

EnsemblePro Feature, Function, Benefit Guide

COMPUTER TELEPHONY

COMBINES THE TOOLS AND FUNCTIONS OF COMPUTER AND TELEPHONE SYSTEMS.
COMPUTER TELEPHONY ENCOMPASSES TECHNOLOGIES SUCH AS FAX, EMAIL,
VOICE OVER IP, WEB CHAT AND WEB COLLABORATION.

This document is meant to serve as a technical guide for those users looking to identify the product features, understand their function and have the associated benefit defined.



Features	Function	Benefit
Computer Telephony	Combines the tools and functions of computer and telephone systems. Computer telephony encompasses technologies such as fax, email, Voice over IP, Web chat and Web collaboration.	Reduces costs by freeing agents of routine tasks and using their time in the most efficient way.
Blending – Inbound and Outbound Voice, Chat, Email, Workflow	Agents can belong to inbound and outbound voice, chat, email and workflow services concurrently. The system will deliver the appropriate contacts to the agents across these channels based on user-defined business rules and/or agent skill sets.	Increases agent productivity and customer satisfaction. By switching outbound agents to inbound when inbound traffic is high, the average wait time per interaction can be reduced resulting in less dropped calls and higher customer satisfaction. By switching inbound agents to outbound activities when inbound traffic is low, the inbound service level can be maintained while maximizing agent productivity. Transitions between inbound and outbound can be done almost instantaneously. Agents can be switched over automatically so they may finish an outbound call and take an inbound call and vice versa. Blending of agents among all services – including chat and email - allows for the optimization of the agents time.
Call Data Definitions	Call Data Definitions (CDD) are a set of 20 parameters that follow a call throughout its life cycle. Contact center managers can customize the types of values that populate the 20 fields (e.g. customer name, account number, etc.).	Definitions allow managers to determine which critical customer information will be presented to the agent, resulting in higher customer satisfaction by being able to quickly identify caller information.
Screen Pop	The call data definition information is presented at the same time as the call in a screen pop window. The same information can be “popped” in a customer desktop application.	By presenting information on the desktop, agents can access critical customer information that will be pertinent to first call resolution and shorten the length of the call.
Screen Pop Dialog Display Timer	The length of time that the screen pop dialog remains visible on the agent’s desktop can be controlled with a timer.	Gives agents the opportunity to review key customer information at the beginning of a call.
Voice & Data Transfer	The data associated with a contact, mapped as part of the call data definition, is delivered to the agent at the same time as the call.	Increase customer satisfaction by having relevant customer information presented on the agent desktop. Increases efficiency by not having to gather customer information that already exists.
Contact Dispositions	Agents can enter a disposition (outcome) for the contact.	Dispositions give managers an indication of the results of the campaign. By capturing the contact results, future calls or action items can be set-up allowing for greater first call resolution and customer satisfaction.
Wrap (After Contact Work)	At the end of a contact, agents can be allotted wrap (after contact work) time before they become available for the next contact.	Gives agents the flexibility to thoroughly complete work before handling the next contact.

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Timed Wrap	The supervisor can provision the amount of wrap time allowed for the agent. A visual warning is presented to the agent and supervisor once the wrap time is exceeded.	Allows for tighter supervisor control of agent work time and reduces idle time.
Music on Hold	Music can be played to callers while they are on hold. The contact center manager can provision the music type used.	Provides a pleasant environment for callers and alleviates callers having to listen to dead air. Reduces abandoned calls and redialed calls to the contact center because customers know they have not been disconnected.
Service Application Assignment	Multiple ACD, AOD, Chat, Email, M3, and Workflow services can be assigned to an Application (a logical grouping of services). For instance, Concerto Software may have multiple services (sales, customer service etc.) all grouped under an application named Concerto.	Allows for the logical grouping of services for performance tracking.
Service Skill Assignment	Each Service can be assigned a particular skill profile and proficiency. This profile is often set to define the type of callers that will be queued within the service. For example, a service can have a profile of Spanish, Home Loans, and Insurance indicating that typical contacts queued in that service will be Spanish-speaking with Home Loan and Insurance needs.	Allows for personalization by matching the proper agent skills to the contact's needs. This has the benefit of increasing satisfaction and creating a higher probability for first contact resolution.
Application Startup Script Launch	The script startup command directs the system to launch a specific application each time an agent logs in to the service. The script most often represents the application that the agent uses when taking calls for that service.	Allows an agent to be properly logged into the correct application. Agents know exactly what type of calls they will be handling as soon as they log-on and a script is presented.
Agent Access Rights Control	Service access rights can be provisioned to allow or disallow an agent's ability to place manual calls, hang-up, place a customer on hold, initiate a 3-way conference; perform a blind transfer; consultation; 3rd party hang-up; record a call; play back messages; access recordings or the knowledge base; and internally transfer contacts to a service, another agent, or supervisor. The service rights assigned take precedence over individual agent access rights. When an agent is active on interaction for a service, the agent can only perform those tasks allowed by the service, regardless of the agent's standard access rights.	Managers can have full control of what contact center functions each agent is allowed to perform. By defining access rights, agents are only permitted to perform predetermined tasks, giving managers greater control of the call. It also empowers agents to satisfy callers by giving them access to a wide range of functions.
Relative Service Skill Prioritization	The contact center manager or supervisor can set the relative priority of each skill assigned to a service. For example, if a service has Spanish, Home Loans, and Insurance as service skills sets, the contact center manager can assign a higher priority to Spanish than the other skills.	The setting of skill priorities allows for the greatest degree of matching agents with callers.

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Static Priority Designation	Each service can be assigned a static priority number from 0 to 10. In the event that multiple services are trying to access an agent at the same time, the static priority is used to determine which service the agent will be assigned to. The lower the priority number, the higher the priority.	Allows the manager to prioritize across multiple services and interaction types.
Dynamic Priority Template	A service call can be assigned a dynamic priority template to compensate for the cases where another service competing for the same agent has an equal static priority. The Dynamic Priority Template is an 11x10 matrix of parameters and weights. Each parameter (Absolute Longest Wait, Relative Wait, Time to Goal Service Time, Absolute # of Calls in Queue, Relative # of Calls in Queue, Absolute # of Calls, Relative # of Calls, Service Level, Relative Resource Group Utilization, Affinity, and Call- To -agent Ratio) can be assigned a weight from 1 to 10. The system will compare the total weighting of each service to determine which service the agent will be assigned to.	Enables managers to provision the rules of how contacts will be prioritized across all services.
Dynamic Priority based on Absolute Longest Wait Time	The system will prioritize the contact in the service that has been waiting the longest.	Quick and easy way to route calls based on wait times.
Dynamic Priority based on Relative Wait Time	The system will prioritize the contact in the service whose wait time is closest to its target wait time setting.	Ensures adherence to the target wait time service level setting.
Dynamic Priority based on Time to Target Queue Time	The system will prioritize the call that is whose queue time is closest to its target queue time setting.	Ensures that the call that is at the most risk of violating the wait time service level is handled first to maintain adherence.
Dynamic Priority based on Absolute # of Calls in Queue	The system will prioritize the contact from the service that has the most calls in queue.	Quick and easy way to route contacts based on absolute # of calls in queue. Calls are routed based on customized criteria.
Dynamic Priority based on Relative # of Calls in Queue	The system will prioritize the contact from the service that has the most calls in queue relative to its target queue length setting.	Ensures adherence to the target queue length setting.
Dynamic Priority based on Absolute # of Calls	The system will prioritize the contact from the service that has handled the most calls since the midnight rollover.	Handles the calls from the service that is the busiest of the day.
Dynamic Priority based on Relative # of Calls	The system will prioritize the contact from the service that has the most contacts per agent since the midnight rollover.	Ensures that the service with the most callers relative to the service level setting is processed first.

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Dynamic Priority based on Service Level	The system will prioritize the contact from the service that is closest to its service level. The service level reflects the percentage of calls answered within a user-defined interval. For example, 80% of calls were answered within 20 seconds. Service Level only applies to out-bound services.	Quick and easy way to route calls based on service level.
Dynamic Priority based on Relative Resource Group Utilization	The system will prioritize the call that is most likely to maximize the utilization of the resource group.	Ensures that resource groups are optimized.
Dynamic Priority based on Affinity	Affinity prevents an agent from swinging between services on a call-by-call basis. The system will prioritize the call of a service from which the previous contact was taken.	Allow managers to control the services agents are handling. The nature of affinity is to hold an agent to a service once that agent has taken a contact for that service. The agent will stay on that service until other factors take precedence.
Dynamic Priority based on Call to Agent Ratio	The system will prioritize the contact to best maintain the call-to-agent ratio setting for the service.	Ability to route calls based on the number of agents available.
Dynamic Scheduling of Services	In EnsemblePro, a service does not have to be manually started or stopped; it automatically adheres to the schedule provisioned. At the defined service start time, it becomes active. At stop time, it allows calls in queue and active calls to be completed, and either reroutes or plays a message to callers that dial in after the provisioned stop time.	By not having to manually begin and end services, managers can focus on higher priority tasks.

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