

TFB's Call Center Suite extends contact center capability to multiple media – web, e-mail, fax, and telephone – while protecting your investment in people (agents and supervisors), desktop devices (telephones and PCs), and enterprise systems.

TFB's robust feature set helps you:

- Streamline important call center functions
- Improve customer service levels
- Control costs

Call Center Suite consolidates communication between customers and the call center, enhances functionality of existing systems, and provides new tools for customer

contact management. Regardless of whether customers request contact via the Internet or telephone, all contacts are prioritized and routed under a single scheme, and are "blended" to maximize agent efficiency, customer response, and technology utilization. Agents can handle both inbound and outbound communication without relocating to different workstations or logging-in multiple times.

Agent CRM puts customer interaction history at your agents' fingertips, and provides tools to facilitate call handling in sales or service environments. CRM contact notes integrates automatically with call management features to track customer interaction whether they contact you via phone or web, and whether they get personal service or use automated systems.

Contact handling is enhanced through presentation of important information via Screen "Pop", recorded messages, and telephone-set display.

On-line, real-time data on call center activity and targeted alarm reporting further improve management of call center functions.

Applications run on a standard Windows NT or Windows 2000 platform with Dialogic telephony cards, and may be purchased "a la carte" as needed.

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Call Center Suite Features

CALL MANAGEMENT

- Infolink Connect
- ETA/Queue Position
- Enhanced Automated Attendant
- Enhanced Call Center Routing
- Automated Callback (ASAP, Scheduled)
- Automated Transcriptions
- Automated Outbound Campaigns
- ACD Reports
- Call Center Fax

MULTIMEDIA APPLICATIONS

- Agent Chat
- Agent eMail
- Agent Collaboration
- Internet Callback

AGENT/SUPERVISOR TOOLS

- Virtual Agent Set
- ACD Display
- Visual ACD Supervisor
- Screen "Pop"
- Agent CRM

Multimedia Applications

AGENT CHAT

Enables and manages Agent-Caller text chat sessions on your existing web site. Routes chat-requests to agents based on the customer's location in web site. Allows agents to handle multiple customers simultaneously.

AGENT EMAIL

Helps manage inbound email by prioritizing and routing email to agent groups. Provides desktop tools to allow agents to respond quickly, manage email queues, and escalate email to supervisors as required.

AGENT COLLABORATION

Full Agent-Caller collaboration over your web site. Application, file, and folder sharing. Lets agents interactively assist customers with web navigation or completion of on-line forms.

INTERNET CALLBACK

Enables web users to request a telephone callback from a live agent. Callback is routed to agent groups based on topic or location of the requester on your site.

The NEC/TFB Advantage

Built-in Feature Integration lets you purchase each feature as needed, with the knowledge that as modules are added, you get maximum leverage from feature interactions.

Configuration Flexibility accommodates your call center procedures, not the other way around. What's more, as you move agents around, as your call center evolves, TFB modules adapt easily with minimum hassle.

TFB's design approach leverages the NEAX platform as a key component of an evolving IP/server based architecture. Contact Centers can implement IP solutions without fear of obsolescence.

Agent/Supervisor Tools

VIRTUAL AGENT SET

Lets agents control phone functions with the click of a mouse from a virtual control panel on their PC desktop.

ACD DISPLAY

Puts detailed, real-time queue statistics on the agents' desktop. Fully configurable display and sophisticated, multi-criteria alarm system.

VISUAL ACD SUPERVISOR

Gives supervisors drag-and-drop control of callers on every trunk, right from the desktop. Multiple views show agents, trunk activity, and callbacks.

SCREEN "POP"

Displays caller information - for inbound, outbound, callback - and enables simultaneous "Pop" of the caller's record in your existing database, CRM, or help desk application.

AGENT CRM

Provides powerful customer management tools, including caller history, scripting integration, help desk, and automation of targeted marketing campaigns.

Call Management

ENHANCED AUTOMATED ATTENDANT 2.0

Full-featured, multi-level, multi-lingual auto attendant that lets supervisors quickly implement touch-tone menu systems. Built-in dial-by-name and routing functions.

AUTOMATED CALLBACK

Allows callers to hang up, while remaining in queue. The system automatically calls back and routes the caller to the appropriate agent, just as if they had remained on hold, but without the frustration and inbound toll charges.

ENHANCED CALL CENTER ROUTING

Powerful criteria-based routing uses caller ID, agent skills, DNIS, and previous caller interaction to route calls to the most appropriate agent or group.

AUTOMATED TRANSCRIPTIONS

Automates many common types of tedious caller-agent interaction by collecting caller information in the form of touch-tone and spoken replies to configurable prompts.

ACD REPORTS (NEW)

Unifies reporting between the ACD and CTI Server, providing comprehensive, detailed cradle-to-grave data on caller and agent activity.

AUTOMATED OUTBOUND CAMPAIGNS

Run simultaneous sales, appointment confirmation, and collections campaigns blended with all other inbound and outbound calls. Routes calls to IVR sessions or agents.

CALL CENTER FAX (AUTOMATED FAXBACK)

Lets callers request faxable literature from their touch tone phone without ever interacting with an agent.



FUSION