

The page features a decorative graphic consisting of several overlapping circles in various shades of blue, arranged in a diagonal line from the top right towards the bottom right. Thin blue lines also intersect these circles, creating a geometric pattern.

Vuesion[®]

Feature Summary & Benefits

Vuesion Multimedia Contact Center & UC Applications

Vuesion Multimedia Contact Center combines field-proven contact center, unified voice messaging, call recording, and computer-to-telephony integration into a tightly-integrated communications suite that is delivered on a shared hardware platform. Combine this with rapid deployment, ease of use, proven reliability, unprecedented affordability, and Vuesion Contact Center is the clear choice for enhancing customer service and value for your growing business.

Acknowledgment

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One Platform, Advanced Applications

Vuesion®

Advanced applications, .. One server



Vuesion Multimedia Contact Center

Highly scalable, robust contact center with skills based routing, delay announcements with opt-out and Callback Number Queuing, presence & wallboard software for all agents and supervisors. Routes and manages voice, Email and FAX media.

Vuesion CRM Integration

Increase speed to resolution by integrating the customer's database with Vuesion for smart routing and call coordinated screen pop.

Vuesion Outdial / Campaign

Automatic database out dial with contact center preview dial, power dial and blending with script based agent prompts and disposition.

Vuesion® Interactive Voice Response

IVR module for prompt based routing, account number routing, auto attendant functions, delay announcements and functions requiring voice prompts and processing.

Vuesion Call Logger/Recorder

Flexible call logger/recorder trunk side records all calls, specific groups or agents, scheduled or random recording with a management graphical user interface.

Vuesion Networking

Single and multiple sites are supported for centralized call reporting, routing and presence across the network.

Enhancing Customer Contacts

Your business is all about acquiring, satisfying, and retaining customers; Not easy tasks in today's competitive environment. Your customers are accelerating their interactions with your business and in the process, are demanding more effective and efficient lines of communication all in pursuit of a richer customer service experience. And, by the way, with the proliferation of connectivity, your competitors are only a phone call or web click away – primed and waiting to erode your customer base.

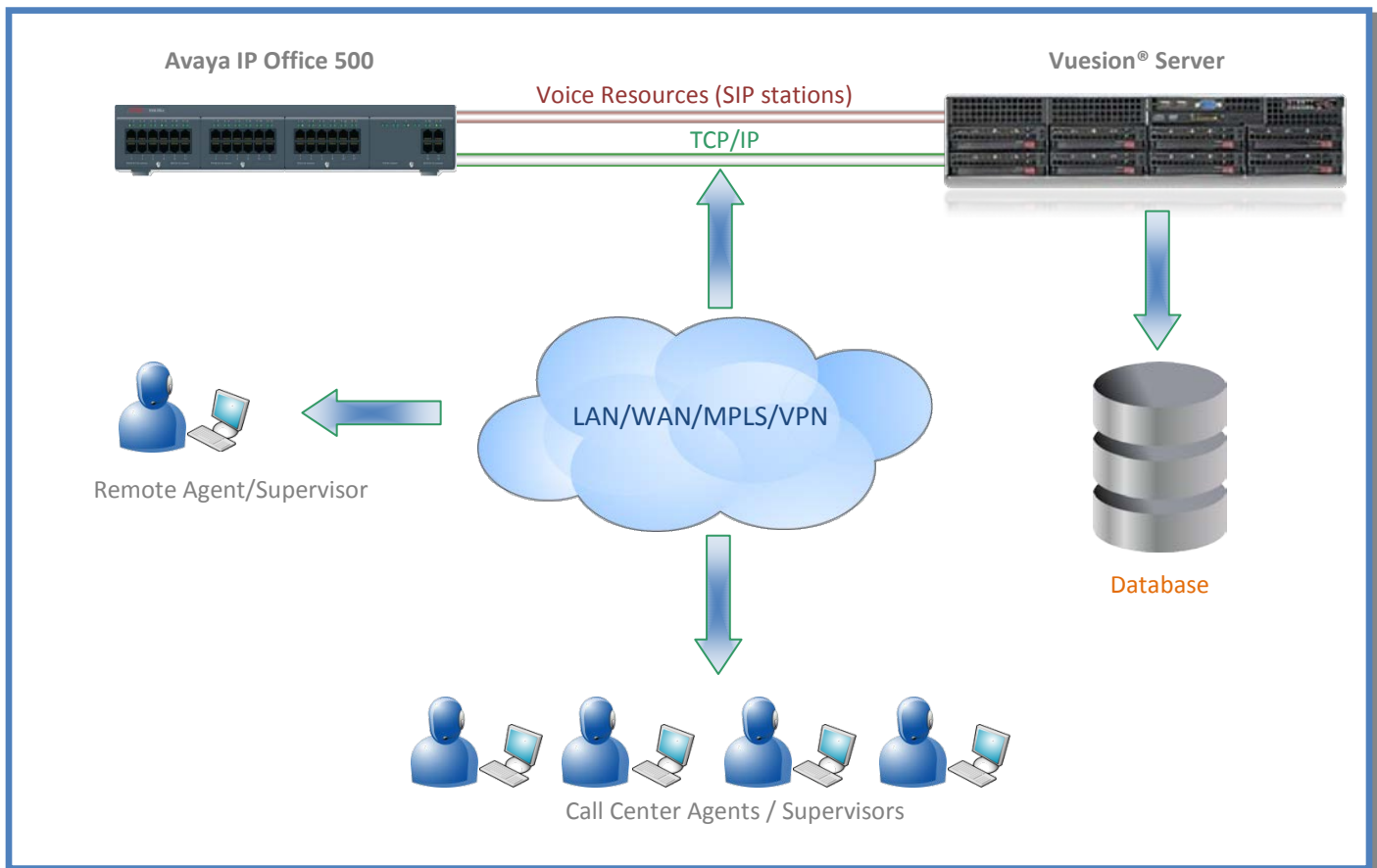
Your response. Invest in your communications network and powerful connectivity, including toll-free numbers, in hopes of inviting customers to interact with your business. Now, the question becomes how do you:

- Efficiently capture every interaction?
- Professionally handle the growing contact volume?
- Deliver unsurpassed customer service?
- Increase profitability?

Vuesion Contact Center – an integrated communications suite consisting of robust, feature-rich applications designed to meet the business and customer service needs of small and medium businesses. Vuesion Contact Center delivers contact center, unified voice messaging, call recording, and computer-to-telephony integration across your enterprise in a tightly-integrated, modular design so you can build the solution that best fits your unique business.

Now, with Vuesion Contact Center application suite, small and medium businesses can experience real world benefits – enhanced customer service, improved productivity and increased profitability – through the ability to communicate more efficiently and effectively with their customers.

Vuesion Contact Center is the competitive advantage you can't afford to be without.



Typical setup

Enhancing Customer Service in Your Contact Centers

No matter if your contact center is formal or informal; Vuesion Contact Center efficiently captures every incoming call, professionally handles call volumes, and manages your center to deliver unsurpassed service levels – a real competitive edge for your business.

Welcome. Connect.

With Vuesion Contact Center, you can dramatically increase the efficiency of your contact centers by ensuring every caller is welcomed into your business and intelligently routed to the most appropriate resource. Every call into your center is automatically routed to an appropriate queue based upon Dialed Number Identification Service (DNIS) or Automatic Number Identification (ANI) information. Vuesion Contact Center also provides callers with enhanced “self-service” routing options. Automated Attendant functionality allows callers to enter single digit numbers (e.g. “1” for Sales) to select where to direct their call. With optional Smart Routing and third party database integration, callers can be intelligently routed based upon real-time, interactive queries of an external database – allowing your centers to personalize or prioritize call treatment for your most valued customers.

Contact Centers are Everywhere

Vertical Market Coverage	Horizontals	Sales / Order Processing	Customer Care	Dispatch	Help Desk	Information	Registration	Reservations
Distribution	✓	✓	✓			✓		
Education	✓					✓	✓	✓
Financial/Banks/Credit Unions		✓			✓	✓		
Government	✓	✓	✓	✓	✓	✓	✓	✓
Healthcare		✓	✓	✓	✓	✓	✓	✓
Insurance	✓	✓			✓	✓		
Manufacturing	✓	✓			✓			
Retail/Remote shopping	✓	✓	✓	✓	✓			
Travel Services	✓	✓	✓	✓	✓			✓
Utilities		✓	✓	✓	✓	✓		

As calls enter a queue, Vuesion Contact Center allows you to assign a higher priority to specific callers based upon their value to your business or simply stack them in the order they are received. Engineered to meet sophisticated call handling needs, Vuesion Contact Center provides a collection of configurable commands to ensure proper call treatment prior to distribution to appropriate agent resources.

- Integrated announcements improve the quality of your interactions by providing callers with important information – position in queue, expected wait time, or business-oriented announcements such as seasonal promotions.
- By expanding the pool of agent resources to internal and external locations, as well as voicemail, Vuesion Contact Center’s integrated Overflow capability provides increased flexibility to your call treatment and ensures your callers will be serviced.

Skills Based Routing and Multimedia Delivery

Intelligent Routing Technology

Connecting callers to the most appropriate resources within your business is the goal of your contact centers. To facilitate this, most contact center applications use simple routing methodologies to connect callers with agent resources. While Vuesion Contact Center supports these methodologies, it also takes connection to the next level with intelligent skills-based routing technology and multimedia delivery including Email, FAX and voice. Now your callers can automatically connect with agent resources most skilled to meet their unique needs. And, with the ability for agent resources to dynamically participate in multiple skill groups to field calls from different customer types – and, to ensure they do not receive calls for which they are not qualified – skills-based routing drives a real competitive edge for your contact centers.

Personalized Interactions

To further increase agent productivity and personalize interactions, Vuesion Contact Center provides optional screen pop capabilities that deliver important information from third party application databases at the same time calls are connected or before they are answered.

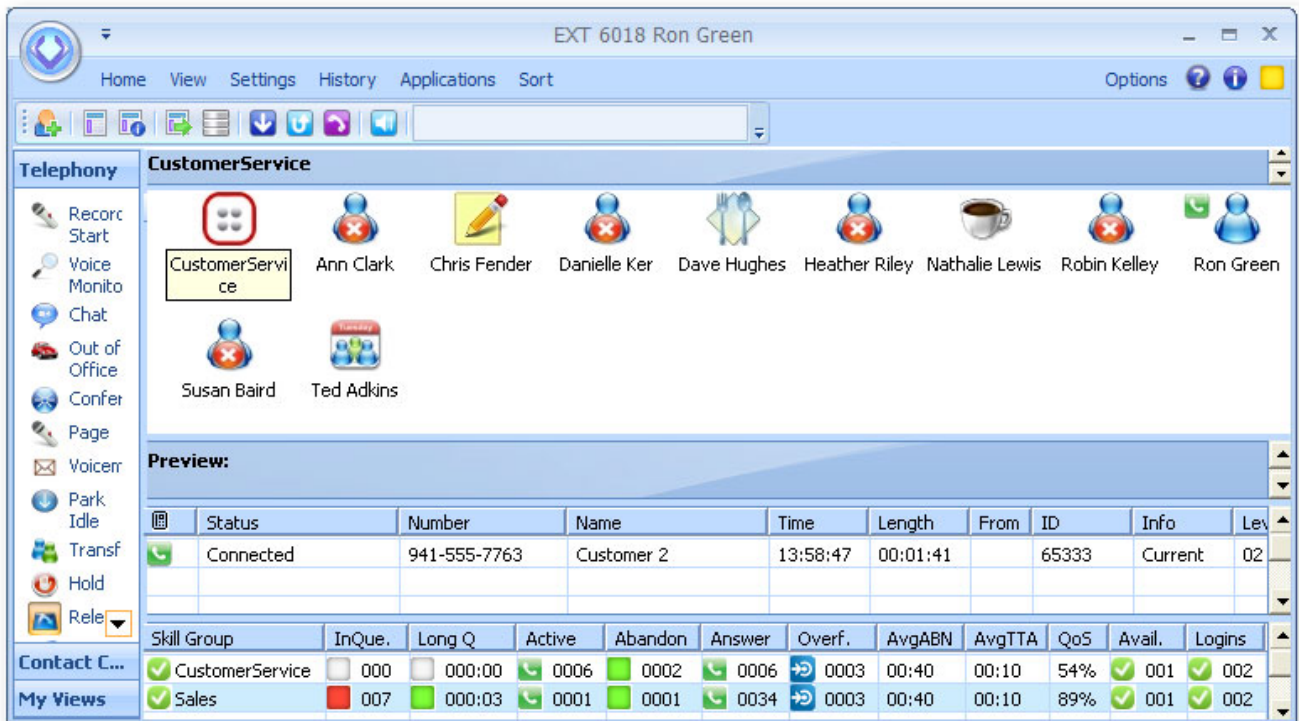
Callback Capabilities

Vuesion Contact Center also offers optional callback functionality that further elevates your customer service levels. While in a queue, callers are presented with an option to leave a callback number and exit the queue without losing their position in the queue. As soon as an agent becomes available, the callback information is distributed and a callback is automatically initiated.

Agent/Supervisor software

Highlights

- DNIS/DID routing
- ANI/CLID routing
- Skills-based routing
- Email & FAX Queuing
- Automated Attendant
- Overflow
- Announcements
 - Position in Queue
 - Average Hold Time announcement
- Priority Queuing
- Call Back Queuing
- Screen Pop



Call Reporting and Management

To make certain your contact centers are effectively and efficiently responding to the needs of your customers, your agents and supervisors need powerful management and information tools. Vuesion Contact Center's integrated management and information tools empower your agents and supervisors with a wealth of functionality to ensure your service centers are operating at their peak.

With Vuesion Contact Center's integrated account code feature, agents can enter a user-defined, category code that classifies the type of call handled. Calls can be categorized at anytime during the call. Supervisors can gain valuable insight into the number of call types that are coming into the center and take appropriate action. And when your agents need immediate assistance or expertise, Vuesion Contact Center delivers with direct access to supervisors or other agents via integrated, real-time chat functionality.

Highlights

- Account Codes
- Call Recorder (optional module)
- Agent Help via integrated LAN chat session
- Silent Monitor
- PC Wallboards
- Alerts on thresholds
- LAN-based, Real-time Monitoring
- LAN-based, Historical Reporting
- Data export (PDF, Microsoft Excel, and HTML)
- Networking to connect multiple centers

Observe

Vuesion Contact Center includes a variety of integrated tools that gives you real-time access to the wealth of information that is occurring every second in your contact centers. With Vuesion Contact Center's easy-to-use, graphical interface, supervisors, agents, and even executives can access real-time call information from their PC connected anywhere on the LAN. On-screen, PC wallboards enable supervisors and agents to monitor important call statistics – number of calls in queue, average wait-times, and abandoned calls – and take immediate action to handle call flows. To enhance service levels even further, supervisors can take advantage of several powerful tools built-in to Vuesion Contact Center:

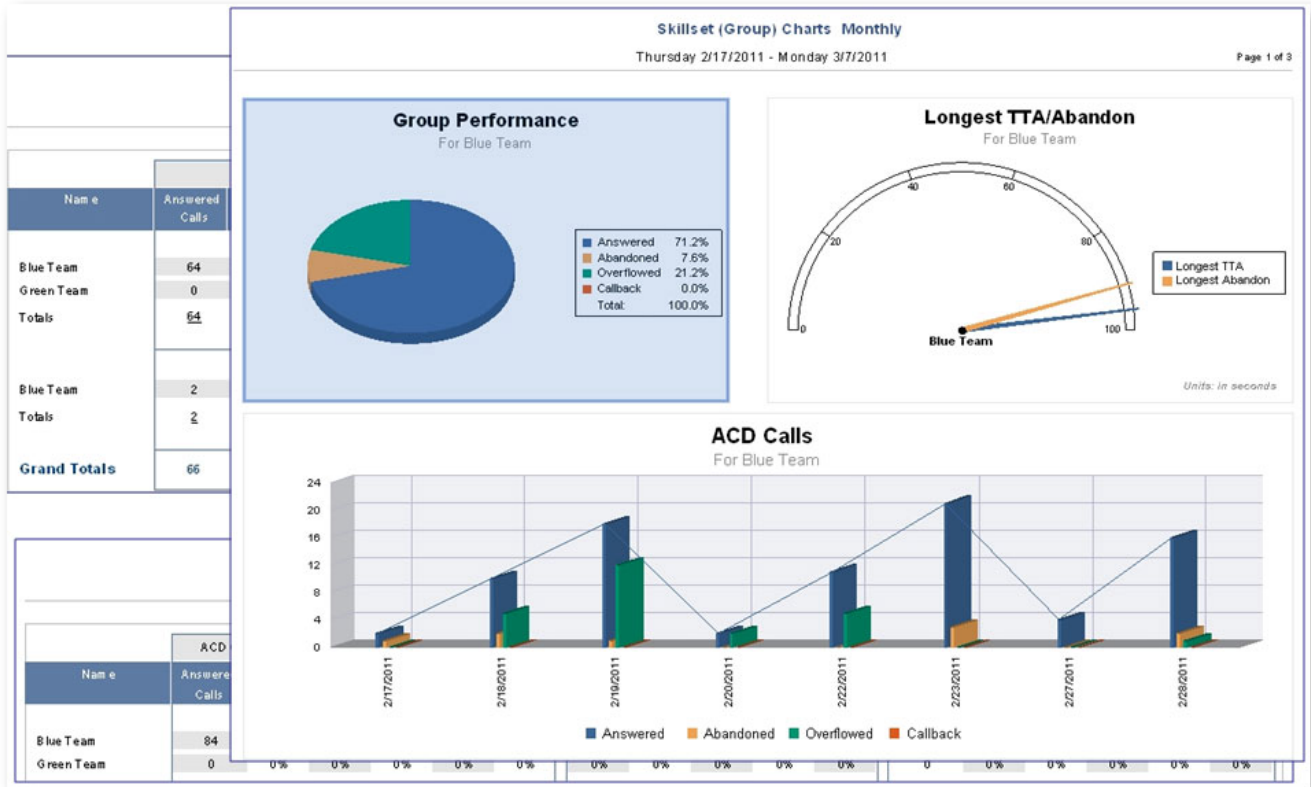
- Configurable, color-coded alerts that signal when important thresholds have been exceeded.
- Call “rescue” functionality that allows supervisors to instantly accept calls that have been waiting too long in a queue.
- Real-time “silent” monitoring of calls to provide agent help and assist in evaluating agent performance.

Train

Training agents in your contact centers just got easier with Vuesion Call Recorder application module. This optional module provides supervisors with the flexibility to schedule call recordings by agent, group, queue, time of day, day of week, or any combination. All recordings are stored as .WAV files that can be flagged, annotated, and even emailed across the enterprise.

Report

With a comprehensive suite of historical management reports, Vuesion Contact Center provides your supervisors with access from anywhere on the LAN to every performance aspect of your center – agents, groups, trunks, stations, abandon calls, and more. Your supervisors can maximize their productivity by specifying unique time parameters (e.g. hourly, daily, weekly, or monthly) for report creation, printing reports to local or LAN printers, and exporting reports in a wide variety of formats (e.g. PDF, Microsoft Excel) for enhanced manipulation and communication.



Grow

And when your contact centers begin to span geographies, Vuesion Contact Center’s networking is ready to support your growing needs. Whether your business growth is dictating a need for consolidated reporting and administration or load balancing of calls across multiple centers, this optional module provides your business with the flexibility and scalability needed to quickly configure and connect several remote centers, as well as teleworkers.

With Vuesion Contact Center’s integrated announcements, sophisticated call handling, real-time monitoring, and integrated reporting functionality, your contact centers can more efficiently respond to your growing volume of calls, effectively decrease hold times, and significantly reduce abandoned calls resulting, most importantly, in improved customer service – real competitive advantage for your business.

Customer Perspective

Executive

If your company's performance is a reflection of the service you provide to your customers, partners, and suppliers, can you afford to take your voice communications and customer service systems for granted?

Your voice communications network and customer service centers provide the primary interface to your customers, partners, and suppliers. You want to be confident that your communications solutions provider has the experience and vision to service your dynamic needs now, and in the future.

Vuesion is an advanced, robust Multimedia Contact Center and UC Applications with 10+ years of successful deployment and long-standing success as a leading brand. Focused on superior customer service and reliable communications solutions, Vuesion delivers best-in-class reliable small and mid-sized enterprise communications solutions.

Information Technology

How can you simplify your systems integration headaches and still make sure your company's customer service needs are being met? At an affordable cost to acquire and maintain.

Just connecting disparate systems together can be a nightmare, let alone having to implement, train users, and maintain the separate applications. You need a field-proven, integrated solution that satisfies your customer service needs today, and provides a platform for tomorrow's technology advances.

Vuesion Contact Center takes the guesswork out of your customer service needs by combining contact center, voice messaging, unified messaging, call recording, and computer-to-telephony integration into a single, tightly-integrated, modular design. And, by utilizing a common hardware platform, you gain the benefit of economies that drive a healthy return on investment. With Vuesion Contact Center addressing your customer service needs, you're now free to concentrate on that other pile of IT projects.

Customer Service

Where can you find an integrated solution that is flexible, scalable, easy-to-use, and loaded with the features you need to drive superior customer service?

To each customer, their interaction with you is the most important one. They have little regard for the volume of calls you are receiving, how understaffed your center is, or what voice communications system you are using. They just want the best customer service experience.

Vuesion Contact Center offers a suite of sophisticated features – typically reserved for larger enterprises – that are easy to learn and use, and provides businesses with the flexibility and scalability to outfit your center now and in the future. Automated announcements welcome callers into your business while skills-based routing ensures your customers get to a resource best-suited to service their unique needs. With a powerful set of tools to enable your agents and supervisors to continually monitor and adjust, you can be confident that your contact centers are equipped to deliver superior service.

Vuesion Contact Center Essentials Feature Highlights and Benefits

Contact Center Essentials	Benefits
Routing <ul style="list-style-type: none"> ■ Advanced Skills-based Routing ■ Routing Modes ■ Priority Queuing ■ Overflow ■ Overflow conditions ■ Automated Attendant ■ Announcements Position in Queue Average Hold Time 	<ul style="list-style-type: none"> ■ Intelligently route callers to specialized groups of agents best-suited to meet their unique needs. Route based upon skill groups, DNIS or ANI. Agents may belong to multiple groups and have a skill level (0-9). Agents login once and calls are routed to best skilled available agent automatically. ■ Routing includes Skills based, ANI & DNIS, time of day, day of week, scheduled, direct to agent or via IVR menus. ■ Assign priority to certain callers to ensure your service levels are met. ■ Ensure calls are serviced by increasing the pool of agents to internal and external locations. ■ Timed overflow based on queue time, overflow based on all agents busy or all agents logged off are provided to enhance customer service. ■ Allow callers to self-direct their call to queues. ■ Let callers know their position and expected hold time in queue while delivering targeted, pre-recorded content. Callers are provided the option to opt-out of queue and route to a different destination. Up to 6 announcements with flexible repeat patterns per queue are provided.
Agents <ul style="list-style-type: none"> ■ Agent & Supervisor presence / call control software ■ Screen Customization ■ Work mode with Reason Codes ■ Agent Status ■ Advance Time & Lock out 	<ul style="list-style-type: none"> ■ Every Vuesion Agent and Supervisor is provided a desktop software license to have presence, call control, status change, and access to advanced integration features. ■ When allowed by COS, Agents have the ability to customize their screen layout and colors. The alternative is to create a template where all agents inherit the same layout automatically. ■ Gain insight into call types by allowing agents to categorize work mode. ■ Multiple states are provided for better management (Break, Work, Wrap up, Personal Break, Meeting, Locked out, login, logout) ■ If an agent does not answer a call while available, The Agent is put in a locked-out mode and the caller is transferred to the next available agent.
Supervisors <ul style="list-style-type: none"> ■ Alerts ■ Silent Monitor ■ Real-time Statistics ■ Selective Recue Queue ■ Emergency Notification ■ I.M. Text chat ■ Manage Agents' states 	<ul style="list-style-type: none"> ■ Receive color-coded alerts that signal when important thresholds have been exceeded. ■ Provide agent help and evaluate agent performance in real-time. ■ Get access to real-time statistics on the queue and agents. Agents show their login time, real time state, detailed description of their activity and summary of calls. ■ Supervisors have the option to display the queue details. They may select an individual call from the queue and rescue it. ■ Supervisors can be configured to receive an Emergency Number notification with visual and audible alarms when an Emergency number is dialed from an agent or any other phone on the system. ■ Supervisors have the ability to text chat individually with an agent or send a broadcast chat to the entire group. ■ Supervisors have the ability to remotely change an agent's state to logout or ready.
Wallboard <ul style="list-style-type: none"> ■ Software Wallboard 	<ul style="list-style-type: none"> ■ A software wallboard is part of the Vuesion desktop software for every Agent and Supervisor. Number of calls on hold, overflowed, answered, abandoned and averages on hold time, abandon time and Service Level are displayed in real time. The wallboard shows the number of agents available and number of agents logged in.
Vuesion Reporting <ul style="list-style-type: none"> ■ Standard Reports Suite ■ Contact Center Reports Suite ■ Auto Reports ■ Data Export ■ Summary of Call Center reports ■ Customization 	<ul style="list-style-type: none"> ■ Point-and-click access to SMDR data, including station, trunk and call accounting reports. These include Contact Center and non Contact Center personnel. ■ Review the performance of your center with a comprehensive suite of historical reports including agent profile, abandoned calls, account codes, group profile and many more. ■ Automatic Reports are self generated and E-mailed to select Supervisors. ■ Export in many standard formats (e.g., Microsoft Excel, PDF and HTML). ■ Group performance & service level, group activity, Abandoned calls and numbers, Agent status reports, Agent performance reports, Agent productivity reports, Detail, summary and charts, DNIS and called number reports, Cradle-to-grave call ID reports, ■ Vuesion uses Crystal Reports engine for reporting. Customizations are performed by BBX Technologies professional services based on customer requirements.

Vuesion Contact Center Add-on Options – “A-la-Carte”

Add-on Options	Benefits
Call Back Number Queuing <ul style="list-style-type: none"> ■ Call Back Number Queuing 	<ul style="list-style-type: none"> ■ While in a queue, callers are presented with an option to leave a callback number and exit the queue without losing their position in the queue. As soon as an agent becomes available, the callback information is distributed and a callback is automatically initiated.
Database Smart Routing <ul style="list-style-type: none"> ■ Smart routing ■ Agent Call Resolution / Call Tag 	<ul style="list-style-type: none"> ■ CRM/Database connector (ODBC) used for database smart routing. (Per Database connector). Fetches data from a customer record for efficient routing. ■ When database smart routing is enabled, Agents have the ability to enter a resolution code or call tag per call. Resolution detail and summary Reports are provided to Supervisors.
Database Screen Pop <ul style="list-style-type: none"> ■ Database Screen Pop 	<ul style="list-style-type: none"> ■ When the database connector is enabled, Vuesion fetches a data record from the customer's database and displays it as a new window when the call arrives. This is call coordinated screen pop. Agents may select to open the database record by a simple mouse click on the “Open Record” button.
Multimedia <ul style="list-style-type: none"> ■ Email Queuing ■ FAX Queuing 	<ul style="list-style-type: none"> ■ In addition to Queuing incoming voice calls, Email Queuing allows the Contact Center to Queue and distribute in a blended mode, Incoming customer Emails with reporting Capabilities. ■ In addition to Queuing incoming voice calls, FAX Queuing allows the Contact Center to Queue and distribute in a blended mode, Incoming customer FAX documents with reporting Capabilities
Outdial <ul style="list-style-type: none"> ■ Agent Based Outdial ■ Campaign Resolution ■ Call Back ■ Agent-less Campaigns 	<ul style="list-style-type: none"> ■ Provides automatic Outdial capabilities from a customer provided database of company names, companies and phone numbers. Multiple campaigns can be defined and managed by Supervisors. Agents may be configured to belong to both inbound and outbound campaigns in a blended mode. Each Outdial campaign requires a database connector is multiple databases are used. Detailed and summary Reports are provided for each campaign ■ Each campaign is provided with a set of preconfigured resolutions for agents to use as drop-down menu. Summary and detailed Resolution Reports are provided to Supervisors. ■ Part of the resolution, Agents have the option to tag the call for later call back. The calls are automatically tagged by Vuesion to be called back by the configured time specified by the agent, whether it is hours or days. ■ Campaigns can be configured to be automated via an outbound voice prompts with the ability for the caller to press a digit to be re routed to the inbound call center.
Call Recording <ul style="list-style-type: none"> ■ Trunk Side Recording ■ SIP based recording ■ Screen Capture 	<ul style="list-style-type: none"> ■ Trunk side recording allows Vuesion to record the entire PRI trunk span. The integration to the phone system allows Vuesion to be selective on which stations, groups and agents to record. Scheduled, random and on demand recording setups are also provided. ■ When SIP trunking is used, Vuesion allows recording of VoIP devices using 3rd party SIP endpoint licenses on the Avaya IP Office. ■ On demand screen capture is provided as an additional add-on option.
Multi-sites <ul style="list-style-type: none"> ■ ACD networking 	<ul style="list-style-type: none"> ■ In a multi site configuration, where agents are in multiple locations, Vuesion uses the look-ahead method to distribute calls to remote sites/agents. Supervisors have the ability to view and manage remote Agents right from their Vuesion desktop software with Centralized reporting.