



Swift IP Contact Center

Swift IP Contact Center is a complete Contact Center system for routing, follow-up and effective handling of customer contacts. Swift IP offers "skill based routing" and Interactive Voice Response features (IVR) offering the possibility to reach the most suitable Agent for each question directly in order to close the case at the first contact. The Agent always has the most correct information available in order to handle each case as effective as possible, i.e. customer identity, case and contact media. The system effectively distributes each incoming inquiry from different communication medias such as; telephony, fax, e-mail or the Internet, in the same queue. Swift IP Contact Center is a modular server-based Contact Center platform, based on modern IP-telephony technology. This means big advantages in areas like scalability and integration with databases such as CRM and ERP systems.

Contact Center

Swift IP Contact Center is a complete toolbox for routing, follow-up and effective customer handling. Together with cost-effective installations and scalability this can lead to a sharp competitive edge. The system can handle thousands of agents and the highest volumes of calls.

Skill Based Routing

The assigned Agent is selected based on competence. Swift IP offers the tools for routing the contact to the most suitable agent for handling a specific question. The customers can be prioritized based on rules on expected waiting time or other criteria irrespective of contact medial.

Statistics, Analysis and Customer Contact Development

Swift IP registers everything that occurs and measures all events in the system which makes it possible to generate a large amount of reports to analyze of all available parameters in the system. There is a full range of standard reports from the most holistic view of the Contact Center to the agent and each individual customer.

Customer Qualification and Self service

Via the Interactive Voice Response function (IVR) the call can be routed more flexible and the customer case can be qualified. It is also easy to tailor-make fully automated IVR solutions for effective customer service, regardless of time of day/night or traffic load in the Contact Centre. Swift IP also supports integration with IVR solutions from other vendors.

Telephony

Swift IP Contact Center is one of the most effective and flexible telephony systems for Contact Centers available on the market. The system is based on modern IP-telephony and complete computer integration, which ensures superior sound-quality and means to geographically distribute the contact center and still serving the same customer queue. One or several standard SIP gateways are used for connection with the Public Switched Telephony Network (PSTN). The IP-technology enables home-working agents with full functionality without escalating costs.

Welcome-message and Queue status

When the customer calls, a company unique welcome message will be played and the customer will automatically get information on expected waiting-time and queue status.

Dialler

For Outbound telemarketing customer contacts Swift IP provides a powerful Dialler function. With a dialler more customers can be reached without growing the number of agents.

E-mail, Fax, SMS and Web-contacts

Swift IP Contact Center includes a powerful e-mail module. E-mail is handled the same way as telephony contacts, which enables the same high level of service and control for both e-mail and telephony.

Fax and SMS can be handled in the system as E-mail messages via an external fax server and SMS gateway.

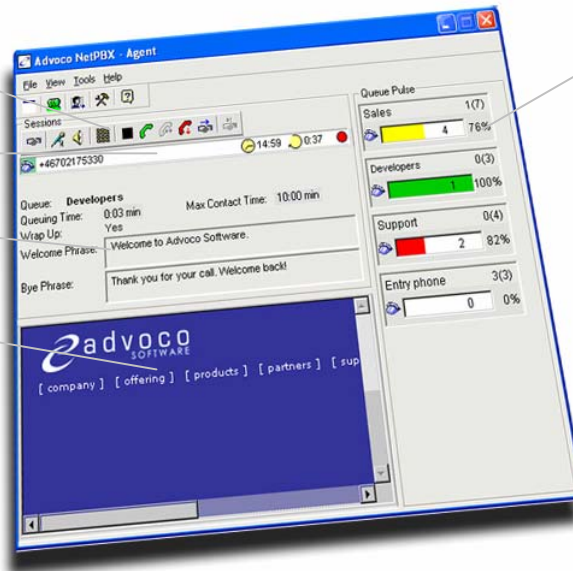
Agent user interface:

Control panel where all telephony and customer interactions are managed

Information about the ongoing call.

Information about the primary queue.

Web based information source, i.e. agent scripting.



Real-time queue status

Summary Base functions:

- Dynamic Queue handling with high capacity.
- Skills based routing of incoming contacts.
- Advanced over-flow handling.
- Complete real-time follow-up, i.e. queue status
- Complete historical statistics.
- Individual measuring and routing of post-contact handling.
- Support for service-differentiating of contacts and support for prioritizing of queues.
- Scheduled contact handling.
- Cost follow-up for all contact types.
- Integration with database systems i.e. CRM- or ERP-system.
- Common handling of all customer contacts; telephony, e-mail, fax and SMS.
- Free Seating.
- Transfer of on-going contact.
- Operator Console.
- Customer contact statistics.

Technical data:

Server (minimum requirements):

Processor: 800 MHz Pentium III
Operating system: Windows 2003
Memory: 512 MB
HDD: 40 GB
Network: Ethernet, TCP/IP

Mail system:

POP3

Misc:

MS SQL Server 2005
MS Transaction Server

Agent computers (minimum requirements):

Processor: 800 MHz
Operating system: Windows XP
Memory: 256 MB
HDD: 10 GB
Network: Ethernet, TCP/IP

Telephony:

Connection: Primary rate Euro ISDN (E1 PRI)
SIP
Ethernet 100 Mb switched
Protocol: ISDN: ETSI DSS1
VoIP: SIP
Coding: G.711 (G.723, G.729)

Premises Networks Management PLC

Premises Networks is a supplier of integrated business-class communications solutions, services and support.

Consulting, designing and implementing tailor-made solutions to fit individual customer needs blending powerful infrastructure to deliver the benefits of voice, mobile and data convergence to businesses.



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