

Instant Contact Centre

Imagine a contact centre that makes no assumptions about your business. One that can grow or contract and change its call management system and agent skills to match customer call demands from minute to minute. A contact centre that will make dropped calls and empty agent seats a thing of the past AND one that allows you to pay for the capacity and call handling features you need as you need them.

Welcome to Instant Contact Centre...

NewProspect Business Solutions (NPBS) has applied the power of the internet to the telephone network to turn phone calls into manageable objects. Contact centre or switchboard functionality is delivered as an **application service**, removing the need for expensive customer premises contact centre systems. And if a business already has an on-site contact centre system or PBX, NPBS can interoperate with these to add scale, functionality and redundancy.

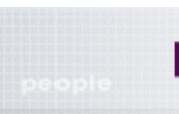
Together with NPBS, you can create a contact centre solution to meet your specific business needs **within a matter of hours**. Thereafter, all functions, including real-time information about the contact centre's status, are available via the web. Our product has been purpose designed to be offered as a **pay-as-you-go** service making it affordable to even the smallest contact centre.

Agent Capacity On Tap

With Instant Contact Centre agents and contact centre managers **can be located anywhere**, as long as they have a telephone line and an internet connection. This will enable companies to employ agents in multiple locations including **home workers**, thus making your resource management more flexible and cost effective.

Remote agents can log in and out and receive a view of the call queue as they would in the contact centre via a **secure web browser interface**.

Agents are automatically logged into the correct skills profile, and based on their telephone number ID, are able to receive calls matched to their user profile, as defined by a manager.



Build The Contact Centre You Want

Instant Contact Centre includes a range of **pre-integrated tools** that can be mixed and matched to create the best customer call handling solution for your business today, tomorrow and in the future.

Standard feature modules such as Interactive Voice Response (IVR), intelligent routing and call queuing can be combined with advanced modules such as **voice recognition** and **computer telephony integration** to create the optimum contact centre solution for your business.

NPBS's pre-integrated technology and simple pay-as-you-go pricing model means that you can slot additional feature modules into your existing contact centre solution **quickly and cost-effectively**.

Enhanced Caller Experience

Skills based routing ensures that callers are directed to the most qualified person available to handle their enquiry, such as an agent who has prior knowledge of the caller's issue. At the same time, this sort of call routing ensures **efficient utilisation of the contact centre resource**.

Agents can belong to one or more groups of skill, both primary and secondary. Managers can allocate agents between skill groups as needed. This options is available as part of an agent's internal profile – which is loaded when the agent logs onto the system.

Remote Control

The **Instant Contact Centre Dashboard** puts contact centre managers in control of their agent resources wherever they are. This **secure online web interface** allows them to monitor and control the customer call handling process at all stages – before, during and after the call.



Before

Contact centre managers can use the web interface to view the system status in real time from wherever they are. Managers can access key information about the pattern of traffic at any time and get an overview of the average waiting time, the longest waiting time, the number of callers in the queue etc., as well as full information about agents' status (logged on, breaks, logged off, etc.), the skill composition, traffic history and statistics.

During

Instant Contact Centre gives contact centre managers access to agents across multiple locations. The secure intuitive online interface ensures that they can view and allocate these agent resources effectively. Managers can **make immediate changes** to their contact centre configuration to ensure that they always have the capacity and skills they need to handle customer calls effectively.

After

Managers can access **call reporting** statistics and **call recordings** online in real time to **monitor QoS** from minute to minute. Call recordings can be used to ensure that each and every caller receives the best possible experience and to establish **best practice** and improve agent performance.

Advanced CRM Functions

Instant Contact Centre empowers companies to **give callers a personalised experience** by treating them based on predefined criteria, such as Calling Line ID (CLID). It is also possible to predefine CLID and response routines to determine whether a caller is routed directly to the most qualified agent, or to an interactive menu, or a messaging facility, thus increasing the capacity of available agents and ensuring the optimum use of resources at any given time.

For large enterprises, NPBS is able to customise Instant Contact Centre to meet their individual requirements. Our **VoiceXML applications** can be **easily modified** or linked with third-party VoiceXML applications. This allows enterprises to leverage legacy databases by, for example, routing and handling calls based on their own sales database information or to provide a **voice interface** to their web site booking system.

NPBS's VoiceXML toolkit supports full integration with CRM systems meaning that advanced contact centre solutions can be rapidly created and modified.

Belt & Braces Redundancy

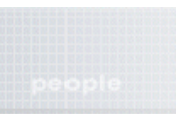
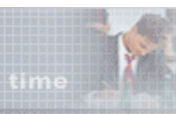
If your contact centre is hit by a fire, flood or other disaster Instant Contact Centre can be reconfigured immediately by the contact centre manager to redirect calls to agents in other locations.

NPBS's solution brings you **built-in contingency planning and disaster recovery** in the event of losing access to your premises.

NPBS's **telco-grade technology** is based on standard components and incorporates an operational hot standby facility. The platform is hosted at secure network nodes owned by major telco partners including BT and Thus.

Instant Contact Centre Benefits

- **Speed to market** - no delays for offices, equipment and installation.
- **Agility** – deploy agents and call features where you need them, when you need them.
- **Cost Control** – pay for the call treatments you use, when you use them.
- **Easy Access** – managers and agents can log in from any location.
- **Improved Efficiency** – mix agent skills and applets to make optimum use of resources.
- **Improved Caller Satisfaction** – reduced waiting times and more effective call handling.
- **Extra Redundancy** – emergency call centre capacity always available at your fingertips.
- **Simplicity** – intuitive user interfaces and a simple modular approach means more time can be focused on a call centre's core competencies.
- **Open Interfaces** – easy integration with databases using web VoiceXML, and .NET CTI.
- **Future Proof** – a solution that evolves to meet the future needs of your business.



Product Feature Set <i>Configurable applets to build into your own complete application</i>	Instant Secretary	Instant Switchboard	Instant IVR	Instant Call Centre	Instant VoiceXML	Instant CTI Routing	Instant Disaster Recovery
National Number (0870/0845/0800)	yes	yes	yes	yes	yes	yes	yes
Call Treatment Scheduler	yes	yes	yes	yes	yes	yes	yes
Recorded Announcements	yes	yes	yes	yes	yes	yes	yes
Tone IVR Menu	yes	yes	yes	yes	yes	yes	yes
Call Router (intelligently routes calls as required)	yes	yes	yes	yes	yes	yes	yes
CTI Screen Pops (simple CLID and menu selection - eg: "Sales")	yes	yes	yes	yes	yes	yes	yes
Voice Messaging	yes	yes	yes	yes	yes	yes	yes
Contact Centre Dashboard (secure web access to add or change contact centre applications)		yes	yes	yes	yes	yes	yes
Voice IVR Menu (can be used as automatic operator)		yes	yes	yes	yes	yes	yes
CLID Router - calls treated according to dialling code or predefined list		yes	yes	yes	yes	yes	yes
Applets Generator (enables multiple copies of all applets)			yes	yes	yes	yes	yes
Automatic Call Distribution (across teleworkers , PBX extensions and ACD QDNs)				yes			yes
Microbrowser For Agent Call Control (eg: ready, xfer, etc)				yes			yes
Real-time Queue and Agent Supervisory Stats (via the web)				yes			yes
Transactional IVR (with remote or hosted database)					yes	yes	yes
Voice XML Interpreter (speech recognition & test-to-speech)					yes	yes	yes
Enterprise Queuing (across multiple ACDs)						yes	yes
Enterprise Voice & Data Transfer						yes	yes
Network CTI (for database routing and CRM integration)						yes	yes
Call Recording (voice+call data+CRM data APIs)	Option	Option	Option	Option	Option	Option	Option
IVR Voice Forms (email of numerical & voice answers)	Option	Option	Option	Option	Option	Option	Option
Integrated Web-based Power Dialler	Option	Option	Option	Option	Option	Option	Option
Integrated Web-based CRM Package	Option	Option	Option	Option	Option	Option	Option
Mobile Caller Interaction (SMS, vCard, images)	Option	Option	Option	Option	Option	Option	Option
Custom Built Call Centre Functionality	Option	Option	Option	Option	Option	Option	Option