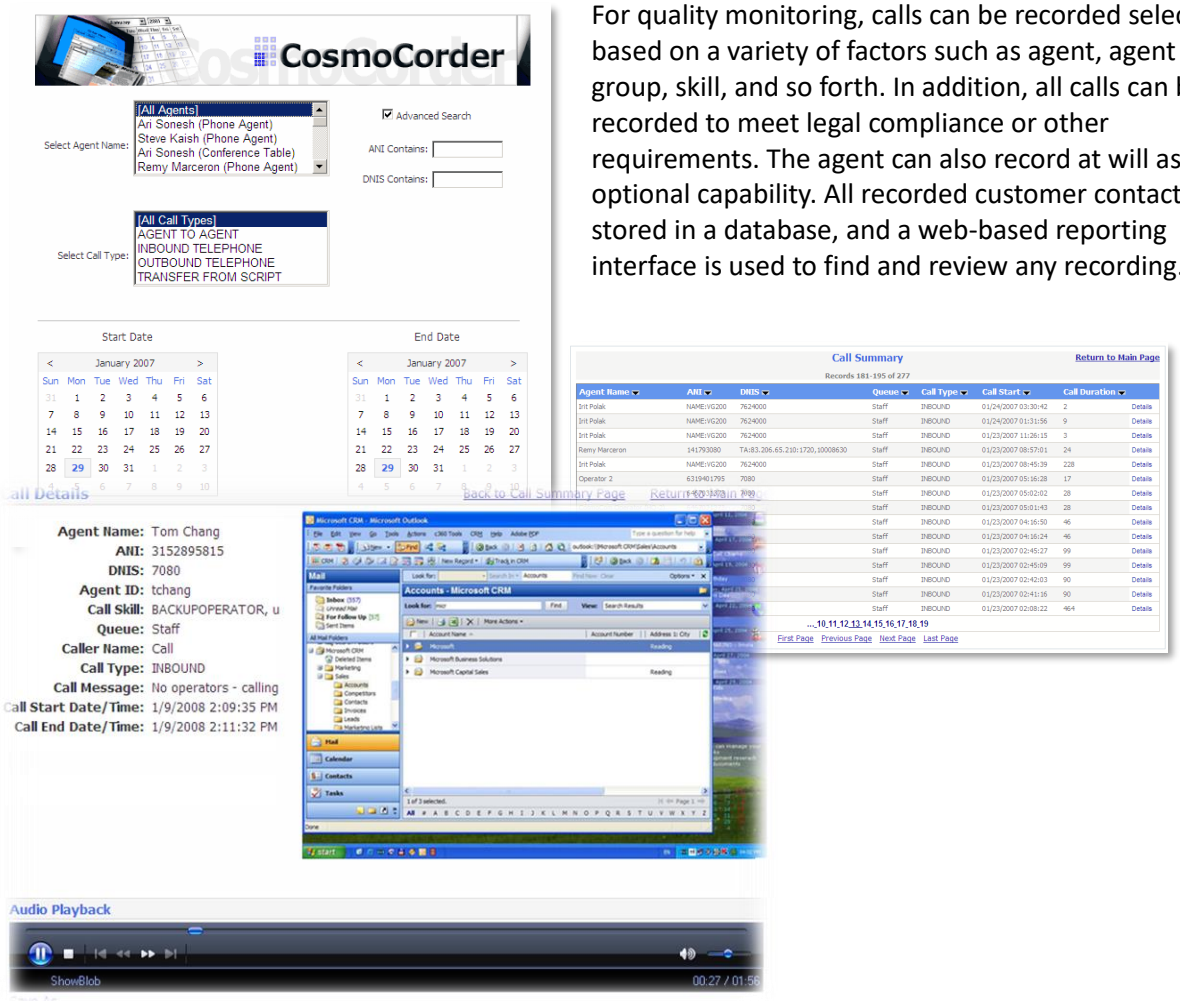
| **Wallboard** | An HTML-based wallboard, which requires no proprietary hardware, is available for displaying various views of current activity to agents in the call center. This simulates the legacy wallboards in traditional call centers, but is more flexible because it runs on a standard PC, and can be displayed on any computer display device. The wallboard can easily be customised to display selected data, and give alerts when pre-set thresholds are exceeded. |
| **Historical Reports** | The supervisor interface provides access to historical data of all call-related and agent-related events in the system to provide historical reports, which can be viewed and filtered in numerous ways. Additionally, the database schema is open, enabling customers to create custom reports using standard report generation tools. |

## 7. Online Contact Center Recorder (Call/Screen recording)

Online Contactcenter provides multimedia recording, enabling users to store and access all caller/agent interactions regardless of the contact type -- telephone, email and web chat. With Call recording it is option to record the screen of the agent interface. With Screenrecording the audio and the agent screen will be recorded.




For quality monitoring, calls can be recorded selectively based on a variety of factors such as agent, agent group, skill, and so forth. In addition, all calls can be recorded to meet legal compliance or other requirements. The agent can also record at will as an optional capability. All recorded customer contacts are stored in a database, and a web-based reporting interface is used to find and review any recording.

## 7.1. Recording features

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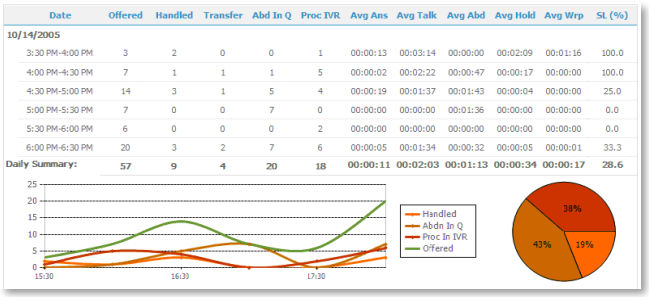
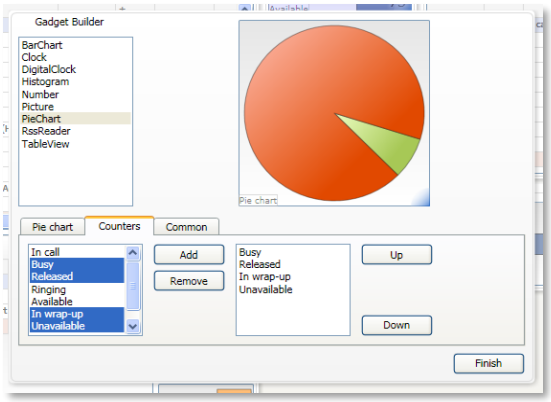
| **Multi-Channel, Multimedia Recording** | Online Contactcenter Recorder captures all agent calls regardless of the media type, including telephone, email, voice messages, chat, and Internet voice. The chat calls include the full transcripts of the text chat along with the URLs of pushed web pages, and the emails include the complete thread of the email interactions, including agent responses and forwarded emails. |
| **Screenrecording** | Besides recording voice, chat and e-mail conversations it is also possible to record the agent screen handling voice and chat calls. Screenrecordings will be saved in the same way as normale audio recordings. **NOTE! Screenrecording won't work on Citrix or other terminal server environments.** |
| **Central Storage and Reporting** | Online Contactcenter Recorder stores all sessions automatically in a centrally located database. It provides an easy to use web-based interface for easy retrieval of recordings based on queries, as well as an open database for integrating recordings with CRMs or other applications. |
| **Unlimited Non-Proprietary Storage** | Online Contactcenter Recorder can store an unlimited number of calls of any duration. |
| **Total Recording (Call Logging)** | The system can be set up to record all calls to a contact center in their entirety. This provides the user with a complete log of call history for all media types. |
| **Selective Recording** | Calls can also be selectively recorded based on a random sampling technique or a variety of call criteria. This is useful for a number of applications, such as quality monitoring, or when only calls for a given application need to be recorded. |
| **Recording On Demand** | If desired, recording can be manually started and stopped by the agent. |
| **Application Integration** | An API allows users to integrate the recording feature with external software packages, to automatically start and stop the recorded sessions based on certain call events, events in a calling script, or other criteria. Recordings can be linked to customer records in CRMs, or the entire recording can easily be imported into the CRM transaction history database. |

# 8. Online Contact Center Reporting

Online Contactcenter provides real time reporting of all contact center activities, including queues, skills, teams, groups, and more. Using a browser-based interface, data can be viewed from any location. An HTML-based wallboard, which requires no proprietary hardware, is available for displaying various views of current activity to agents in the call center. Examples of the browser-based and Pocket PC wallboards are shown to the right.




The platform also maintains historical data of all call-related and agent-related events in the system to provide historical reports, which can be viewed and filtered in numerous ways. Additionally, the database schema is open, enabling customers to create custom reports using standard report generation tools.

## 8.1. Reporting Features

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| **Online Contactcenter Console** | A browser-based interface provides a real time view about information including queues, agents, and agent groups. The interface is a graphical interface that is accessible from any PC with an IP connection. Additionally, the database schema is open, enabling customers to create custom reports using standard report generation tools. |
| **Historical Reporting and Data** | The Online Contactcenter system maintains historical data regarding all call-related and agent-related events in the system. Historical reports can be filtered in numerous ways, e.g., by queue, agent, agent status, time, etc. Additionally, the database schema is completely open, and customers may create any desired report using any report generation tool. This also allows for tight integration with billing systems that are designed to keep track of minutes used for communication or other system data. The reporting is "cradle-to-grave", so everything about the call is recorded, including IVR data, transfers among different locations, time in call, etc. This eliminates the need to integrate data from disparate systems that only track the information for their own part of the call. The reporting tool also verifies the user's login permissions, and will only allow the user to view data for which s/he is authorised. |
| **Wallboard** | An HTML-based wallboard, which requires no proprietary hardware, is available for displaying various views of current activity to agents in the call center. This simulates the legacy wallboards in traditional call centers, but is more flexible because it runs on a standard PC and can be displayed on any computer display device. The wallboard can easily be customized to display selected data, and give alerts when pre-set thresholds are exceeded. |

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| **Storage of reporting and call details** | All traffic details wich will be saved by Evolve IP Europe based on article 13.2a of the Dutch Telecommunications law. When the statutory retention period is expired data will be deleted or anonymised. |

## 9. Application Integration

Online Contactcenter supports a wide range of capabilities for integration with third party applications. Evolve IP Europe supports two basic methods of integration with other IT applications such as CRM: agent desktop (first party), and back-end (third party).

Agent desktop integration can be achieved quickly and inexpensively, often in hours rather than days, or in days rather than weeks or months. This type of application integration is facilitated by Online Contactcenter's rich set of open, standards-based interfaces, which are easy to use and well understood by a large number of programmers, and by an out-of-the-box integration enabler for packaging Online Contactcenter with leading CRM applications. The platform also supports more traditional back-end (third party call control) integrations using XML-based CTI techniques.

### 9.1. Application Integration Features

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| **Online Contactcenter Connector** | Online Contactcenter Connector is an out-of-the-box integration enabler for packaging Online Contactcenter and third party business applications, such as CRM and Help Desk. Online Contactcenter Connector presents itself as a single desktop application with a single, integrated window combining the functionality of the Online Contactcenter Agent with that of the third-party application(s). Online Contactcenter Connector can be used in combination with the Evolve IP Europe-developed plug-ins to popular business applications. Additionally, integrations to applications that do not have a Evolve IP Europe-developed plug-in, such as proprietary or home-grown applications can be developed. |
| **Real Time Statistics API** | The real-time statistics also provides an API, which exposes all of the real time data. This can be used to integrate with packages such as workforce management, wallboard displays, or billing systems. |
| **Open Historical Database with Schema** | An open database architecture provides the most flexibility for customizing reports and integrating with third party packages. In addition to the open database architecture, the database schema is also provided to allow integrators to work efficiently. Examples of integrations with this open database include: billing systems, campaign managers, custom reports, workforce management, and creating data relations between calls and CRM incidents. |
| **Open standards: XML, HTML, .ASP, COM** | All Online Contactcenter APIs are based on open computing standards, such as XML, HTML, .ASP, and COM. |

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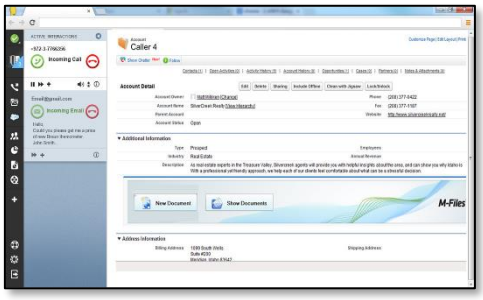
| **Web Caller** | The web caller interface uses standard web technologies such as HTML and .ASP, and is also an open source platform. This not only allows customisation of how the web caller interface looks, but also allows easy integration with any web site. The major benefit is that it allows the web site to pass all of the caller's session data with the web call so that it can dynamically assign skills and priority to the call. It also provides a transport method to get this caller data to the agent so that the agent can get a screen pop from the business application. |
| **IVR** | The IVR platform is built on an open architecture using XML, thus allowing for easy integrations with other systems that can communicate with XML over IP. This allows the IVR platform to easily integrate with databases and CRM applications, facilitating the development of rich self-service and routing applications. The open architecture of the platform also simplifies the integration with third-party IVR platforms that are already in production. The Online Contactcenter platform has already been successfully integrated with several other IVR vendor platforms. |
| **Call Routing** | Since the IVR and call routing are both built using the Online Contactcenter Designer service creation tool, the same integration capabilities for the IVR apply to all call routing that is handled by the platform. This can determine where a call is routed based on a database query or any other integration with the XML architecture. |
| **Messaging API** | The messaging platform has an open API for integration with other third-party packages such as knowledge base solutions or other email applications. |

## 10. Online Contact Center Connector

Online Contactcenter offers an API to connect the Agent with complementary software products such as CRM and knowledge base products. This API is referred to as Online Contactcenter Connector, and using this API enables the Agent and the third-party applications to be viewed and managed as a single application on the agent's desktop. Online Contactcenter provides out of the box plug-ins to many popular CRM packages, and additional plug-ins can easily be developed using the Online Contactcenter Connector API.



### 10.1. Connector Features

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| **Unified Interface** | Online Contactcenter Connector integrates Online Contactcenter Agent with any third-party package, and embeds multiple applications within a single interface. This is very beneficial for agents that would normally need to toggle back and forth between the applications. Online Contactcenter Connector provides the flexibility of laying out the Online Contactcenter Agent and third-party application in any manner that is desired by the agent. |
| **Online Contactcenter Connector Plug-ins** | Online Contactcenter Connector plug-ins provide pre-built integrations with major CRM and business applications, including screen pop capabilities. The plug-in technology eliminates the need for costly CTI-based professional services projects usually required to integrate CRM applications with ACDs and IVRs. |
| **Screen Pop** | The Online Contactcenter Connector API exposes all of the collected caller data to the CRM application. This allows the CRM to retrieve and display the customer information before the agent answers the call so that the agent can intelligently address the caller. |
| **Easy to integrate** | Online Contactcenter Connector can integrate with any Windows application and can easily provide the ability to allow the third-party application to interact with the Online Contactcenter Agent controls. |
| **Multi-CRM Integration** | A single agent can run multiple CRMs on his or her desktop, and screen pop with the appropriate CRM on a call-by-call basis. The application can automatically choose the CRM to be opened based on any call parameter such as caller's ANI, customer ID collected from IVR, web, or message, etc. |

## 11. Online Contact Center Administrator

The administration interface includes a comprehensive set of GUI-based tools that enable easy and quick real time, on-the-fly changes, which are automatically distributed to all impacted components. The Administrator is able to change, delete or modify queues, personnel and groups. Skills, wrap-ups and release codes can be created and Outbound dialing campaigns can be managed via the administrator interface.

### 11.1. Administrator Features

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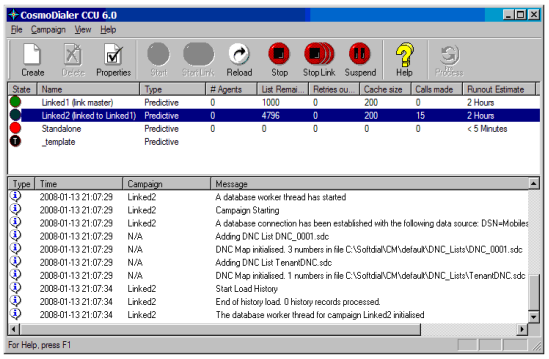
| **System-Wide Administration** | Administrators can manage and monitor the elements described above from a single, easy-to-use, browser-based interface, which can be accessed from any PC with an Internet connection. Changes are made once, and are automatically distributed to all impacted system components. |
| **Multi-Level Administration Permissions** | Administrators can be defined with different levels of responsibilities. For example, one administrator may be granted the rights to modify personnel, skills, and queues, and another may be permitted to set up IVR announcements. |

## 12. Online Contact Center Dialer

Online Contactcenter Dialer offers advanced outbound capabilities. These advanced capabilities can be combined with inbound ACD functionality for blending. When blending mode is activated agents can handle inbound and outbound dialing calls when he/she is available. The dialer is also using the cloud-based IP technology so no additional hardware is required. With the user friendly campaign manager outbound campaigns can easily be made, monitored and adjusted




The Online Contactcenter Dialer has 3 different type of dialing modes:

- **Preview** – In preview dialling mode, agents have the ability to review target information and confirm call placement before each call is dialled.
- **Predictive** – In the case of predictive dialling, sophisticated algorithms based on real-time massive simulation are used to dynamically control the dialling rate and immediately route the successful calls to available agents. This allows organisations to meet abandoned call regulations without sacrificing agent productivity. A minimum of 8 agents is needed to make use of predictive campaigns.

### 12.1. Dialer features

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| **Highly Scalable** | The Online Contactcenter Dialler platform scales using *n+1* redundancy, like other components of the Online Contactcenter platform. The platform can support an unlimited number of agents per campaign. |
| **Multiple Simultaneous Campaigns** | Online Contactcenter Dialler can run a virtually unlimited number of campaigns simultaneously. |

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| **Automatic Pacing** | Agents may be removed from the pool at any time without risking extra abandoned calls. The system supports automatic pacing at all times, even if agents log in and out of a campaign while it is running. |
| **Blended Inbound / Outbound** | Agents handling inbound calls can also be part of an outbound campaign. When there is a lull in inbound call activity, agents can fill their time with outbound calls. **NOTE! When you would like to handle inbound and outbound campaign calls the only option is inbound combined with preview campaign calls.** |
| **Intelligent Call Management** | Online Contactcenter Dialler tracks all call history to optimize future call record selection and to calculate future dialler algorithms. |
| **Configurable Dialling Parameters** | Online Contactcenter Dialler allows the contact center to manually control the campaign parameters, including the maximum amount of redial attempts, the amount of time to attempt a call, and the abandoned call rate. All unsuccessful numbers are tracked in the database and re-queued. |
| **Secondary Dial** | An alternate number for the caller can be set up for use if the primary number is unsuccessful. This may be effective for databases that use a combination of home, work, and mobile numbers. |
| **Dynamic Caller ID and Caller Name** | The ANI and caller name sent with outbound calls can be dynamically set on a call-by-call or campaign-by-campaign basis. This is especially important for call center outsourcers. |
| **Recorded Message Delivery with IVR** | A recorded message can be played to a caller when no agents are available, or automated message delivery services can be set up. Messages can be customized on a caller-by-caller basis. The message may quickly be followed by an auto-connection to an agent when one becomes available. Optionally, the caller can also be placed into an interactive voice response session to collect information from the caller – either instead of or prior to routing to an agent. |
| **Immediate Hang-Up on Abandoned Calls** | Online Contactcenter Dialler is optimized to minimize the amount of abandoned calls. But in the case of abandoned calls, the system immediately hangs up so that there is no dead air for the caller while they are waiting for the agent. There are also no predictive hang-ups on ringing calls. |
| **Agent Defined Callback** | The agent has the ability to create a scheduled callback for any call while it is in progress. An example of this use would be if the agent was speaking with a caller, and the caller did not have time to speak at that moment. The agent could reschedule an outbound callback to that same phone number. |

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| **Coordinated Wrap-Up Codes** | After each call, the agents are presented with wrap-up codes that determine how the call should be handled. A good example is if the caller asks to be removed from the list, the agent can select that appropriate wrap-up code. |

# 13. Optional functionality

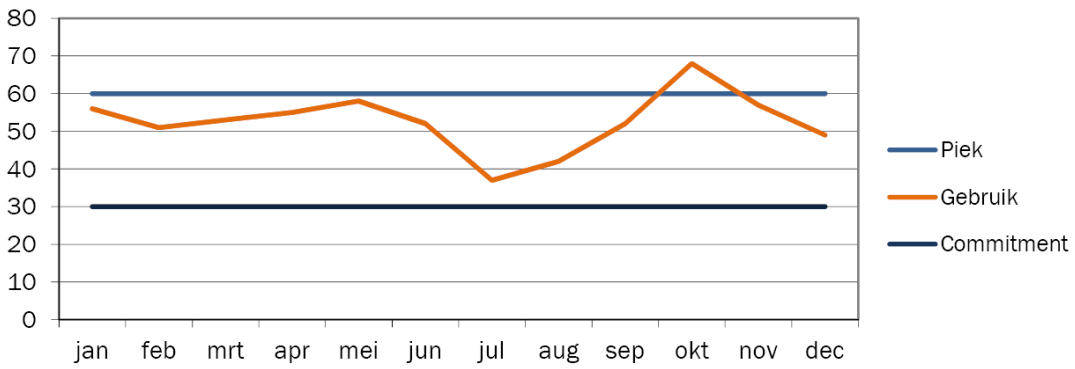
## 13.1. Call me back

You can offer Call Me Back to your customers. Via your website customers can schedule a call back via a webform. After filling in their phone number and requested date and time a call back will be offered to an available agent at that specific time.

# 14. Licensing model

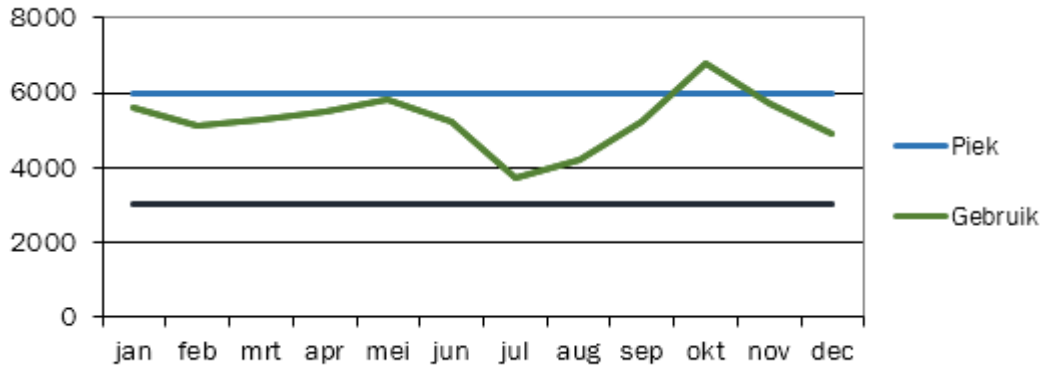
## 14.1. Concurrent model

In this model, customers can create an unlimited number of users and pay only for the highest number of users that is logged in to the service at a certain time in the relevant month. Evolve IP Europe will reserve a guaranteed capacity (commitment), which will be charged monthly in advanced. Customers may exceed the guaranteed capacity by 100% at any time (burst). Additional capacity used will be charged monthly in arrears. If at any time, more than double the capacity is needed, Evolve IP Europe can make additional capacity available on a monthly basis at a rate of 150% of the normal rate.



### 14.2. Flex model

In this model the extent of the service is determined based on the number of users that can use the service and the number of hours that they need for handling and wrap-up calls. Evolve IP Europe will reserve a guaranteed capacity (commitment), which will be charged monthly in advanced. Customers may exceed the guaranteed capacity by 100% (in hours) at any time (burst). Additional capacity used will be charged monthly in arrears. If at any time, more than double the capacity is needed, Evolve IP Europe can make additional capacity available on a monthly basis at a rate of 150% of the normal rate.

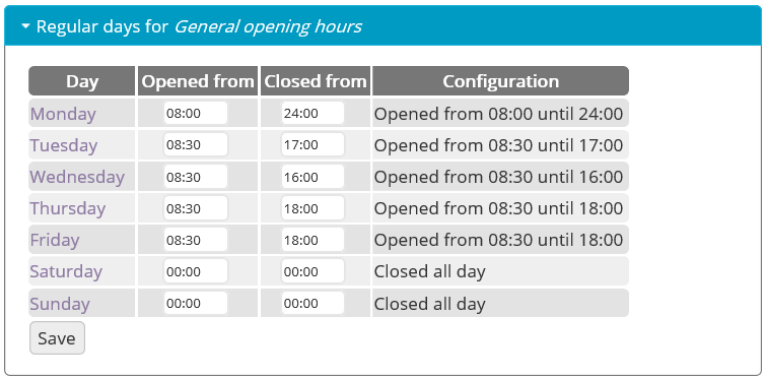


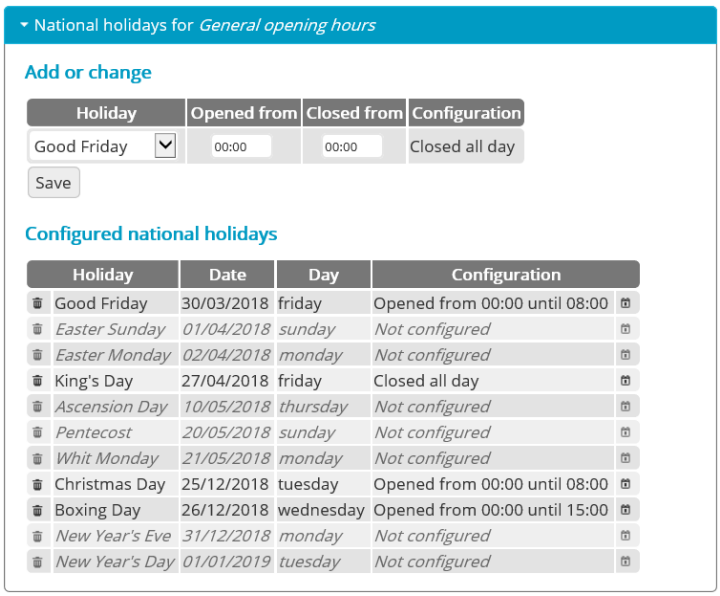

## 15. OCC/Evolve IP portal features

With the Evolve IP portal (https://portal.mtel.nl) OCC supervisors/administrators are able to do the management of opening hours, the IVR menu, speed dials and canned phrases. In this chapter we describe the functionality of these modules.

### 15.1. Opening hours

Via the opening hours module OCC customers are able to manage their own opening hours and set national holidays 24*7. Per day administrators /supervisors can change the specific opening and closing times of the contact center.

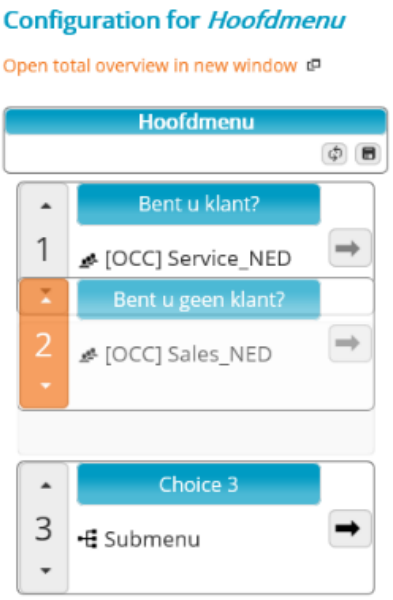





Besides the general opening hours and national holidays OCC customers can create special days for individual days that are not national holidays.

## 15.2. Keuzemenu

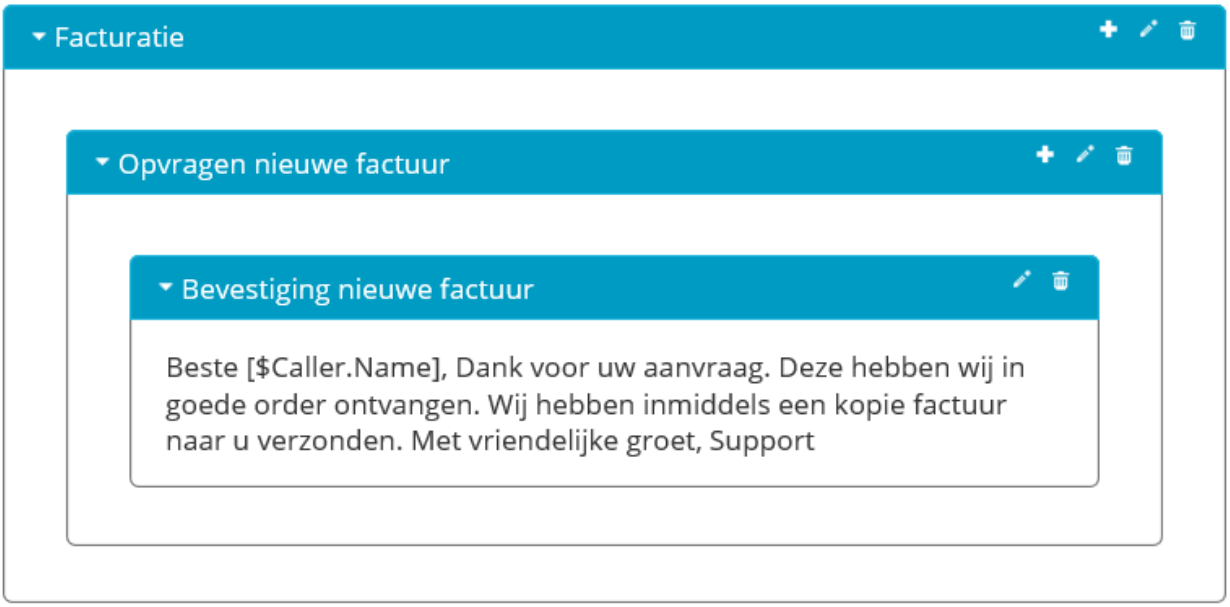
The menu module is available in two different options. A static menu and a flexible menu. With the flexible menu you will be able to change the order of the menu options yourself via the drag and drop option. So an OCC customer would like to change option 1 and to position 3 and option 3 to option 1 it is just matter of drag en drop the options to the new position. All audio that is connected to the menu option will automatically be changed as well.




## 15.3. Speed dials

Speed dials can be managed by the supervisor or administrator when agents need to use certain numbers multiple times during the day. Either a .csv file can be uploaded or speed dials can be managed manually.

## 15.4. Canned Phrases

When an OCC customer make use of the e-mail and/or chat functionality agents and supervisor can manage Canned Phrases. Canned Phrases are frequently used sentences which they can use to answer questions raised in a chat or e-mail call. A Canned Phrases can be created in 3 steps:

- Category (Facturatie)
    - Subject Onderwerp (Opvragen nieuwe factuur)
        - Standard sentence (Bevestiging nieuwe factuur)