

A New Generation

Hosted Contact Centre System



Advanced Contact Centre Technology To Anyone, Anywhere, Anytime

Contact Centre Environment On-Demand

OpsCentral® On-Demand is a complete suite of Contact Centre technologies delivered through the Internet. With OpsCentral On-Demand businesses can now traverse physical boundaries that have impeded optimal Contact Centre implementation. OpsCentral On-Demand provides businesses with a way to avoid large investments in expensive hardware and software to establish a state-of-the-art Contact Centre. The telephone switching, IVR and Computer Telephony Integration can be provided instantly, anywhere empowering businesses to handle all aspects of communication with customers via a Contact Centre that provides consistent, high quality service with outstanding return on investment.

State-Of-The-Art Contact Centre Technology



eFrontVoice is an advanced Computer Telephony Integration (CTI) framework providing essential Contact Centre functionality such as skill-based call routing, screen pops and phone control. OpsCentral eFrontVoice is campaign oriented providing a multi-campaign call environment, grouping all activity and subsequent data into separate campaigns. The large suite of management reports, historical data, graphical real-time statistics and management tools equip the manager to micro monitor important Contact Centre metrics which are imperative to maintaining a high level of service quality to customers.

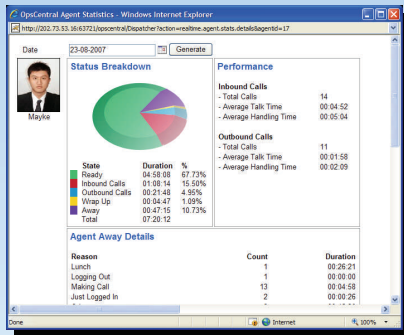
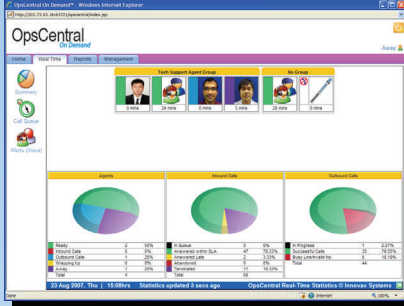
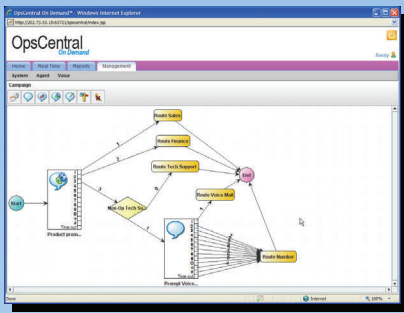


eFrontVoice:IVR provides a sophisticated Interactive Voice Response (IVR) system which works in tandem with the OpsCentral eFrontVoice CTI framework to provide effective call routing such as priority customer and agent booking whilst alleviating the call queuing process. The web based IVR setup tool allows the manager to easily establish and modify the IVR call flow process. Advanced voice recognition technology is also available, providing a further path to maximizing resource efficiency.

Business Continuity

- ⇒ Agents can log in remotely from virtually anywhere with the same capabilities as those on-site.
- ⇒ Minimal capital outlay — Simple monthly per seat licensing.
- ⇒ Inherent security with off-premise hosting.
- ⇒ No need to maintain a back-up site.
- ⇒ Quick and easy relocation, requiring only a web browser, a phone and internet access.

OpsCentral On-Demand



Interactive Voice Response (IVR)

⇒ With web-based IVR flow designer GUI tool

Computer-Telephony-Integration (CTI)

⇒ Control agents states (login, logout, away, ready, wrap-up)

⇒ Call control (make call, answer, transfer, conference, hold, retrieve, hang up and emulated listen-in)

Screen Pop

⇒ Campaign Name, Caller ID, Language and Product

⇒ External web application popup via URL

Graphical Real-Time Statistics

⇒ Real-time call centre summary

⇒ Real-time IVR call queue

⇒ Real-time alerts of calls breaching SLA with email sent on breach

⇒ Standard Reports

Data Retention for Reporting

List of reports: Agent daily report, Agent hourly report, Agent monthly report, Agent skill set report, Agent status report, Call centre daily report, Call centre hourly report, Call centre monthly report, Inbound daily report by language and product, Inbound hourly report by campaign, Inbound hourly report by language and product, Inbound monthly report by campaign, Outbound daily report, Outbound hourly report, Outbound monthly report, Strobe light report.

Optional:

⇒ Schedule Callback with Individual list and Reminder to notify agent accordingly

⇒ Do-Not-Call List with lenient/strict option

⇒ Call Recording

⇒ Web-based access for search, playback etc

⇒ Custom Tagging from agent screen

⇒ Voice archiving to media every month

⇒ Outbound Dialer

⇒ Preview and Automated dialing modes

⇒ Web-based import tool for dial list

⇒ Screen Recording

⇒ Advanced IVR (Speech recognition)

⇒ Ad-hoc reporting services

⇒ Mobile Real-Time Statistics with SMS sent on SLA breach

Included:

⇒ IP Phone + Headset

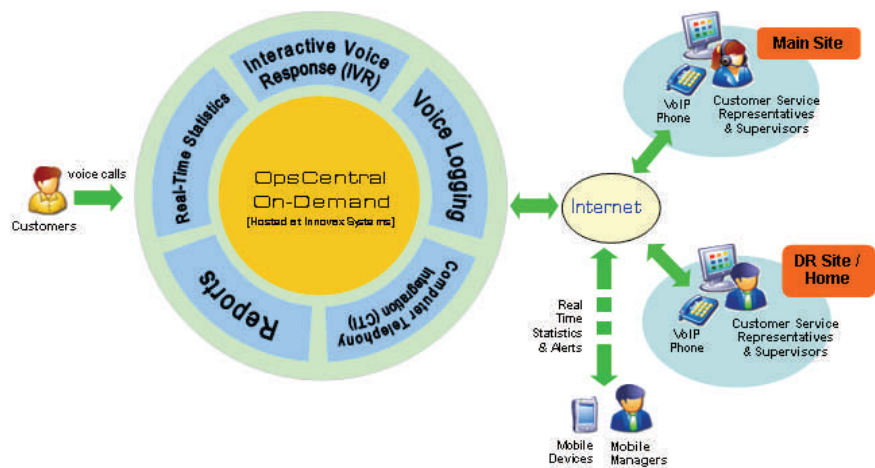
⇒ Broadband connectivity for IP Phone

Benefits

- No implementation lead time
- No hardware or software purchase
- No physical or geographical boundaries
- No engineers required to modify environment
- No on-site telephony engineer required
- No expensive software upgrade costs
- Instant scalability
- Campaign-based
- Real-time, actionable data and reporting
- IVR based queuing and call efficiency
- Voice call and screen recording
- Mobile Monitoring

Other Product/Service:-

- Contact Centre Solutions (CTI, IVR, Email, SMS & Fax Management)
- Fax Server
- Voice Logger
- Backend Integration
- IT Consulting



“An inexpensive state-of-the-art system delivered instantly allowing your customers to reach the best agent for their enquiries”

Headquartered in Singapore, Innovax Systems specializes in business consulting, software development and system integration for the contact centre industry in the Asia Pacific region. With more than 10 years experience and its proprietary contact centre system software OpsCentral®, Innovax Systems provides its clients with total solutions for their contact centre needs. OpsCentral® is a complete suite of management and productivity tools for the modern contact centre which covers voice, email and fax. Innovax Systems has provided contact centre related consulting, development and implementation services for MNC and SME customers in the region.

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