

Call Center Suite

Modular Call Center Applications for the NEC, Avaya, and Nortel ACD platforms



AUTUMN 2005

TFB TECHNOLOGY
FOR BUSINESS
We open systems...

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Monitoring and Reporting

A comprehensive suite of supervisor tools for real time and archival reporting

Contact Director

A powerful, real-time control and reporting application, fully integrated with NEAX 2400/2000

BENEFITS

- § **Empowers supervisors** – improves call center traffic control by giving supervisors point and click control of agent split assignments in real-time
- § **Superior data detail** – puts detailed information of call center and agent activity at fingertips of supervisors
- § **Tools for load balancing** – allows supervisors to react quickly to balance call center loading with a mouse click by dragging and dropping calls from queue to queue

FEATURES

- § Detailed views real-time of call and agent activity
- § User customizable display
- § Split statistics include calls in queue ETA, longest waiting, total agents, duration of agent in mode
- § Statistics for calls include call type, DNIS, ANI, account, name, duration
- § Agent stats show mode for each agent in each split, including Ready, Work, Break, Break type, and priority in split
- § Group definitions allow supervisors to categorize agents for simple re-assignment of multiple personnel

OPEN ARCHITECTURE

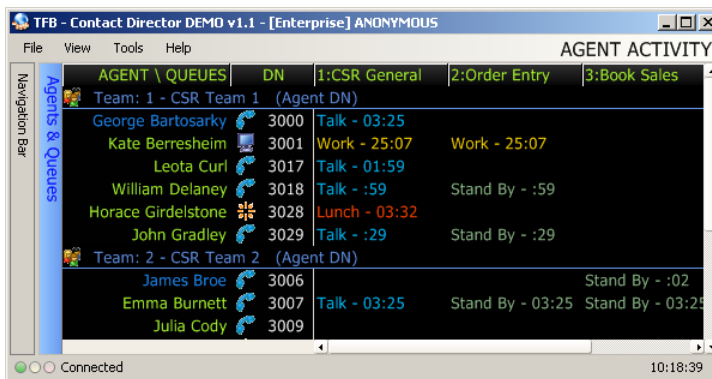
- § *User owns the data* – Optional *TFB API* allows users applications to subscribe to data stream of call statistics
- § Optional *TFB API* allows user applications to send commands for dynamic control of agent assignments

BUILT IN FUNCTIONS

- § Assign and remove agents to and from splits
- § Monitor call and agent activity
- § Real-time queue and agent statistics
- § Sort by split, stat, agent
- § Easily hide/unhide splits

PRODUCT INTEGRATION

- ACD Platform Compatibility
 - § NEC NEAX 2400/2000, and Univerge SV7000 with Infolink
 - § Nortel with Symposium/Meridian Link
 - § Avaya with ASAI



SERVICE AND ADMINISTRATION

§ Easily set up and install, access client anywhere on the LAN

The screenshot displays the 'ALL QUEUE ACTIVITY' window in TFB Contact Director DEMO v1.1. It features three main panels:

- Queues:** A table showing queue performance metrics.

Queue	Name	Calls in	ASA	ETA	LWC	Answered	In Talk	Abandons
		18 SUM	01:20 AVG.	01:44 AVG.	02:28 AVG.	45 SUM	14 SUM	2 SUM
1	CSR General	12	01:42	01:29	03:11	19	8	1
2	Order Entry	2	01:16	01:39	01:04	9	8	1
3	Book Sales		01:06	01:59		9	8	
4	DVD Sales	4	01:18	01:51	03:09	8	5	
- Agents & Queues:** A list of agents with their current status and time spent on various queues.

AGENT \ QUEUES	DN	1:CSR General	2:Order Entry	3:Book Sales	4:DVD Sales
George Bartosarky	3000	Talk - 05:40			
Kate Berresheim	3001	Work - 27:22	Work - 27:22		
John Bracken	3002	Stand By - 02:15	Talk - 02:15	Stand By - 02:15	
Lamanda Brazeal	3005		Lunch - 35:47	Lunch - 35:47	
James Broe	3006		Talk - 01:07	Stand By - 01:07	
Emma Burnett	3007	Talk - :37	Stand By - :37	Stand By - :37	Stand By - :37
Lora Carpenter	3008			Work - 25:42	
Julia Cody	3009				Talk - 01:29
Thomas Coons	3012		Lunch - 07:56		
Leota Curl	3017	Talk - 04:14			
William Delaney	3018	Talk - :59	Stand By - :59		
Frank Dolan	3019	Work - 05:42	Work - 05:42	Work - 05:42	
- Contacts & Queues:** A list of contact numbers associated with the queues.

CONTACTS \ QUEUES	1:CSR General	2:Order Entry	3:Book Sales	4:DVD Sales
	(660)916-9167	(318)438-6193		(745)111-3066
	(191)285-5110	(175)611-2646		(895)971-7288
	(548)426-8046			(222)306-9541
	(194)973-1746			(997)960-3551
	(546)557-7849			
	(161)924-2099			
	(762)665-5092			
	(641)672-5603			

Fully configurable views – Multiple panels in a single window

The screenshot displays the 'QUEUES' window in TFB Contact Director DEMO v1.1, showing a simplified view of queue activity.

Queue	Name	Calls in Q	ASA	ETA	Ans. Calls
		17 SUM	01:41 AVG.	01:55 AVG.	78 SUM
1	CSR General	10	02:09	01:42	35
2	Order Entry	3	01:49	02:14	15
3	Book Sales	2	01:12	01:43	13
4	DVD Sales	2	01:36	02:01	15

Fully configurable views – Very simple views are also easy to set up

ACD Reports

A thin-client, comprehensive archival reporting application, fully integrated with NEAX 2400/2000

BENEFITS

- § **Superior Detail** – provides summary and detail information not available from other tools
- § **Seamless reporting** across the ACD and TFB applications
- § **Contextual access to data** – interactive links built into reports let users quickly drill down from summary level to details
- § **Superior accessibility** – speeds information access, anyone with a browser and permissions can access reports!

FEATURES

- § Reports on media channels – Phone, Agent eMail, Agent Chat
- § Detailed audit trail of call transactions
- § Detailed audit trail of all agent transactions
- § Summary reports by DNIS, Split, Agent
- § Statistics include abandoned calls, average speed of answer, interaction with IVR applications, grade of service, IVR usage
- § Detail for every call – call type, DNIS, ANI, account, name, duration, agent interaction, application interaction
- § Query engine allows a search on agent, pilot, call key, or statistic
- § Support for email and web chat queues and agents
- § Designed to allow multiple NEAX ACDs
- § Reports can be permission based, segregated by *client*, *business unit*, *subunit* (Beta feature)

OPEN ARCHITECTURE

- § Reporting data available in open SQL database
- § With optional *TFB API*, users can subscribe in-house applications to the real-time TFB data feed of call and agent statistics
- § Report data also available in open, flat ASCII files for use with other applications, or import into other formats
- § Integration path for external systems, ie voice recorders

SERVICE AND ADMINISTRATION

- § Easily set up and install
- § Thin client for access to reports anywhere on LAN
- § Installation wizard speeds cutover

BUILT IN FUNCTIONS

- § Interactive drill down to call detail
- § Query engine allows a search on agent, pilot, call key, or statistic
- § Summary reports by DNIS, Split, Agent
- § Built on open SQL Database
- § Optional API for real-time data feed
- § Accommodates multiple ACDs
- § Accommodates integration of data from external systems like voice recorders
- § Supports email and web chat queues

PRODUCT INTEGRATION

- § TFB Screen Pop
 - § TFB Automated Attendant
 - § TFB Agent eMail
 - § TFB Agent Chat
 - § TFB Custom Applications
 - § All applications that log transactions
 - § Third party voice recorders
- ACD Platform Compatibility
- § NEC NEAX 2400/2000, and Univerge SV7000 with Infolink
 - § Nortel with Symposium/Meridian Link
 - § Avaya with ASAI

Daily Summary for 2004-9-29

Disconnects			Calls By Hour		
Type	Reason	Calls	Hour	Tot	Ans
Inbound	Abandoned	39	0:00	2	
Inbound	Answered	26	1:00		
Inbound	Disconnected	1168	2:00	1	
Inbound	Dispatched	5	3:00		
Inbound	Hold	6	4:00		
Inbound	In Ivr	1	5:00	3	
Inbound	Queued	58	6:00		
Inbound	Ringing	3	7:00	5	
Inbound	Transferred	172	8:00	55	30
Total		1478	9:00	108	80
			10:00	157	109
			11:00	169	105
			12:00	160	113
			13:00	172	116
			14:00	152	111
			15:00	155	113
			16:00	154	111
			17:00	97	80
			18:00	44	30
			19:00	21	1
			20:00	12	
			21:00	6	
			22:00	3	
			23:00	3	
Total			Total	1479	999

IVR Activity		
Activity	Occurances	
0	IVR Sessions	907
10		703
11	Main Menu	617
12	Secondary Menu	568
31		1
41		2
42		3
309	IVR Ann 9	907
311	IVR Ann 11	770
312	IVR Ann 12	15
313		137
315		12
412	Speak ETA	138

Figure. Daily Summary Reports show a snapshot of call center activity

	2152 EYON A	2207 JUAN A	2334 STEVE A	3247 MARIA ALBINES	2310 DAWN ANDERSON	2205 ELBA B	2528 GENE B	2306 KIMEO B	3304 SHAUN B	2243 BARBARA C	3328 GERRY C	2307 KEISHA C	2303 LISA C	2208 NATALIE C	2509 JENNIFER D	2206 JOSEPH D	2309 SUMMER D	1 ACDR Daemon	130 DEBORAH
2004-09-07	28					24	47	21	12		2	18	24	27		21	28		19
2004-09-08	25		34	27		31	20	20	34	16	23	22	13		21	4			21
2004-09-09	18			16	27	36	10	35	14		16	18			27	19			11
2004-09-10	15		18	14	19	6	16	51	16			24	16		15	14			18
2004-09-13	17	11		25	37	23	42	27	43	36	5	24	25	37		42			25
2004-09-14	19	28		26	39	33	43	28	53	22	20		26	17	3	25			17
2004-09-15	23			19	40	34	30	21		14	16	19	24	17		20			19
2004-09-16	14	14		23	35	22	35	9	35	16		21	8	8		27			16
2004-09-17	21			52	27	34	18		17		18	8	19	2	27	29			15
2004-09-20	20			10	45	29	42	16	14	28	9	21	30	29	8	36	24		17
2004-09-21	18			27	48	30	32	19	28	15		26		23	4	32	28		11
2004-09-22	26			25	49	30	39	14	23	1		28		11	1	28	33		15
2004-09-23	25			36	36	19	2	23		24		20		23	4	18	28		
2004-09-24	3			1	31	2	41	3	24	17		22		17	4	43	29		
2004-09-27	32			56	33	36	20	13	25	12	25		35	11	37	38			17

Figure. Agent Reports show agent call activity. Users drill down to more detail by clicking inside the report.

Automated Peak Management (APM)

Applications for routing and managing calls during peak traffic

ETA/Queue Position

Announces ETA and queue position to callers. Configure-by-pilot and multilingual application, fully integrated with NEAX 2400/2000

BENEFITS

- § **Improves customer service** by giving callers in queue important information prior to a callback offer, and an optional up front announcement, unique by pilot
- § **Easy to configure** – offers quick changes to configuration and voice prompts

FEATURES

- § Unique configuration for unlimited pilots
- § Multilingual capable
- § Upfront greeting option – unique by pilot, modifiable in production
- § Configurable retries and retry intervals

BUILT-IN FUNCTIONS

- § Configurable by pilot
- § Option to speak only queue position
- § Option to speak only ETA
- § Control activation from CCVs
- § Introductory announcements
Configurable by pilot
- § Set language

OPEN ARCHITECTURE

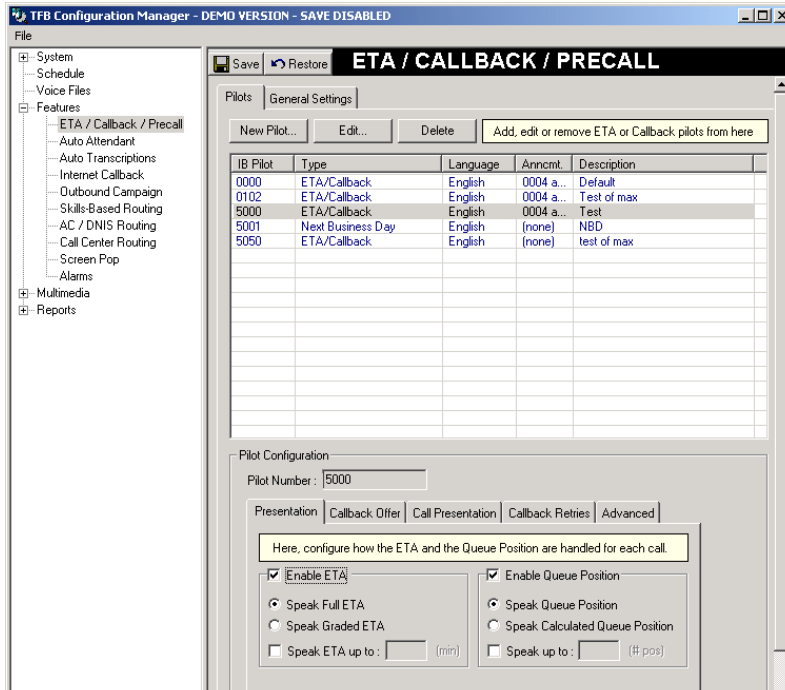
- § Configuration data resides in standard database
- § Optional *TFB API* for gives user applications real-time data feed of ETA/Queue information

SERVICE AND ADMINISTRATION

- § GUI for fast, point and click configuration
- § Easily add or edit options by pilot

PRODUCT INTEGRATION

- § TFB Automated Callback
- § TFB Recording Utility
- § TFB Custom Applications
- ACD Platform Compatibility
 - § NEC NEAX 2400/2000, and Univerge SV7000 with Infolink
 - § Nortel with Symposium/Meridian Link
 - § Avaya with ASAI



TFB Configuration Manager – ETA/Queue Position

Automated Callback

Multilingual callback application, configure-by-pilot, and fully integrated with NEAX 2400/2000

BENEFITS

- § **Optimizes staff utilization** – flattens and balances peaks and valleys of inbound call traffic, generating callbacks during lulls in volume
- § **Improves customer service** by offering options to callers in queue during “peak” traffic times
- § **True cost reduction** – reduces “800” trunk charges
- § **Enhances customer service**
 - § Immediate call answer and options regardless of ETA
 - § Customer makes informed choice to queue or select Callback
 - § ASAP, Scheduled, Internet choices
- § **Easy administration** – offers quick configuration through a GUI interface

FEATURES

- § Offers option of immediate callback or callback at specific time
- § Option to use caller ANI or prompt for callback number
- § Offers immediate, scheduled, or Next Business Day callback
- § Option for unique intro greeting on each pilot
- § Option to whisper prompt to agent
- § Configurable retry options
- § Multi-site compatible in Network Redirected Callback Mode
- § Multilingual
- § Easily configurable by GUI
- § Integrated and bundled with *TFB Recording Utility*
- § Integrated and bundled with *TFB Log Reports*
- § Integrated with optional *TFB ACD Reports*

OPEN ARCHITECTURE

- § *User owns the data* – Access to campaign records provided in standard ODBC database for enhanced web and custom applications
- § Integrated with *ACD Reports* and *Contact Director*
- § With optional *TFB ACD Reports*, reporting data available in open SQL database
- § Report data also available in open, flat ASCII files for use with other applications, or import into other formats
- § Report data also available in open, flat ASCII files for use with other applications, or import into other formats

PRODUCT INTEGRATION

- § TFB Screen Pop
- § TFB ETA/Queue Position
- § TFB Recording Utility
- § TFB Custom Applications
- § TFB ACD Reports
- § TFB Visual ACD Supervisor
- ACD Platform Compatibility
 - § NEC NEAX 2400/2000, and Univerge SV7000 with Infolink
 - § Nortel with Symposium/Meridian Link
 - § Avaya with ASAI
 - § NEC Network ACD

SERVICE AND ADMINISTRATION

- § GUI for fast, point and click configuration by pilot
- § Easily add or edit callback scenarios
- § Can be further customized through *TFB API*

TFB Configuration Manager – Automated Callback

Internet Callback

Multilingual web callback application, fully integrated with NEAX 2400/2000

BENEFITS

- § **Improves Service** – improves customer service by offering options to customers right on your website
- § **Reduces “800” trunk charges** – no initial phone-based contact and callback happens only when an agent is available
- § **Easy to Configure** – offers quick configuration through a GUI interface

FEATURES

- § Offer callback to targeted splits based on customers location in web site
- § Option to whisper prompt to agent prior to callback
- § Configurable retry options
- § Easily configurable by GUI
- § Multilingual
- § Integrated and bundled with *TFB Recording Utility*
- § Integrated and bundled with *TFB Log Reports*
- § Integrated with optional *TFB ACD Reports*
- § Integrated with *Contact Director*

OPEN ARCHITECTURE

- § With *TFB Open API* – enables users to generate callbacks from other applications
- § With *TFB Open API* – users can subscribe in-house applications to the real-time TFB data feed
- § With optional *TFB ACD Reports*, reporting data available in open SQL database
- § Report data also available in open, flat ASCII files for use with other applications, or import into other formats

BUILT IN FUNCTIONS

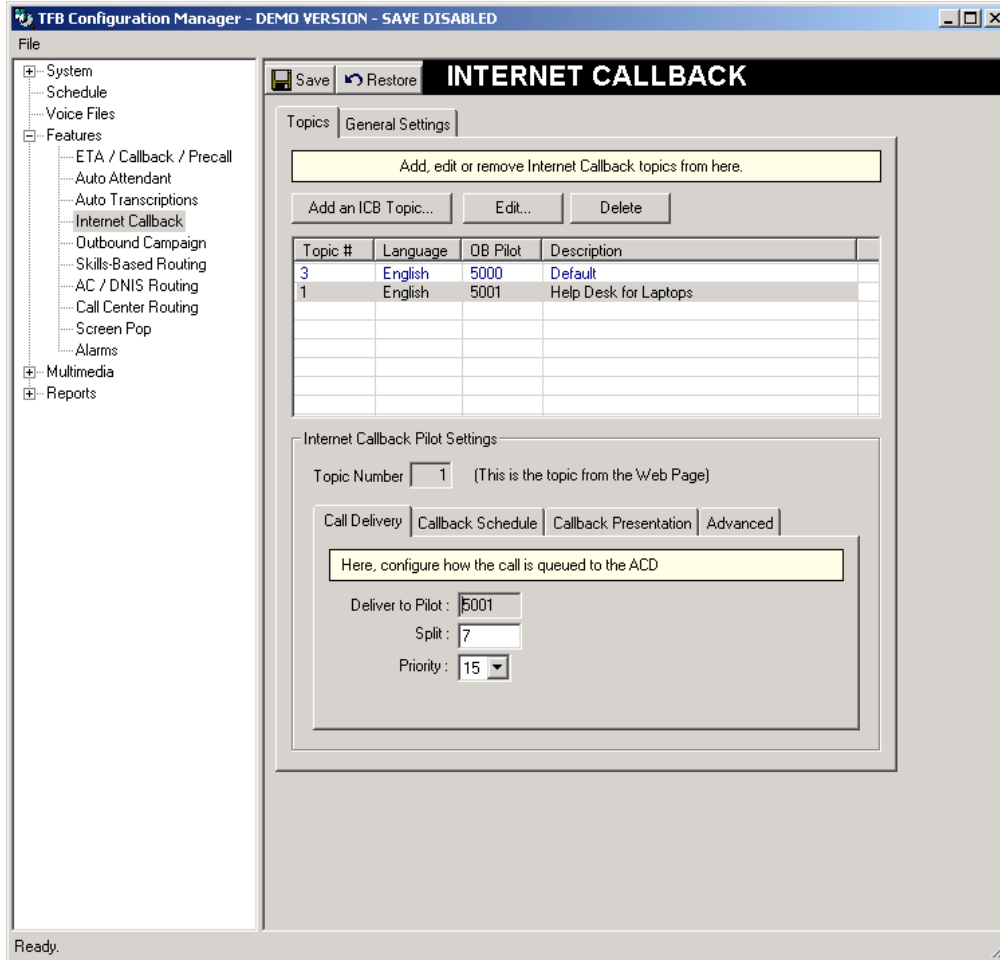
- § Offer topic based callback
- § Use ANI or prompt for callback phone
- § Default callback handling for unconfigured pilots
- § With Screen Pop, caller topic is displayed for agent
- § Multilingual

PRODUCT INTEGRATION

- § TFB Screen Pop
 - § TFB Recording Utility
 - § TFB Custom Applications
 - § TFB ACD Reports
 - § TFB Visual ACD Supervisor
- ACD Platform Compatibility
- § NEC NEAX 2400/2000, and Univerge SV7000 with Infolink
 - § Nortel with Symposium/Meridian Link
 - § Avaya with ASAI

SERVICE AND ADMINISTRATION

- § GUI for fast, point and click configuration by pilot
- § Easily add or edit callback scenarios



TFB Configuration Manager – Automated Callback

Enhanced Automated Attendant

A GUI based, full-featured multilingual Auto Attendant, integrated with NEAX 2400/2000

BENEFITS

Provides central menu driven administration for ...

- § **Empowers Supervisors** with call flow control – GUI interface lets you change menu options and customer routing without resetting the system
- § **Speeds development** of custom applications
- § **Allows quick changes** to voice prompts and menus

FEATURES

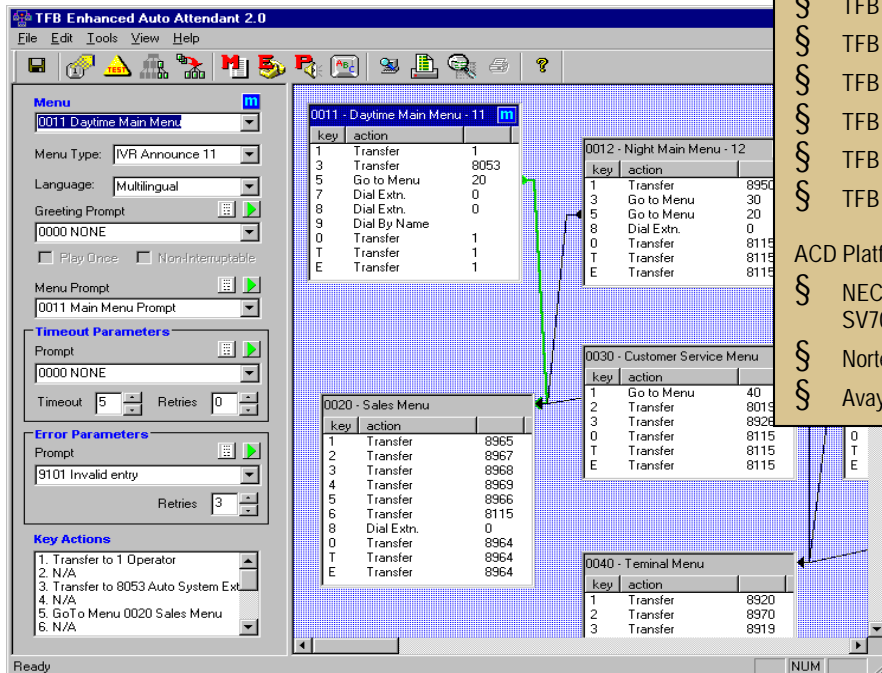
- § Unlimited Menus and Menu Levels
- § Intuitive GUI for fast menu configuration
- § Built-in touchtone functions
- § Multilingual – sophisticated language-smart menu trees
- § Dial by Name
- § Play-once menu greeting option
- § Electronic or Hook flash transfer modes
- § Visual display of menu tree
- § Pre-implementation call flow testing
- § Configurable Error and Timeout handling options
- § Password protect configuration access to individual menu trees
- § Utility for recording voice prompts

TOUCH TONE FUNCTIONS

- § Transfer to Menu
- § Transfer to ACD Pilot
- § Transfer to Extension
- § Return to NEAX ACD CCV
- § Dial Extension
- § Play Recorded Message
- § Return to previous Menu
- § Return to Main Menu
- § Hang up
- § Run custom Application
- § Offer callback / Automated Transcription
- § Set menu language
- § Use any touchtone function for error or timeout handling

PRODUCT INTEGRATION

- § TFB Screen Pop
- § TFB Enhanced Call Center Routing
- § TFB Callback
- § TFB Recording Utility
- § TFB Custom Applications
- § TFB ACD Reports
- § ACD Platform Compatibility
- § NEC NEAX 2400/2000, and Univerge SV7000 with Infolink
- § Nortel with Symposium/Meridian Link
- § Avaya with ASAI



REPORTING

- § Detailed Usage Reports – PEG counts on options, menu use
- § Integration with optional *TFB ACD Reports*
- § Call data captured for cradle-to-grave reporting
 - Prevents duplicate or lost call events
 - Key stroke capture

SERVICE AND ADMINISTRATION

- § User administration via Windows-based GUI
 - User “programs” call trees including automated options
 - Entire Auto Attendant database visible and accessible
 - Off-line development and testing
- § Fast plug in of custom applications
- § Easily add or edit menus
- § Drop down selection to easily assign touchtone functions
- § Visual display of menu
- § Pre-implementation call flow testing
- § Voice prompt recording utility, password protected
- § Password protected configuration access to individual menu trees

OPEN ARCHITECTURE

- § Gateway to user-programmed custom applications – speeds custom development
- § Configuration data available to other applications, editable with text editor
- § Report data available in open, flat ASCII files for use with other applications, or import into other formats
- § With TFB ACD Reports, reporting data available in open SQL database
- § Unlimited local and remote administrative access
- § User data attached to call record
 - § No repeat caller inputs
 - § Data follows call (Screen pop)
 - § Call progress monitoring to key menu and application offerings at each step in call progress

Enhanced Call Center Routing

Data driven ANI routing for NEAX 2400/2000 call centers

BENEFITS

- § **Improves Service Level** – ensures callers that are identified by the system get to the right split, agent, or pilot
- § **Improves continuity of service** – returns callers to the same agent when an issue must be handled with multiple calls
- § **Simple Maintenance** – routing adjusts based in interaction lets agents modify routing rules in production based on caller interaction

FEATURES

- § Transfer to queues, pilots, extensions
- § Agent interface for modifying caller routing
- § Integration with *Screen Pop*
- § Built-in ANI routing database
- § Routing based on any area code and DNIS combination
- § Built-in call tagging functionality
- § Option to route to agent personal pilot on next call
- § Integration with Log Reporting
- § Default routing options

OPEN ARCHITECTURE

- § Optional *TFB API* for call tagging and routing
- § Use the TFB Routing database, or point to user's existing standard database (Oracle, SQL...)
- § Report data available in open, flat ASCII files for use with other applications, or import into other formats
- § With *TFB ACD Reports*, reporting data available in open SQL database
- § Configuration data stored in open SQL database

BUILT IN FUNCTIONS

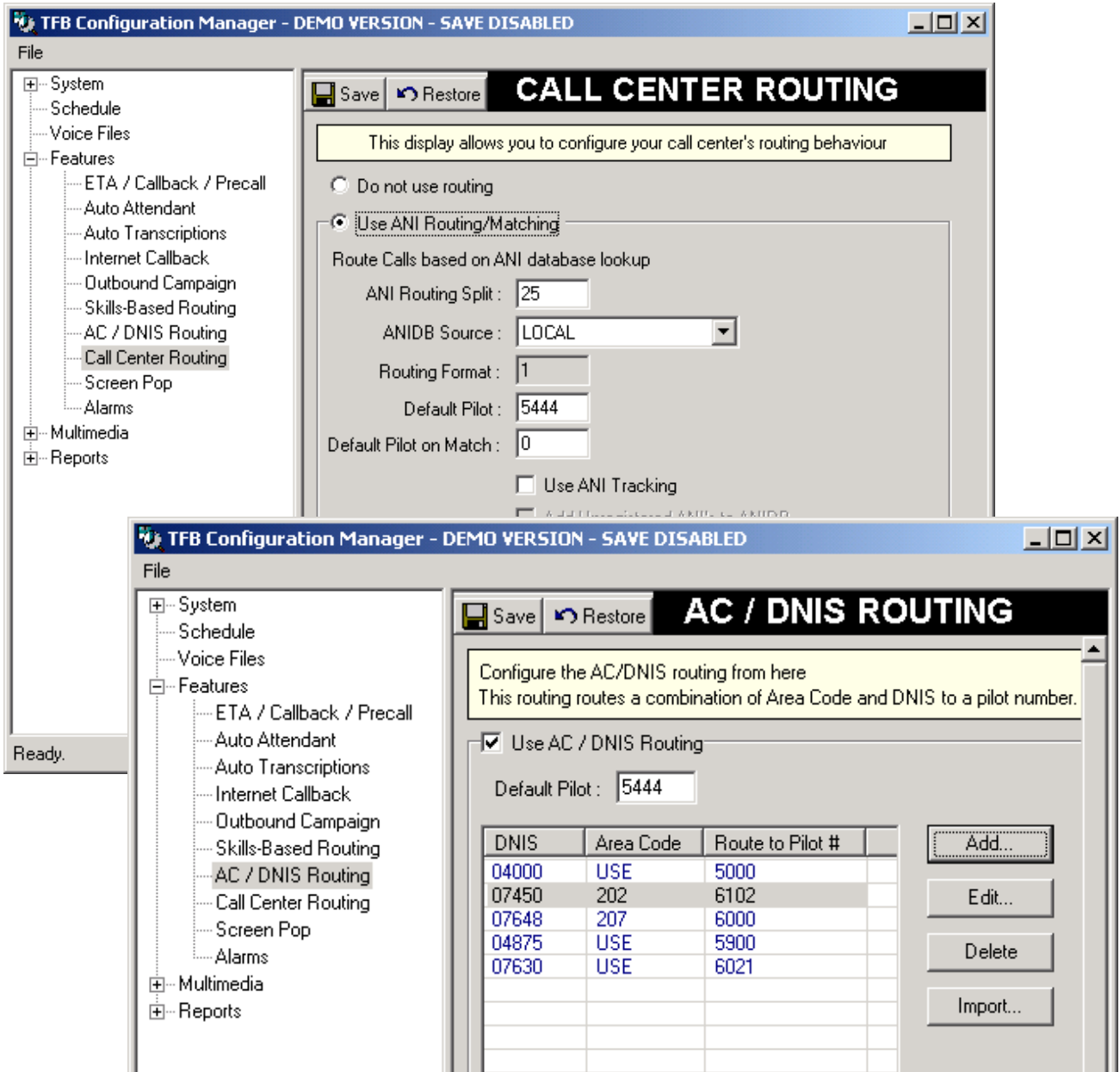
- § Routing by full ANI
- § Routing by area code and DNIS combinations
- § Wildcard matching for Area code and DNIS routing
- § Integration with ACD CCVs
- § Default routing pilots
- § Agent interface helps refine routing rules based on caller interaction

PRODUCT INTEGRATION

- § TFB Screen Pop
 - § TFB Automated Attendant
 - § TFB Custom Applications
 - § TFB Visual ACD Reports
- ACD Platform Compatibility
- § NEC NEAX 2400/2000, and Univerge SV7000 with Infolink
 - § Nortel with Symposium/Meridian Link
 - § Avaya with ASAI

SERVICE AND ADMINISTRATION

- § Easily set up and installed
- § GUI Interface for Area code and DNIS routing rules



Skills-Based Routing

A rules and skills driven routing for NEAX 2400/2000 call centers

BENEFITS

- § **Improves customer service** – ensures that callers get to the best available agent for the call
- § **Easy administration** - provides GUI tools for supervisors to grade and prioritize the skills sets of multi-split agents

FEATURES

- § Supervisor GUI for grading and assigning agents
- § Intuitive ABC grading system
- § Integration with Log Reporting
- § Integration with Agent eMail and Agent Chat
- § Application can modify CCVs on the fly

BUILT IN FUNCTIONS

- § Supervisor GUI for grading and assigning agents
- § Intuitive ABC grading system
- § Integration with Log Reporting
- § Integration with Agent eMail and Agent Chat

OPEN ARCHITECTURE

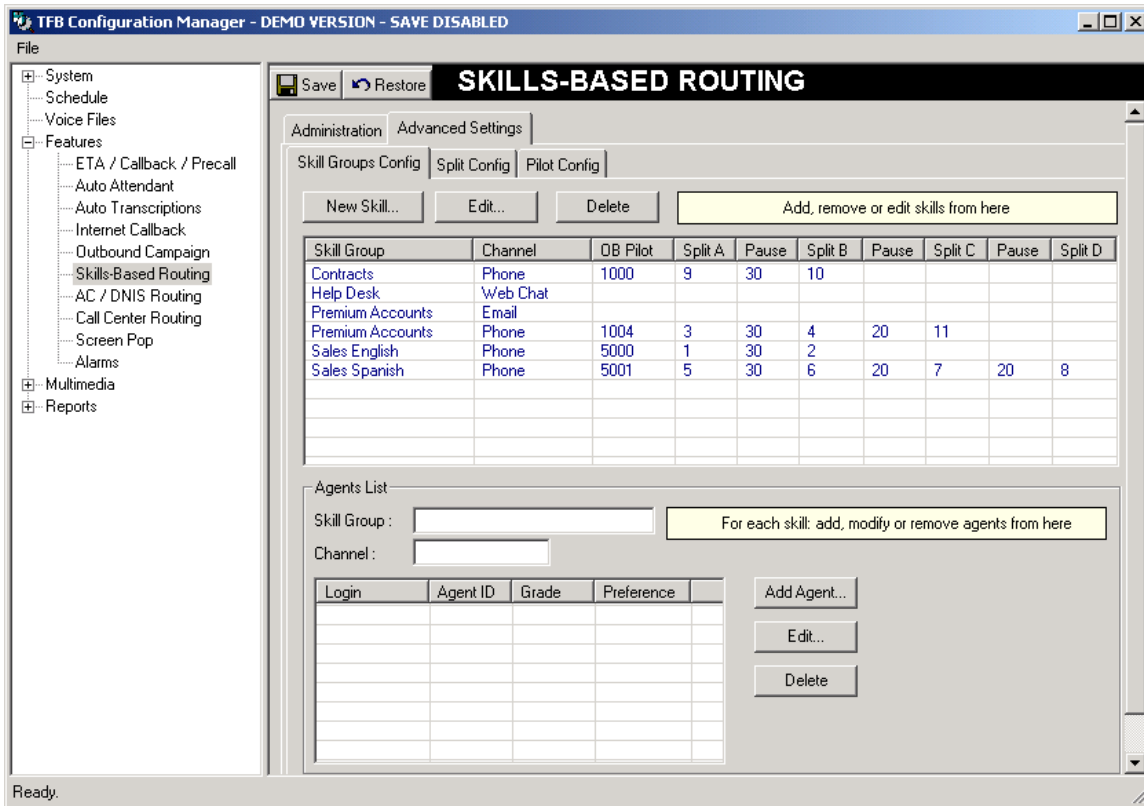
- § With *TFB Open API* – enables users to write applications that generate routing commands
- § With optional *TFB ACD Reports*, reporting data available in open SQL database
- § Report data also available in open, flat ASCII files for use with other applications, or import into other formats
- § With optional *TFB API*, users can subscribe in-house applications to the real-time TFB data feed
- § Configuration data stored in open SQL database

PRODUCT INTEGRATION

- § TFB Screen Pop
- § TFB Automated Attendant
- § TFB Enhanced Call Center Routing
- § TFB Agent eMail
- § TFB Agent Chat
- § TFB Custom Applications
- § TFB Visual ACD Reports
- § NEAX 2400/2000, and Univerge SV7000

SERVICE AND ADMINISTRATION

- § GUI Interface for defining skills and setting agent grades
- § GUI Interface user permissions allow different access levels for administrators and technicians



TFB Configuration Manager – Skills-Based Routing

Automated Outbound Campaigns

Fully blended, data-driven call campaigns. Modes include direct-to-agent campaigns, or fully automated IVR. Integrated with NEAX 2400/2000

BENEFITS

- § **Improves Efficiency** – provides *true blending* of outbound and inbound calls, with configurable priorities
- § **Frees Staff** – agent-less, IVR campaign mode frees up call center agents for other tasks
- § **Drive Campaigns with Text Data** - standard file support allows campaign import from any legacy data source
- § **Better Connection Success** – agent is “on the call” when customer answers, eliminating customer dissatisfaction and regulatory restriction
- § **Easy configuration** – offers quick configuration through a GUI interface and campaign templates

FEATURES

- § Offers multiple simultaneous outbound campaigns
- § Campaigns can be either direct-to-agent campaigns, or fully automated IVR
- § Set auto-start at specific time, or set to manual start
- § Templates let you configure call flow for each campaign
- § Remote client lets supervisors monitor, pause, start or stop individual campaigns
- § Campaigns can run for single day or across multiple days
- § Option to whisper prompt to agent for each campaign call
- § Configurable retry options
- § Easily configurable by GUI
- § Multilingual option
- § Bundled with *TFB Recording Utility*
- § Integrated and bundled with *TFB Log Reports*
- § Integrated with optional *TFB ACD Reports*

BUILT IN FUNCTION HIGHLIGHTS

- § Offers multiple simultaneous outbound campaigns
- § Set auto-start at specific time, or set to manual start
- § Remote client lets supervisors monitor, and control individual campaigns

PRODUCT INTEGRATION

- § TFB Screen Pop
- § TFB Recording Utility
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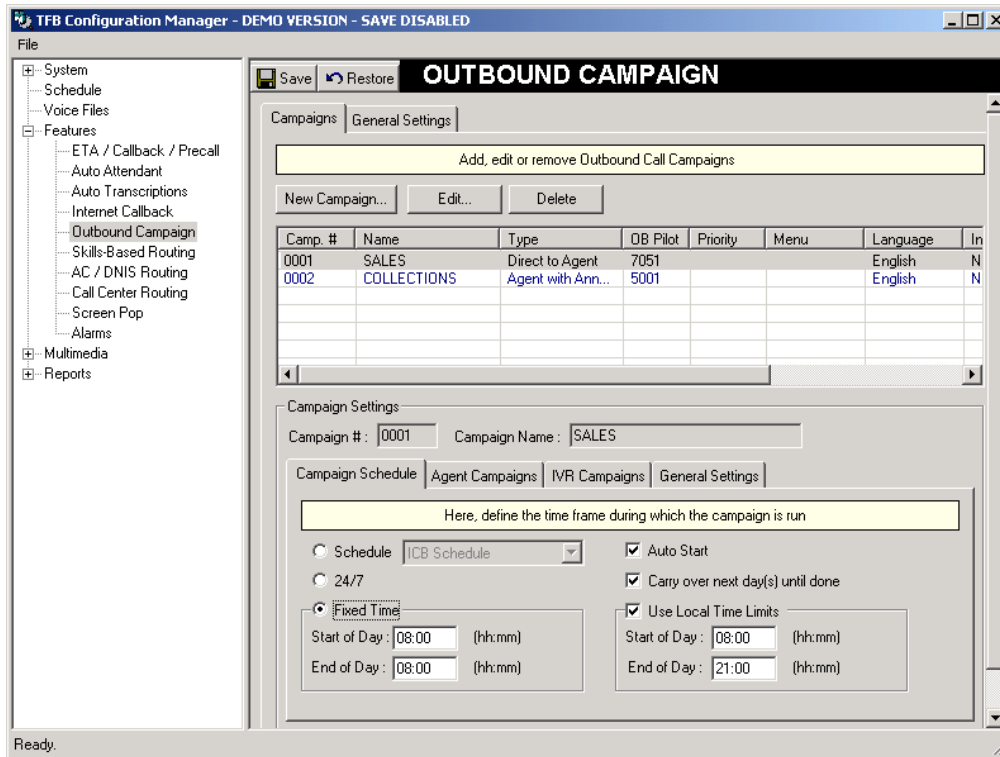
OPEN ARCHITECTURE

- § Data-driven – User fields can populate screen pop, and affect campaign presentation
- § *User owns the data* – Access to campaign records provided in standard ODBC database for enhanced web and custom applications
- § With optional *TFB API*, users can subscribe in-house applications to the real-time TFB data and reporting feed
- § With optional *TFB ACD Reports*, reporting data available in open SQL database
- § Report data also available in open, flat ASCII files for use with other applications, or import into other formats

§ Configuration data stored in open SQL database

SERVICE AND ADMINISTRATION

- Easily set up and installation
- Configured through centralized TFB Config Manager



TFB Configuration Manager – Automated Outbound Campaigns

Abandoned Call Notification

Real-time, supervisor notification of abandoned calls on specified pilots, fully integrated with NEAX 2400/2000

BENEFITS

- § **Mission critical notification** - Prevents abandons from going unnoticed in designated VIP or critical splits.

FEATURES

- § Send immediate email or pager notification
- § Option to use caller ANI and generate a callback
- § Monitor specific pilots or splits
- § Option to generate abandoned notice as a screen pop to agents in the relevant split
- § Integrated and bundled with *TFB Log Reports*
- § Integrated with optional *TFB ACD Reports*

SERVICE AND ADMINISTRATION

- § GUI for fast, point and click configuration by pilot

OPEN ARCHITECTURE

- § Integrated with *ACD Reports* and *Contact Director*
- § With optional *TFB ACD Reports*, abandoned reporting data available in open SQL database
- § Raw data for abandoned calls also available in open, flat ASCII files for use with other applications, or import into other formats
- § With optional *TFB API*, users can subscribe in-house applications to the real-time TFB data feed

BUILT IN FUNCTIONS

- § Email or Pager Notification
- § Offer immediate or scheduled callback
- § Option to use caller ANI and generate a callback
- § Monitor specific pilots or splits
- § Option to generate abandoned notice as a screen pop to agents in the relevant split

PRODUCT INTEGRATION

- § TFB Screen Pop
- § TFB Callback
- § TFB Custom Applications
- § TFB ACD Reports
- § TFB Visual ACD Supervisor

SAMPLE Abandoned Call Email Notification

```
Abandon list to Abandoned
Call arrived - 05/11/2004 at 08:44:03
  Abandoned - 05/11/2004 at 08:44:14
    ANI - 310-3725486
    Pilot - 3864
    Split - 1
    Account - 312455 / James Patterson / Sales
    Client - 3/4/1
```

http://mediaserver/reports/call_details.php?call_key=12004132000262

--- end of email ---

Post Call Survey

Automatically send your callers to satisfaction surveys after they talk with an agent or anytime in call flow. NEAX 2400/2000 and SV7000

BENEFITS

- § **Measure Satisfaction where it matters most** – Right after interaction with an agent is when calls want to tell you about their experience.

FEATURES

- § Option to ask callers in queue whether they would like to participate in a survey after they talk with an agent.
- § Ability to configure multiple survey types lets your callers give you feedback while waiting in queue, on nearly anything you want to measure.
- § Lets you regulate how frequently survey is offered to callers
- § Question types include true/false, multiple choice, yes/no, and numeric.
- § Integrated and bundled with *TFB Log Reports*

SERVICE AND ADMINISTRATION

- § Fully configurable surveys and questions.
- § Bundled with TFB Recording Utility so your staff can easily record survey questions.

OPEN ARCHITECTURE

- § Integrated with *ACD Reports* and *Contact Director*
- § Raw for survey calls also available in open, flat ASCII files for use with other applications, or import into other formats

BUILT IN FUNCTIONS

- § User definable surveys
- § Multiple question types built in – numeric, true/false. Multiple choice
- § Run unique and separate surveys based on where caller is in call flow

PRODUCT INTEGRATION

- § TFB Screen Pop
- § TFB Callback
- § TFB Custom Applications
- § TFB ACD Reports
- § TFB Visual ACD Supervisor

Screen Pop

A client-server application that displays call info. Optional integration can be used to pop existing customer service applications in coordination with inbound and outbound calls. Fully integrated with NEAX 2400/2000

BENEFITS

- § **Improves customer service** – speeds interaction between callers and agents, prevents repetitive requests for caller account numbers
- § **Improves agent efficiency** – measurable improvement in agent transaction speed, servicing more calls, faster.
- § **Easy to configure** – offers quick changes to configuration at the agent desktop

FEATURES

- § Facilitates screen pop of existing desktop applications
- § Default display of standard call information – call type, DNIS, ANI, Account, caller name
- § Screen Pop persists through transfers, interaction with TFB Auto Attendant, and routing through TFB applications
- § Integrates to *pop* any existing user application with a standard, open API
- § Allows user-definable data to travel with call (call tagging)
- § Easily configurable by GUI
- § *URL option* – Offers capability to automatically embed call info – name, account, ANI – in URL format for integration to thin client, browser applications, ie. *Peoplesoft*
- § *Clipboard option* – Automatically places account number in Windows clipboard
- § *DDE option* – Offers standard DDE interface for third-party application integration
- § Screen Pop client available in C++ or JAVA versions

SERVICE AND ADMINISTRATION

- § GUI for fast, point and click configuration
- § Installation of client is fast and easy

BUILT IN FUNCTIONS

- § Places account number in Windows clipboard
- § Options to automatically embed call info in URL format for integration to thin client, browser applications
- § Supports standard DDE integration
- § Built in virtual agent phone

PRODUCT INTEGRATION

- § TFB Callback
- § TFB Internet Callback
- § TFB Automated Outbound Campaigns
- § TFB Call Center Routing
- § TFB Custom Applications
- § Third party desktop CRM/Help Desk/CSR apps with open API for data exchange

ACD Platform Compatibility

- § NEC NEAX 2400/2000, and Univerge SV7000 with Infolink
- § Nortel with Symposium/Meridian Link
- § Avaya with ASAI

OPEN ARCHITECTURE

- § With optional *TFB API*, user applications can...
- tag calls with data for use in eventual screen pop
 - receive data directly from CTI Server
 - Perform phone-in-a-drawer functions via TCP/IP or COM for thin client applications

The screenshot shows a window titled "TFB Workstation Agent" with a menu bar containing "File", "Call", "Tools", "AutoANI", "AutoAcct", "Logon", "Logoff", and "Help". The main area displays the following information:

Status: INBOUND CALL
ANI: 213-435-3237 DNIS: 4002 HR

Account:
Misc:

Name:

Email:

30 Days:
60 Days:
90 Days:
Current Pmnt:
Previous:

Multimedia Contact Management

Applications for routing and managing Internet touch points via web chat and email

Agent Chat

A thin client, blended web chat interface for NEAX 2400/2000 call centers

BENEFITS

- § **Streamlines and Bolsters Service** – instant assistance to web users routed to agents based on context. Ensures efficient, targeted handling of web based inquiries
- § **Reduces Per Contact Costs** – increases customer service by providing contact options
- § **Reduces Staffing Costs** – agents handle multiple simultaneous inquiries, which means you provide service to more customers, with fewer agents.

FEATURES

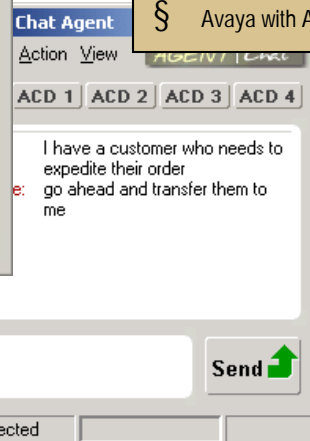
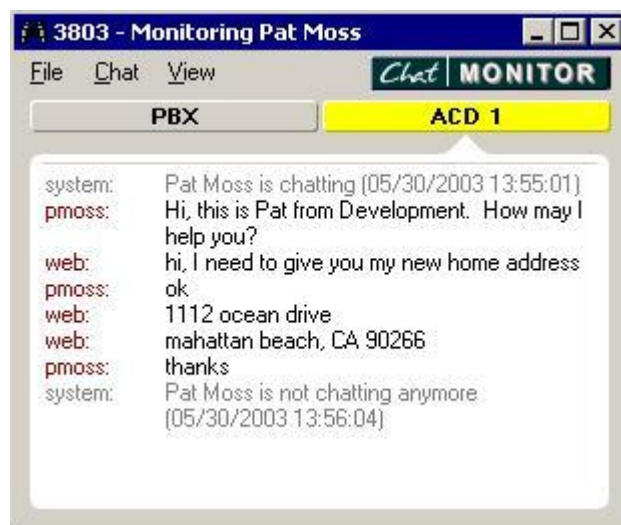
- § Queued, prioritized, and blended with other contact channels
- § Transfer to queues
- § Supervisor monitor
- § Agent to agent chat
- § Collaboration allows agents to Push Web page
- § Keyword filter
- § Integration with reporting tools
- § Web interface retains look and feel of user's site
- § Integrated and bundled with *TFB Log Reports*
- § Integrated with optional *TFB ACD Reports*

BUILT IN FUNCTIONS

- § Queued, prioritized, and blended with other contact channels
- § Transfer to queues
- § Integrated with reporting
- § Supervisor monitor
- § Agent-to-agent chat
- § Keyword filter
- § Push web pages

PRODUCT INTEGRATION

- § TFB Screen Pop
- § TFB Custom Applications
- § TFB Visual ACD Supervisor
- § TFB ACD Display
- § TFB ACD Reports
- § NEAX 2400/2000, and Univerge SV7000
- § Nortel with Symposium/Meridian Link
- § Avaya with ASAI

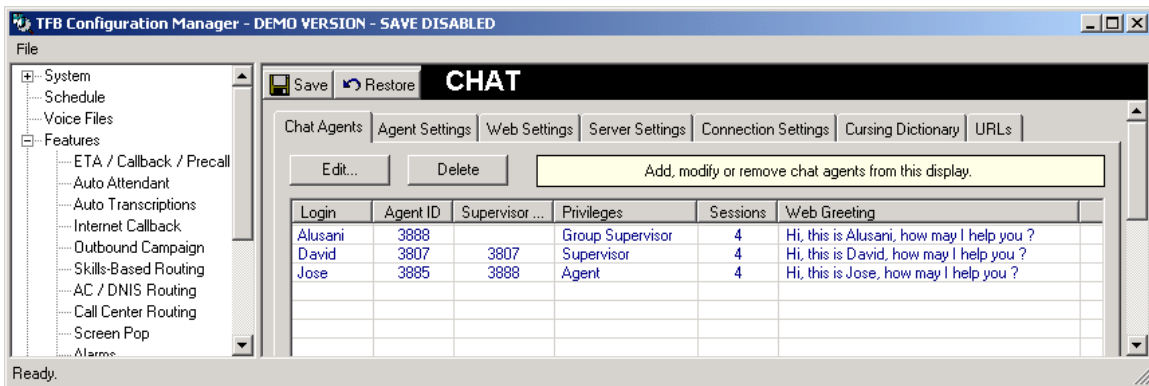


OPEN ARCHITECTURE

- § Report data also available in open, flat ASCII files for use with other applications, or import into other formats
- § With optional *TFB ACD Reports*, reporting data available in open SQL database
- § With optional *TFB API*, users can subscribe in-house applications to the real-time TFB data feed, or write unique applications that access live or archived chat data
- § Configuration data stored in open SQL database

SERVICE AND ADMINISTRATION

- § Easily set up and install
- § Quick configuration changes with GUI tool
- § Installation wizard speeds cutover and deployment



Agent Email

A thin-client, blended inbound email queuing, routing, and reply system for NEAX 2400/2000 call centers.

BENEFITS

- § **Streamlines Service** – ensures efficient handling of inbound email messages
- § **Smart Routing** – targets email to specific agent queues
- § **Improves Responsiveness** – provides instant response via automated acknowledgement

FEATURES

- § Blended with other contact channels – phone, chat, campaigns
- § Queue-based architecture
- § Push or pull email delivery
- § One-button handling – Escalation, spam tag, transfer
- § Accommodates your HTML marketing templates
- § Saves attachments separately
- § Automatically routes exchanges involving multiple email messages back to the same agent
- § Transparent integration with existing POP3 server
- § Integrated and bundled with *TFB Log Reports*
- § Integrated with optional *TFB ACD Reports*

BUILT IN FUNCTIONS

- § Push or pull email delivery
- § Transfer to queues
- § One-button handling – Escalation, spam tagging
- § Accommodates HTML templates
- § Saves attachments separately

PRODUCT INTEGRATION

- § TFB Screen Pop
- § TFB Agent Chat
- § TFB ACD Reports
- § TFB Custom Applications
- § TFB Visual ACD Supervisor
- § NEAX 2400/2000, and Univerge SV7000
- § Nortel with Symposium/Meridian Link
- § Avaya with ASAI

The screenshot displays the TFB agentEmail interface. The main window shows an email from kevin.thielemier@OPTUSINC.COM with subject 'newsletter items'. Below the email content, there are buttons for 'Reply', 'Send', 'Spell Check', and 'Grammar'. A 'Browse Queues' panel is open, showing a list of queues: tfbemailtesting, tfbemailtesting2, techsupport, and +tfbemailtesting (which is selected). A 'Search Email' panel is also visible, showing search criteria and a table of search results.

Date	Queue	From	Subject	Bytes
01-02 10:31	techsupport	tannateptson@truck...	the generics that also works...	624
01-02 10:31	tfbemailtesting	tannateptson@truck...	the generics that also works...	624
12-14 00:01	tfbemailtesting	tfbagentemail@optust...	RE: Microsoft Outlook Test Mes...	48
12-13 12:31	tfbemailtesting	tfbagentemail@optust...	Microsoft Outlook Test Message	137
12-13 12:31	tfbemailtesting	tfbagentemail@optust...	Microsoft Outlook Test Message	137
12-13 12:31	tfbemailtesting	tfbagentemail@optust...	Microsoft Outlook Test Message	137

OPEN ARCHITECTURE

- § Integrated with *ACD Reports*, *ACD Display* and *Contact Director*
- § With optional *TFB ACD Reports*, reporting data available in open SQL database
- § Report data also available in open, ASCII files for use with other applications, or import into other formats
- § With optional *TFB API*, users can subscribe their applications to the real-time TFB data feed
- § Configuration data stored in open SQL database

SERVICE AND ADMINISTRATION

- § Easily set up and installation
- § Configured through centralized TFB Config Manager
- § Installation wizard speeds cutover and deployment

The screenshots illustrate the configuration interface for the TFB Call Center Suite. The top-left window shows the 'EMAIL' configuration with a table of queue settings:

Queue Name	Q #	Prio.
support	1	15
info	2	15
+info	4	15
+support	5	15

The top-right window shows the 'QUEUES' configuration with a table of queue details:

Type	Name	Q. #	Break ...	Priority	Esc.	Schedule
chat	demo	0	9	15	0	(none)
chat	Support	1	9	15	0	(none)
chat	Product Information	2	9	15	0	(none)
chat	Development	3	9	15	0	(none)
chat	Eliza	7	9	15	0	(none)
email	support	1	9	15	0	(none)
email	info	2	9	15	0	(none)
email	+info	4	9	15	1	(none)
email	+support	5	9	15	1	(none)

The bottom window shows the 'EMAIL' configuration with 'General Settings' for agent exclusivity and email acknowledgements.

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