



CCAI-Contact Center™

is a full service CTI CRM solution and framework which uniquely merges all of your business critical data into one intuitive online interface, providing comprehensive and timely reporting across a wide array of business metrics. Start saving time and money today with CCAI-ContactCenter™.

CCAI-ContactCenter™ is the product for contact centers needing a singular, cohesive environment under which all daily business needs can be tracked and maintained. Teleformix™, LLC responded to that need with CCAI-ContactCenter™, which has resulted in reduced operating costs and increased Return on Investment (ROI). The application is implemented on the CCAI™ framework: a highly scalable and fully distributed computing environment. Now you can leverage the power of one single platform to maximize productivity.

Exceptional customer service should be the foremost priority of a modern contact center. CCAI-ContactCenter™ has the tools to improve client relationships by providing Integrated Support Systems (ISS). Clients will notice the benefits of CCAI-ContactCenter's™ CTI architecture, which include increased calls per agent and a marked decrease in minutes per call. Agent skills are uniquely qualified and integrated into CCAI-ContactCenter™, which routes calls to the most appropriate CSR, depending on the existing logic protocols. CCAI-ContactCenter™ provides integrated call handling, routing, queuing, and tracking. In addition, all customer events including incoming phone number, email and web-related details are captured by this robust application. These features operate flawlessly for inbound, outbound and balance-blended calls; thereby eliminating the need to take calls in and out of queues.

A contact center's Productivity Index can be measured by CCAI-ContactCenter™. As bottom line numbers increasingly play a greater role in determining success, CCAI-ContactCenter™ enables contact centers to assess agent productivity while also making the best use of all agents. CCAI-ContactCenter™ can support an unlimited number of agents, including users from any remote broadband terminal.

Typically, contact centers employ scripts to assist their CSRs in managing numerous campaigns that have multiple variables. CCAI-ContactCenter's™ ScriptManager works by loading the client's data, testing scripts, and then providing a workflow system based on the business logic requirements of an individual call center.

- Enterprise Application Integration framework
- Merges business critical data into one intuitive online interface
- Highly scalable, fully distributed environment
- Allows for Web services-enabled CTI integration
- Qualified agent skills and call routing
- Scripting based on business logic requirements
- Real time monitoring
- Integrated QA interface tools
- Fully scripted environment
- Real time and ongoing reporting at agent, center, campaign and product levels

This enables management personnel to test the performance and progress of a campaign before it goes live.

Customer History Management is an integral part of an effective contact center, and CCAI-ContactCenter™ has the tools and practices in place that enable complete control. Contact center representatives can now have the entire history of a customer online and available for reference purposes when on the phone with a contact. All previous transactions are available, from individual sales and item details to call dispositions. CCAI-ContactCenter™ has been designed to expedite the process of locating caller-related data, which

decreases call length and increases call center throughput. As a result, customer satisfaction will rise and customer loyalty will naturally follow.

In addition to integrating inbound/outbound telephony, CCAI-ContactCenter™ provides e-mail and on-line chatting capabilities to any application. Through the CCAI integration platform, web-based or Web services-enabled applications can communicate and interact with CCAI-ContactCenter™ and become web-enabled CTI (Computer Telephony Integration) applications.

All contact centers rely heavily on accurate reporting to assess offer success. CCAI-ContactCenter™ utilizes Enterprise Resource Manager (ERM) tools to provide Crystal Reports that focus on today's business-critical issues. Real time reporting provides a sharp, critical perspective on performance and standards that closely track profitability indices, among other variables. The reports are capable of outputting upfront productivity metrics of individual CSR performance related to sales per hour, contacts per hour, conversions, and cancels across all vendors. CCAI-ContactCenter™ reports measure execution and backend consistency at a center, campaign and product level, offering scalable, high-level perspectives.

MANAGE YOUR ENTIRE CONTACT CENTER WITH ONE APPLICATION.