



Enghouse Interactive Communications Center

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Communications Center Overview (EICC)



客戶期望更多更完整

任何時間



客戶的期望已經改變並且與日俱增，他們希望能夠與任何想要互動的人交流——如何確保他們想要的和他們期望的能保持一致。

任何地點



消費者主導著智慧設備的創新，從單純語音走向數位化。Y世代和Z世代要的是數位式的互動，而X世代還停留在只需要語音的時代。

任何方式



社交媒體(Social Media)的快速增長意味著客戶需要更多個人化的社交媒體管道

採取智慧化方法

客戶



確認您客戶使用 IDV
CLI、使用者名、
a/c# 或電子郵件的內容，
你可以有智慧地
決定哪些是對你有價值的，
還有客戶的需求可能是甚麼。

互動方式



瞭解客戶的想法和
需求後，您可以依據客
戶的重要性或過去的
互動型態，決定是由
客戶自行完成或指派
專人服務。

最佳解決方案



建立有系統性的客戶
資料管理，您可以有
效率地分派客戶服務
的路徑

歷史

- 可與 Cisco UCM, Avaya, NEC & Microsoft Lync 整合



Registered member of
AVAYA DevConnect
Program

NEC



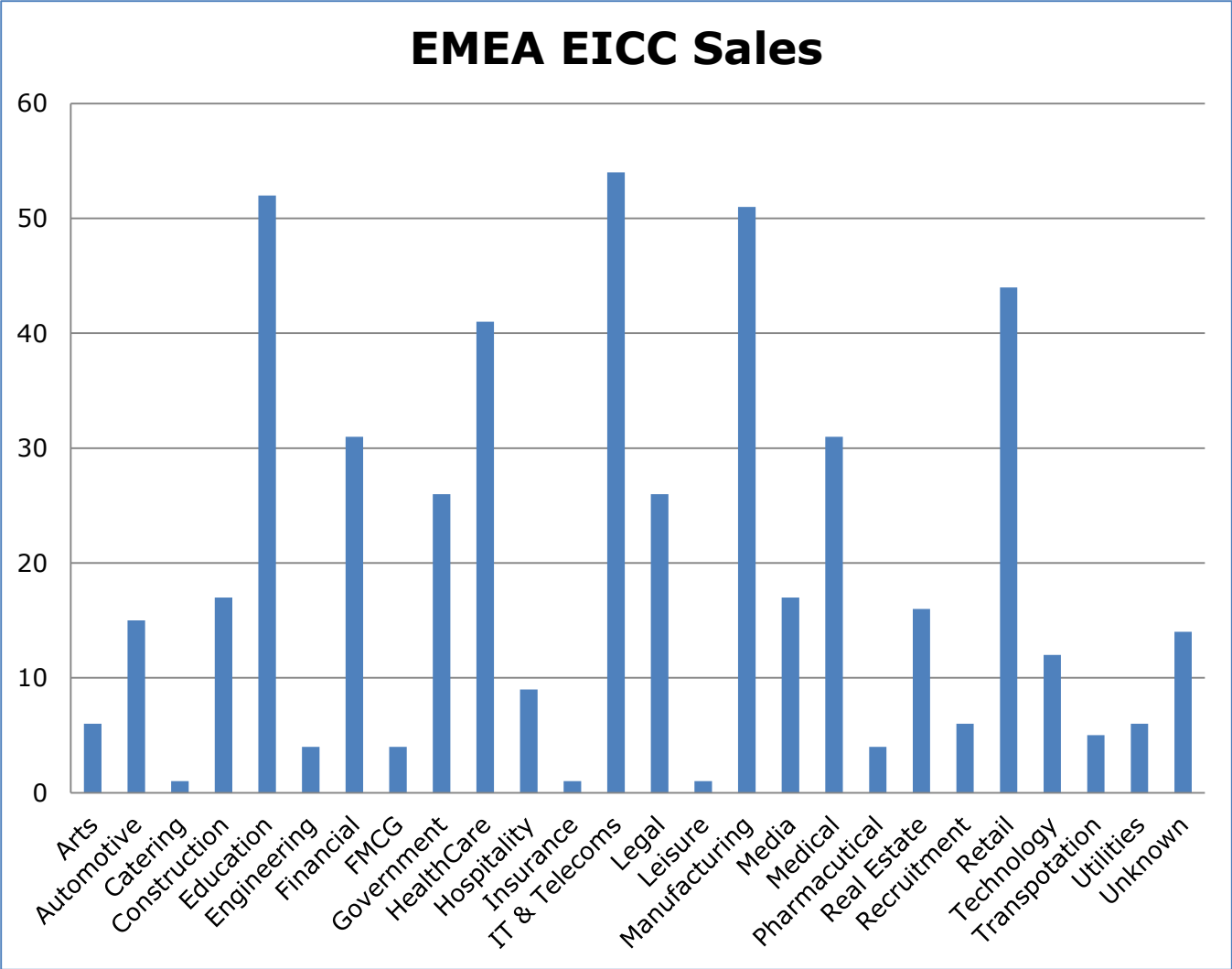
產業領導地位

- 在30個國家有超過 3,000個客戶數（每天有300,000的使用者, 170,000以上的客服席次）
- 在英國和歐洲有超過450位以上的客戶
- 與OEM和銷售通路建立策略夥伴關係
- 發展 CC solutions 已超過20年

競爭優勢

- 定位在中端市場上，適用於尋求部署完整功能 UC 和解決方案的企業，尤其是那些想要自己做核心 MAC 的公司
- 強大的功能及合理的訂價
- 能與後台整合

EMEA 客戶的市場區隔



**500 Customers
across EMEA**



Contact Center Operation (EICC)



個人工作流程

- 管理與客戶和同事溝通的能力
- 從一個中央控制中心即可管理客戶來電, 傳真, 觀察員工的處理能力, 管理語音訊息和檔案.

Contact Centre &
Workflow Optimization to:
Interact effectively with
Customers & Colleagues
across voice, chat &
messaging technologies

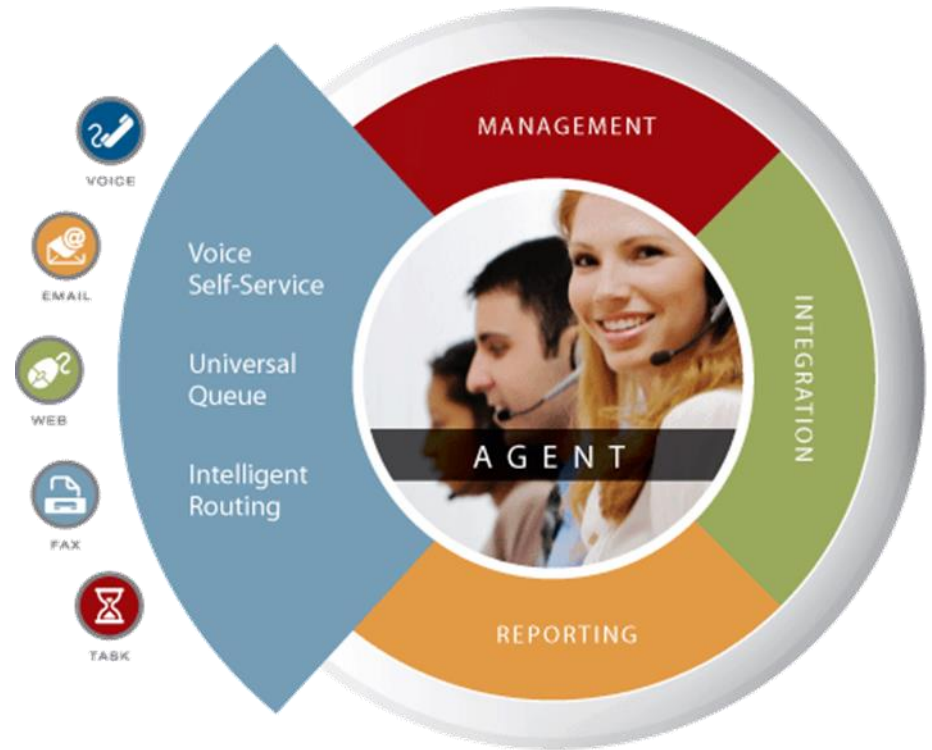
Contact Center

Process Automation

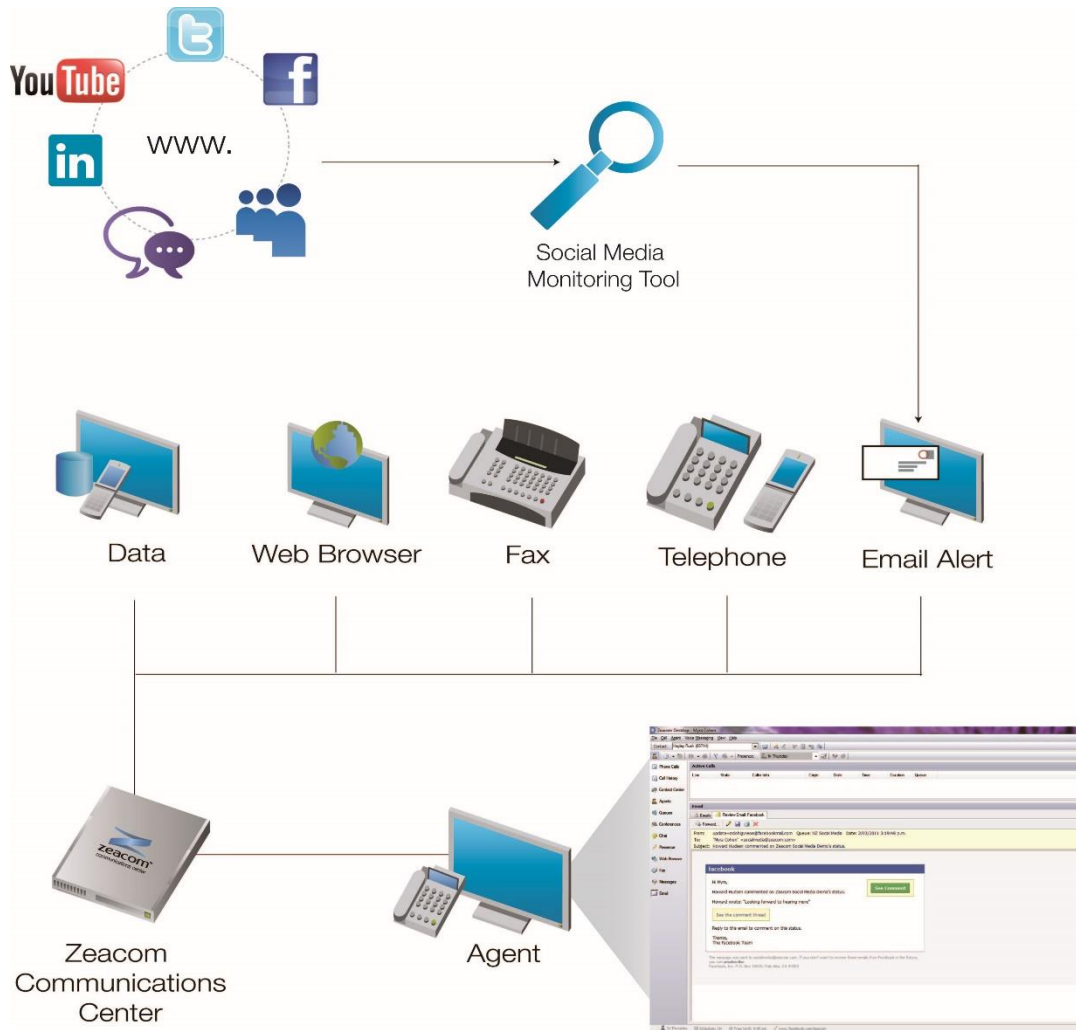
Unified Communications

Enghouse Interactive Communications Center (EICC)

- 多媒體客服中心，可適用於 Microsoft Lync, Cisco, Avaya and NEC等平台
- 依據價值做指派(Value-based)
- 依據技能做指派(Skills-based)
- 全球管理
- 可自訂告知方式, 包含目前等待位置及預估接聽時間
- 提供標準或客製化報表
- 優先及最後服務的指派
- Inbound/outbound 可混和處理
- 話後調查Post-Call Survey
- GUI based Auto Attendant
- 共用 licensing
- 操作畫面/控制介面



可整合多媒體來指派工作



廣大的功能

- 依據技能指派話務
- 依據來電者分派話務
- 歷史紀錄
- 告示板和即時狀態
- 電話回撥
- CRM 整合
- 外撥
- 記錄
- 關心客戶狀態
- 調查
- IVR

依技能指派話務



需要維修的客戶



初次要求
指派給最佳技能的 agent

15秒後，嘗試轉接給最有可能服務的 agents



Contractors
2nd Repairs



Finance
2nd Cust. Serv
3rd Repairs



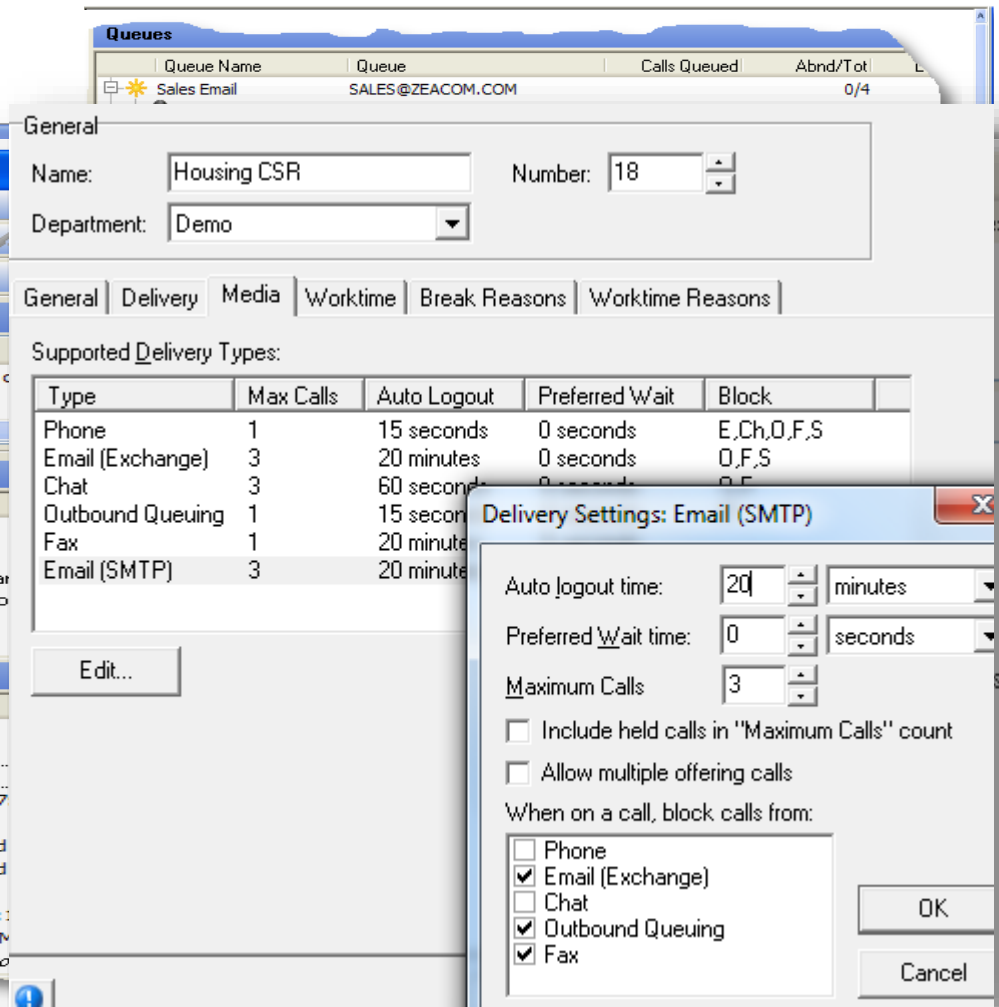
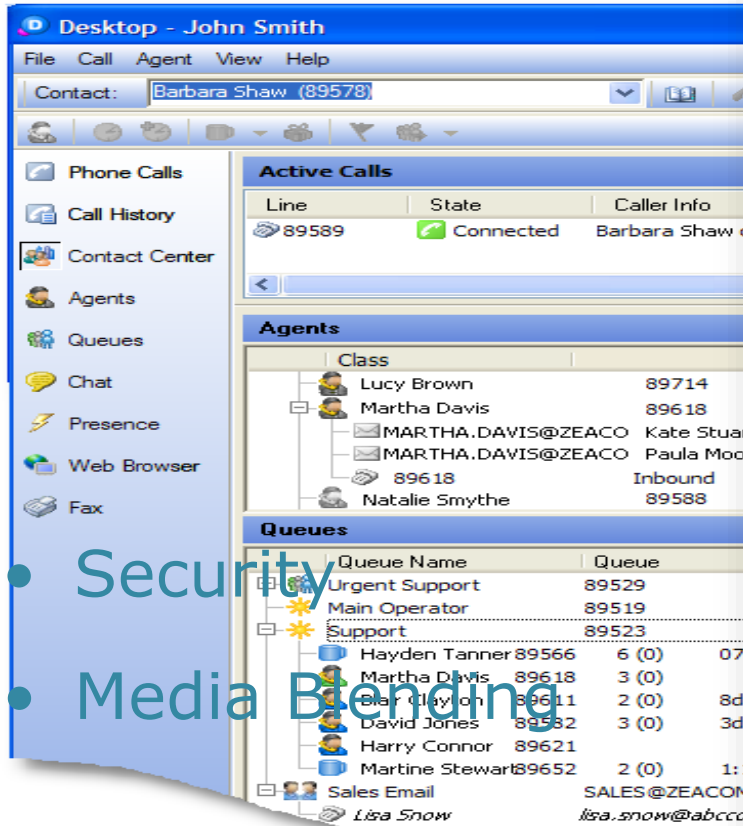
Customer Service
2nd Repairs
3rd Finance



Primary Repairs
2nd Customer Service

Zeacom Contact Centre – 一些主要的功能

- Agent 桌面

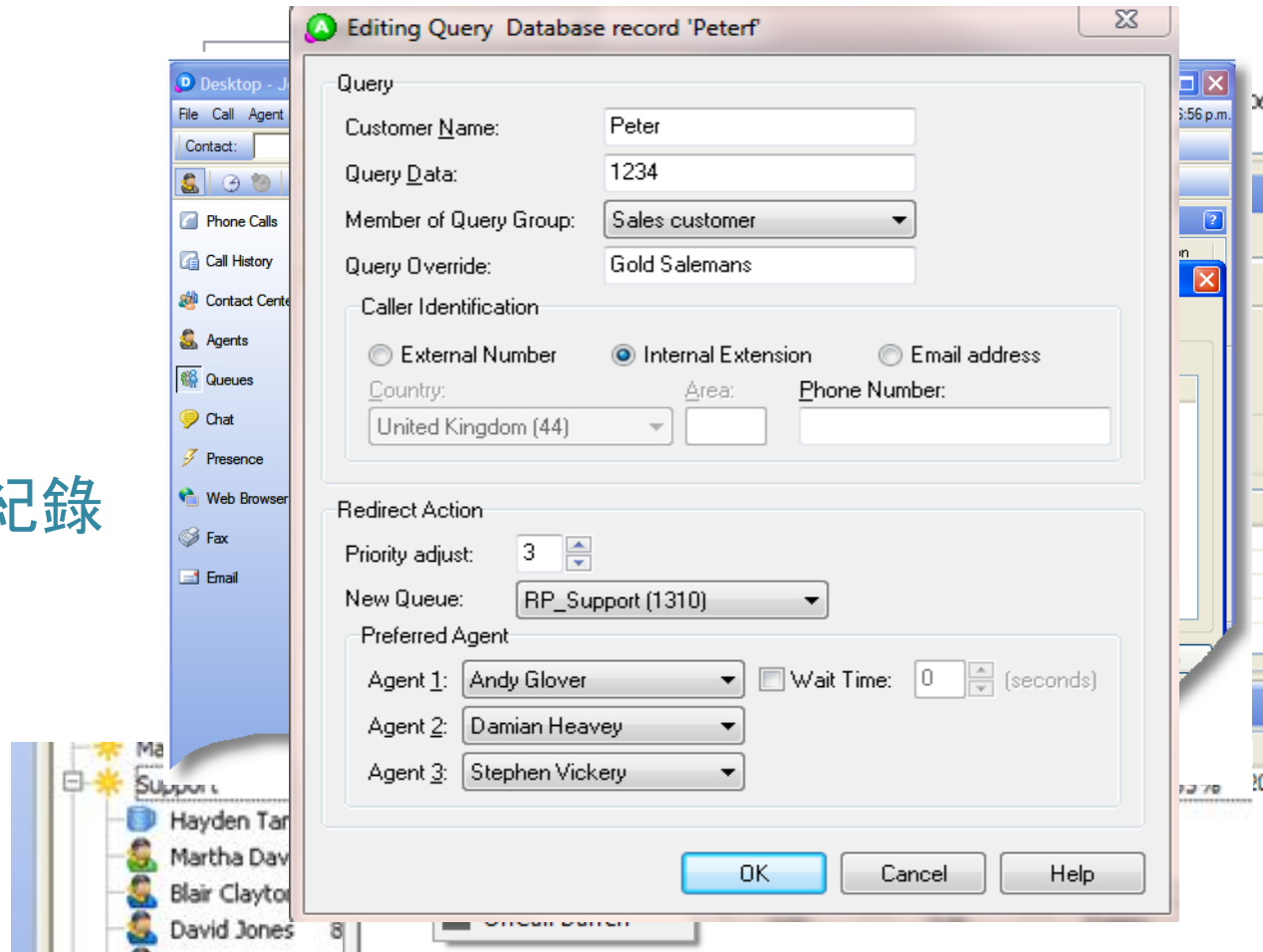


- Security

- Media Blending

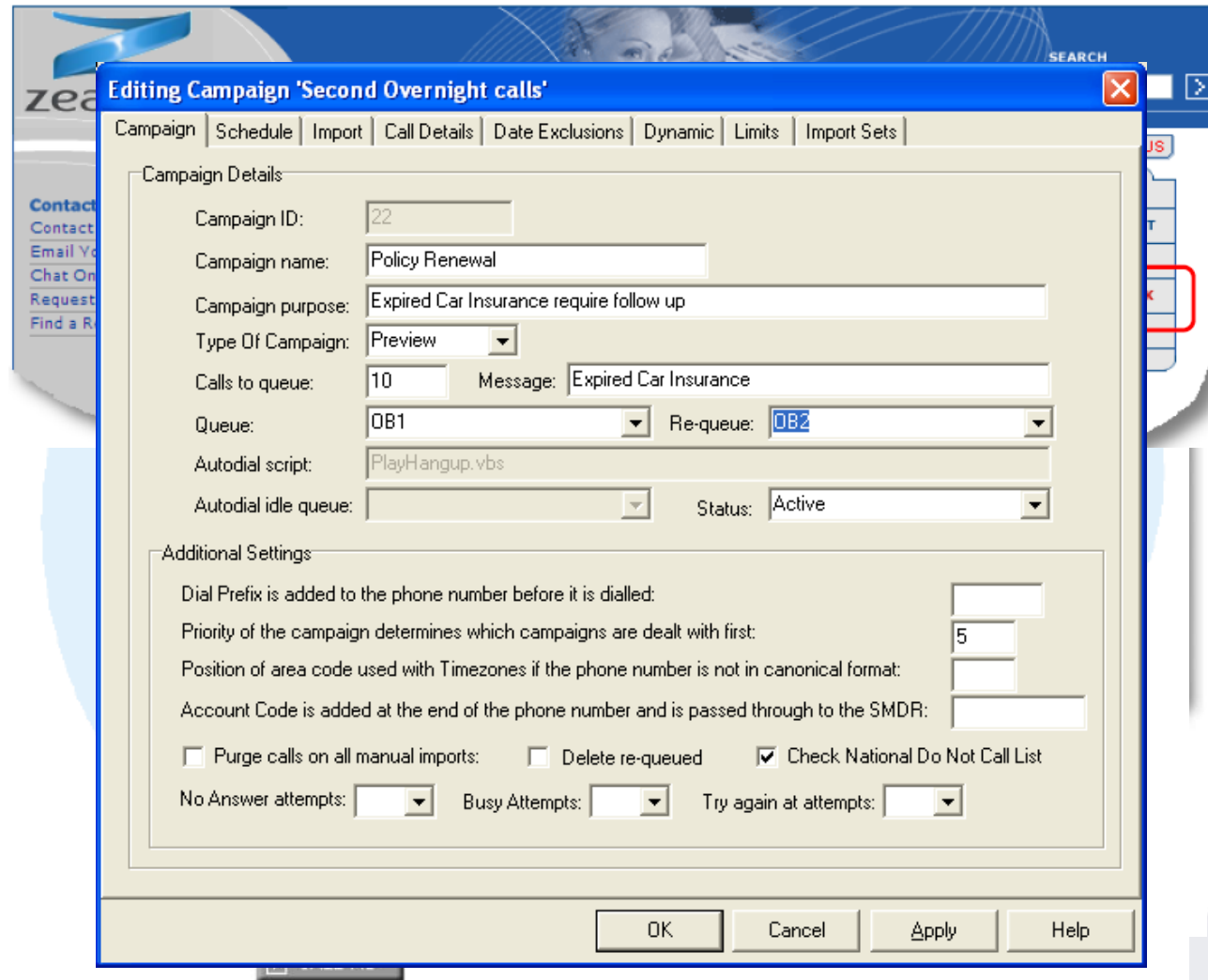
基本核心特徵

- 等待模式
- 依技能分派話務
- 等待的資料庫
- 最後服務的Agent紀錄
- 警告
- Wrap ups

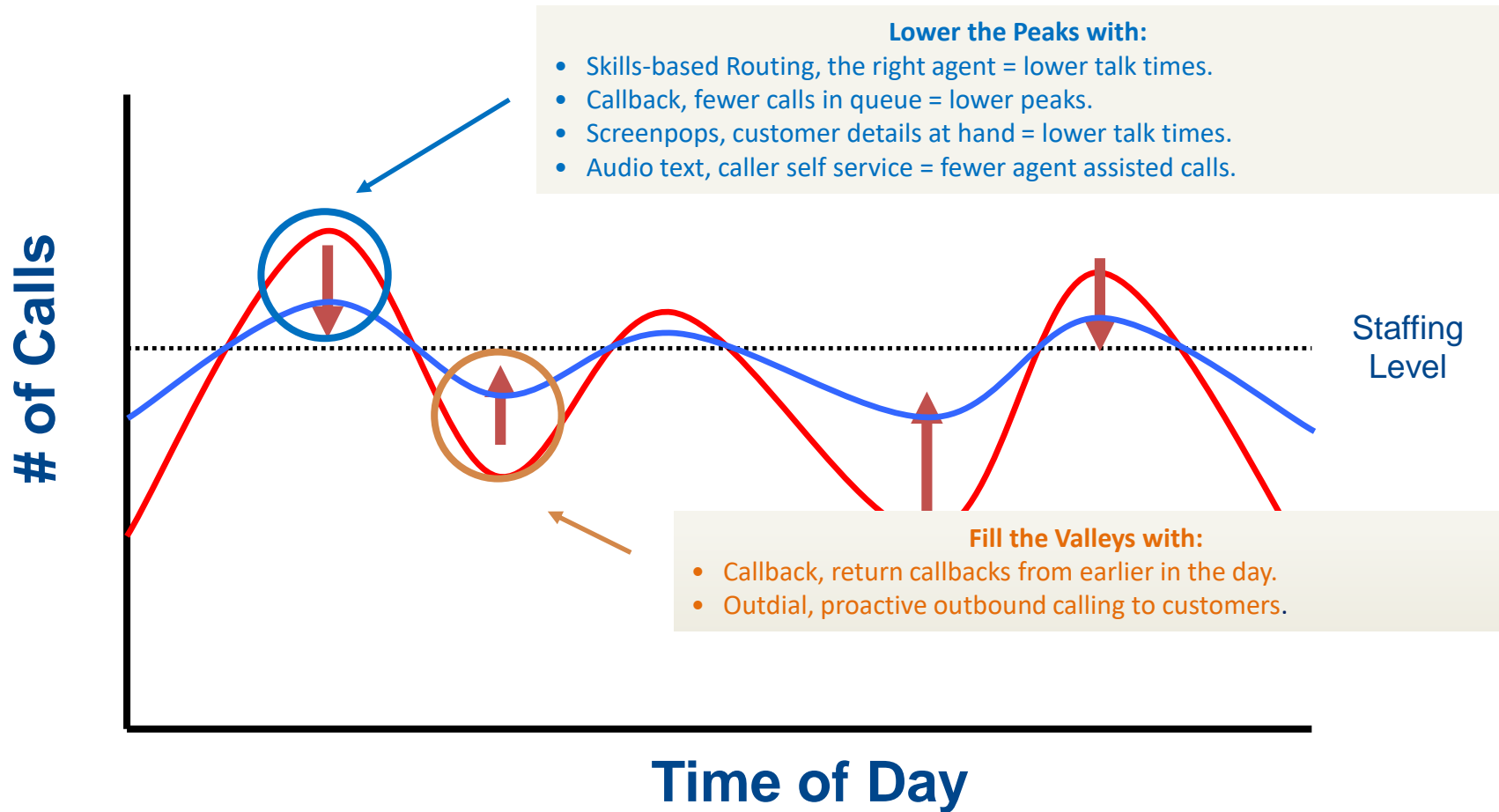


額外的 Contact Centre 模組

- Email Queuing
- Web Chat
- Web Callback
- Outdial
- Snapshot
- Callback



使用 EICC 可最佳化客服人員的效益



即時和歷史資料的管理

Agent Performance Report

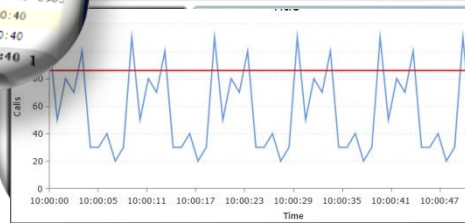
For Agent(s) 'Support Team (3)'
For Queue(s) 'Operator (0), Support (89523), Support Queues (134)'
For the period (12/06/2007 - 12/06/2007), (0:00:00-23:59:59), Min Abnd '0', Min Outgoing '0', Detail 'All Details'

Date	Arrival	Type	Queue	Extension	CLI	Ring	Talk	Wait	AGW	Tran	Dest
89566 Hayden Taylor											
12/06/2007	9:49:37	Q	0	89566	+1 (049) 565 4330	0:10	0:29	0:10			
12/06/2007	10:19:44	Q	89523	89566	+1 (049) 544 6464	0:02	7:09	0:02	0:10		
89582 David Smythe											
12/06/2007	10:11:26	A	89523	89582	+1 (049) 556 6200	0:08		0:19			
12/06/2007	10:12:05	Q	89523	89582	+1 (0714) 544 3222	0:08	13:53	0:19	0:40		
12/06/2007	10:26:57	Q	89523	89582	+1 (0714) 443 1704	0:06	0:37	0:17	0:40		
89610 Gloria Brown											
12/06/2007	8:55:02	Q	89600	89610	+1 (049) 443 6505	0:04	5:15	0:15	0:40		
12/06/2007	9:10:32	Q	89523	89610	+1 (049) 556 7700	0:01	0:40	0:13	0:40	8965	
12/06/2007	9:12:25	Q	89523	89610	+1 (049) 444 2044	0:06	0:27	0:17	0:40		
12/06/2007	9:13:56	Q	89600	89610	+1 (0714) 555 4536	0:02	3:16	0:14	0:40		

UCB Example Wallboard

Calls	Service	Web Chat	Email
Longest Wait 00:00	Calls Waiting 1 Longest Wait 00:40	Chats Waiting 0 Longest Wait 00:00	Emails Waiting 1 Longest Wait 02:48:45
Abandoned Calls 0	Total Calls Today 1 Abandoned Calls 1	Total Chats Today 2 Abandoned Calls 0	Total Emails Today 2 Average Handle Time 00:00

Scrolling Text to include a message



SALES TODAY

9

Service Agents

Agent Name	State	Time	Phone
Jo Brogden		00:00:44	
Leigh Sawmill		00:01:09	
Paul Berkinshaw		00:03:02	
Russell Mirams		03:04:37	

Agents Available

0

[Below 3]



Queues

Queue Name	Queue	Calls Queued	Abnd/Tot	L
Sales Email	SALES@ZEACOM.COM		0/4	
Paula Moore	98888			
Web Chat Sales	CHATQ			
Support	89523		0/33	
Marcel Johnson	89618	5 (0)		
Blair Wright	89611	3 (0)	0:15	Inbound
Craig Connor	89582			
Craig Inger	89621			
David Orby	89652			

1 Phone call(s)
Duration: 0:15

2 Email call(s)
Duration: 1d 0:57:28 Queue: NZ L3 E-Mail Queue
Duration: 1:09:21 Queue: SUPPORT@ZEACOM.COM

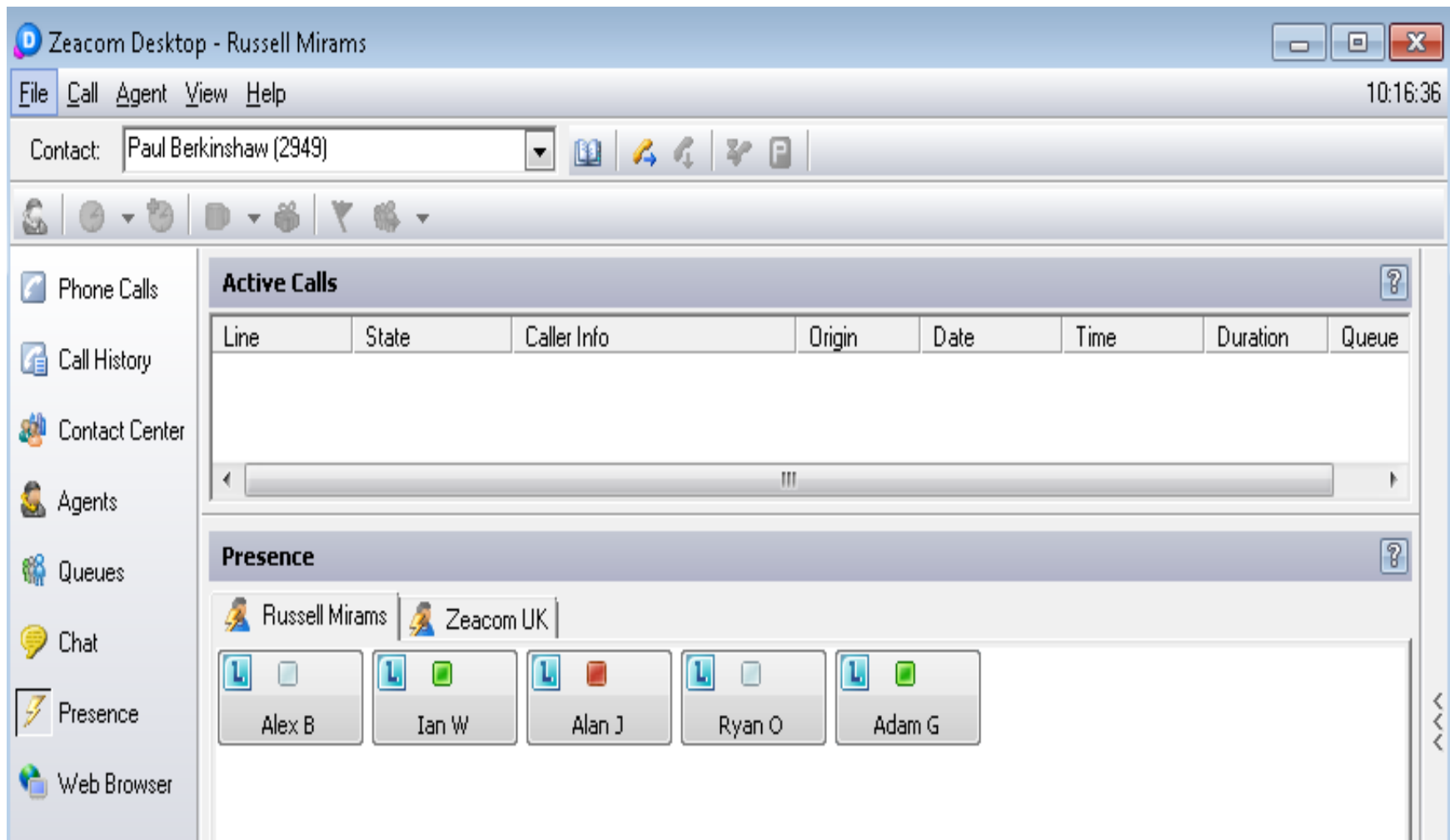
Login Time: 4:08:01

Occ 30%

Queue Calls: 4

Avg Queue Talk: 0:03:21

整合的表達方式 – 方便轉接



The screenshot shows the Zeacom Desktop application window titled "Zeacom Desktop - Russell Mirams". The interface includes a menu bar with "File", "Call", "Agent", "View", and "Help". The current contact is "Paul Berkinshaw (2949)". A sidebar on the left contains navigation options: Phone Calls, Call History, Contact Center, Agents, Queues, Chat, Presence, and Web Browser. The main area is divided into two sections: "Active Calls" and "Presence".

Active Calls

Line	State	Caller Info	Origin	Date	Time	Duration	Queue
[Empty table body]							

Presence

Russell Mirams | Zeacom UK

Alex B | Ian W | Alan J | Ryan O | Adam G

重要資料可在Agent 的桌面展現

Zeacom Desktop - Russell Mirams

File Call Agent Voice Messaging View Help 13:47:15

Contact: [dropdown]

Presence: In the Office

- Phone Calls
- Call History
- Contact Center
- Agents
- Queues
- Conferences
- Lines
- Chat
- Presence
- Web Browser
- Fax
- Messages
- Email

Active Calls

Line	State	Caller Info	Origin	Date	Time	Duration	Queue
[Empty Table]							

Web Browser

Address: <http://192.168.41.2/ucb/CriticalDataURLPopExample.mht?CSID12345>

Supervisor's Message of the day: <this is an example page for discussion purposes only>

Due to the snow problems we have loads of seats back in the Amphitheatre for Thursday's performance of Cinderella – please sell, sell, sell !!!

If you get any calls from people who are snowed in and can't make the performance on Saturday, it has been decided that we will refund their tickets, however if they are holding the originals please ask them to confirm their non-attendance via...

Call Information: Customer called the <Cinderella> line.
Suggested Greeting: "Thank you for calling the home of Cinderella where everyone can escape for a magical evening..."

OPTIONS:

NEW BOOKING	NEW CUSTOMER ISSUE	UPDATE MEMBER INFO
--------------------	---------------------------	---------------------------

Caller: **Russell Mirams** Status: **< Patron since 1984 >** Member #: **123456**

Address: Richmond, Surrey

Home Phone: +44 207 160 2722

Work Phone: -

Mobile Phone: +44 (789) 5349616 <text reminders allowed>

eMail: Russell@hekiwi@hotmail.com <eMail Marketing declined>

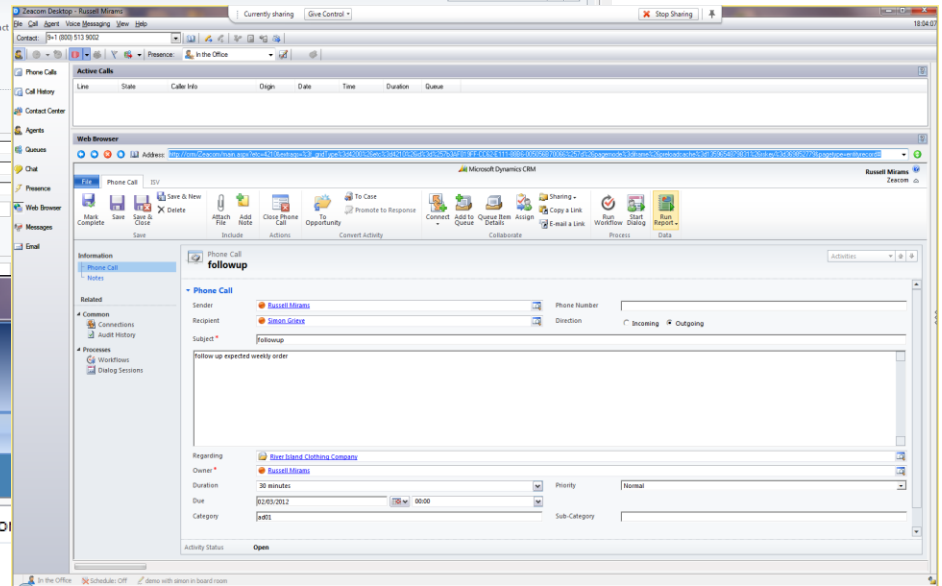
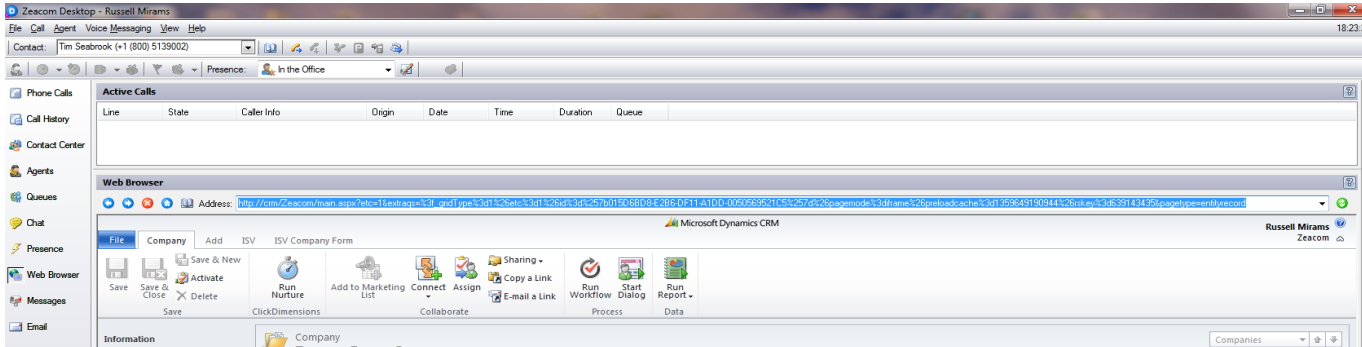
Notes: Marcus has difficulty hearing in his left ear, please try to seat with preference to left side of theatre.

BOOKING ACTIVITY

Next Booking:	(2593497)	25 Dec 2010 – Cinderella
Previous Bookings:	(2590123)	10 Nov 2010 – Snow White
	(2583685)	1 Oct 2010 – Hansel and Gretel
	(2571234)	5 Aug 2010 – Sleeping Beauty

In the Office
Schedule: On
Free Until: 15:00
<type presence note here>

整合到動態CRM/SalesForce.com 等



Call from +44 (7985) 349616

Zeacom CRM Plug-in

MultipleMatches ✕

<http://akl-sql2k8/ReportServer/?/Int+Demo+CRM/MultipleMatches&rs:Co>

Multiple Matches

Info	Company	Type	More Info
Russell	Zeacom Ltd (Europe)	contact	More...
Russell	Zeacom Ltd (Europe)	contact	More...
new		lead	More...

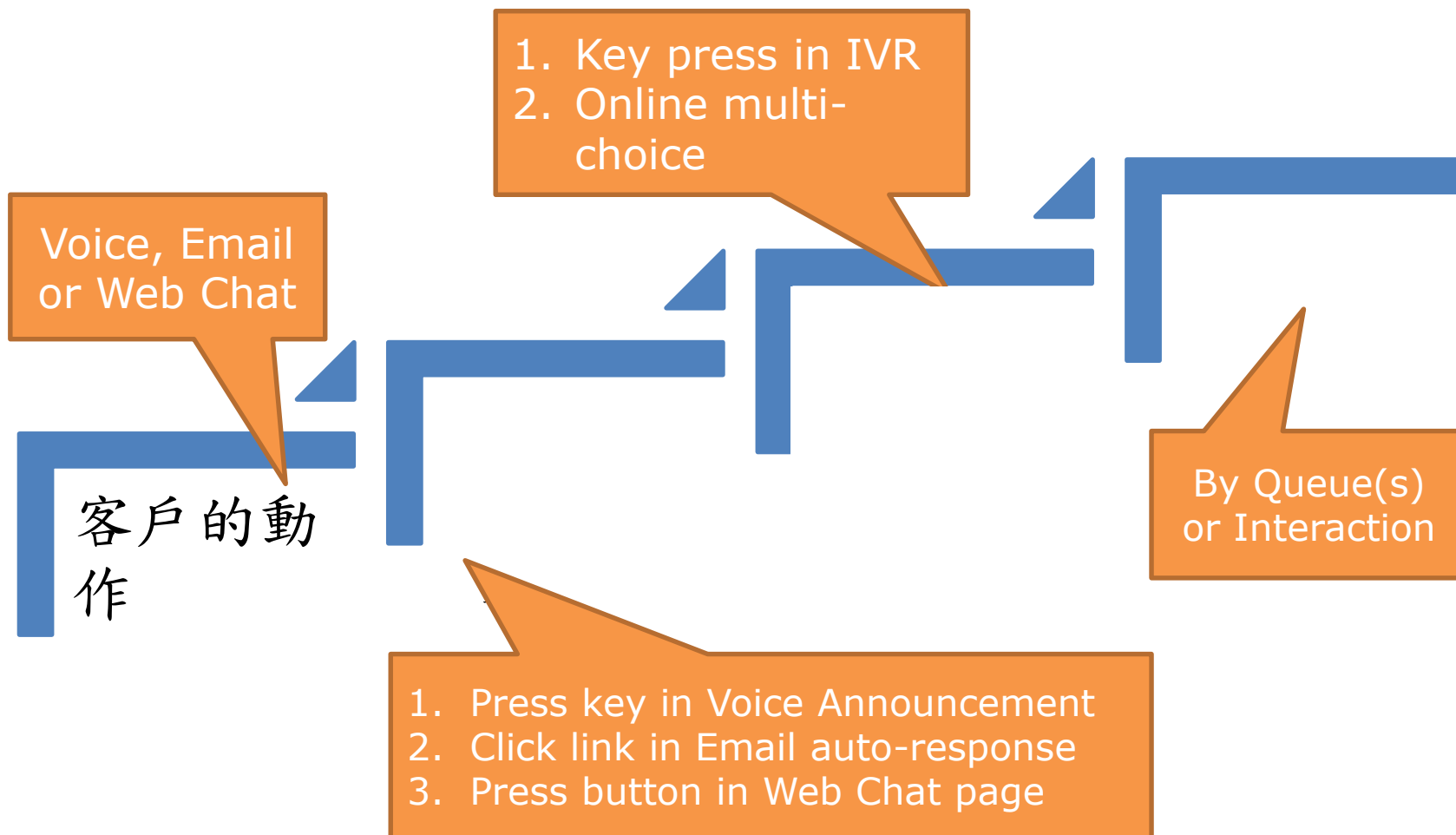
Call from +44 (7985) 349616

後台作業整合服務



- 整合團隊資源設計解決方案（例如：外撥服務可與不支援CRM的應用程式做整合）
- 預先整合的外掛程式套件具有價格上的競爭力並可強化話務分派作業
- 整合服務提供了線上或遠端的訓練和諮詢





甚麼是社交媒體(Social Media)的監控?

- 監控線上對話

INDEX

- Indexing all social media websites and store the data in cloud

SEARCH

- Based on users search terms (i.e. keywords) the results are pulled

RESULTS

- As per users requirement the results are formatted and presented

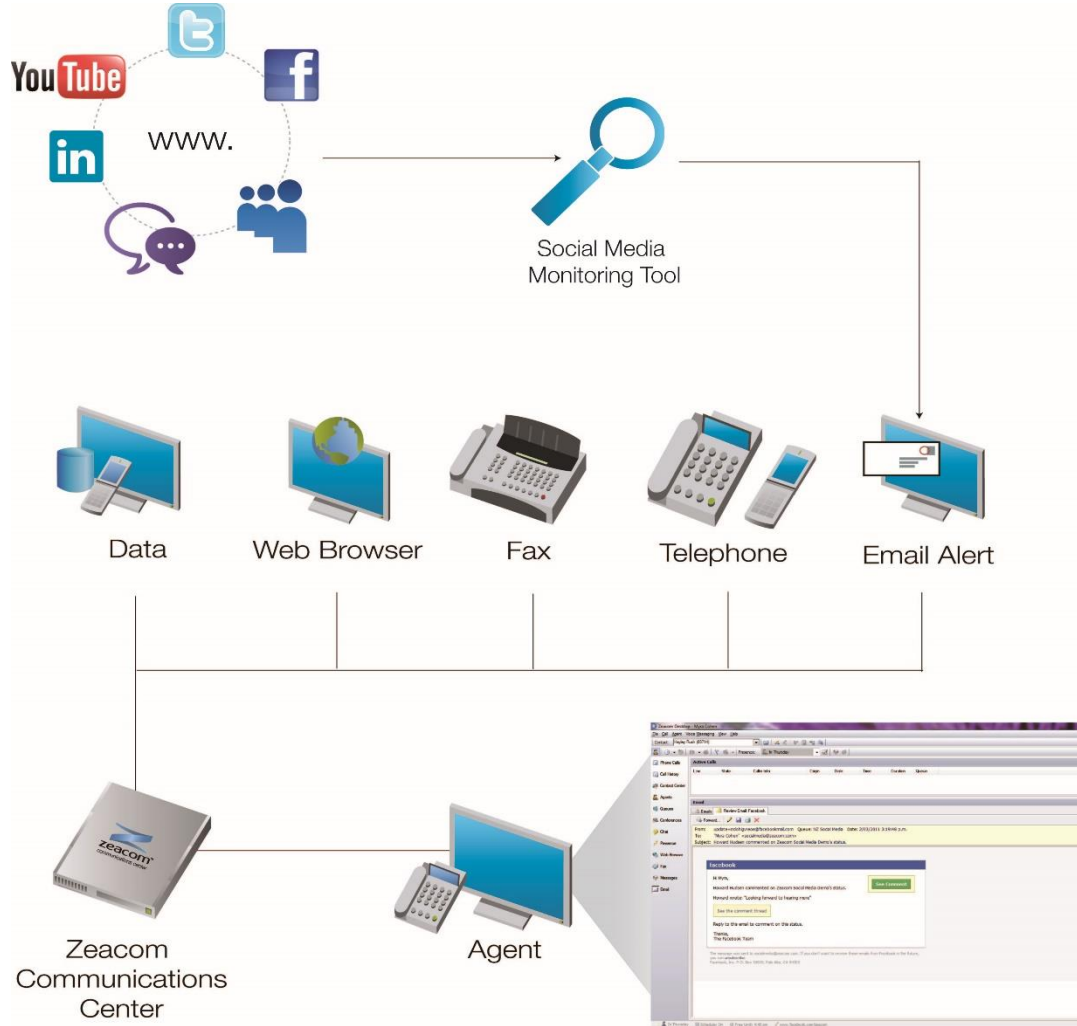
社交媒體監控套件



Enterprise or Mid-range

Free or Freemium





**Social Media
Queuing is included
with ZCC Email
Queuing**

先進的指派路徑和 IVR

直接把電話轉最有可能解決問題的人員

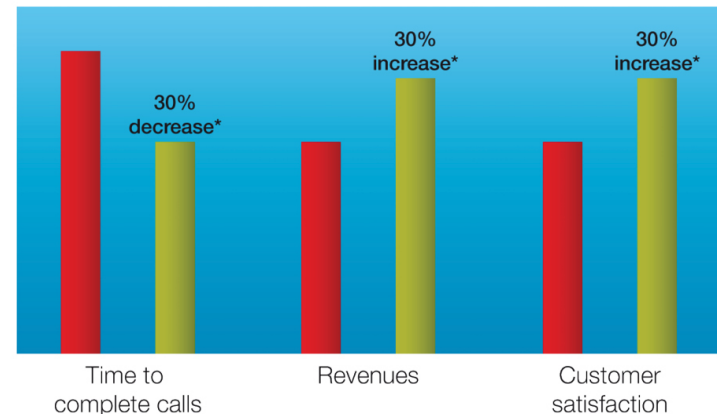
- 增加“第一通電話就解決”的比率
- 節省逐一確認客戶身分的時間
- 直接把電話轉給適當技巧的人員能增加客戶滿意度
- 對於 VIP 和高價值的客戶給予特別的關注
- 延遲付款的客戶可直接轉接到帳務部門

“Enhanced routing enables Compass to route their calls to experienced sales staff only, and focus on its most loyal and profitable customers. Excellent customer service keeps the high-revenue customers coming back for more.”

Che Burnett,

Customer Care Manager, Compass Communications

Enhanced routing reduces costs and increases revenues



* The average of 30% is dependent on contact center configuration, number of calls and set-up of enhanced routing system

品質管理組合

多重管道的
接觸套件

自行完成服
務

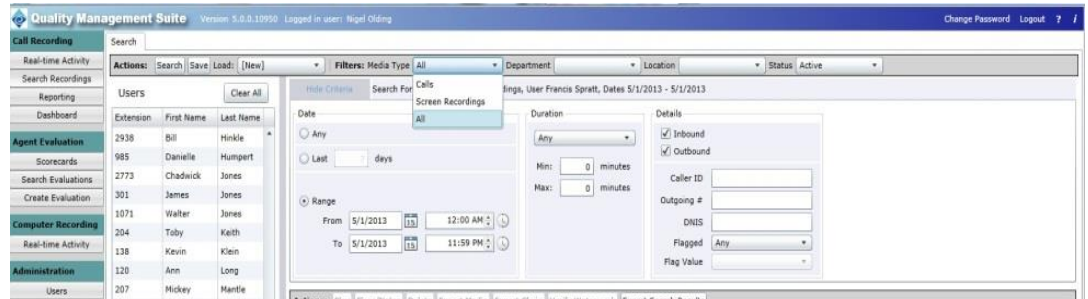
行動化控制台

品質管理和
來電記錄

- ◆ **來電紀錄** - 記錄所有或特定需求的來電內容，聽取使用者如何處理客戶來電
- ◆ **螢幕紀錄** - 錄音時亦可同時錄影檢視客服人員的電腦畫面
- ◆ **評 比** - 提供客製化計分卡
- ◆ **沉默監控** - 及時聽取線上對話
- ◆ **PCI 介面相容**
- ◆ **支援語言** - French, Canadian French, Italian, German, Spanish, Portuguese, Danish, Dutch, Russian, Swedish, Norwegian, Finnish, Ukrainian

電話錄音 / 品質監控

紀錄並評比每次來電以加強服務品質的管理



Quality Management Suite Version: 5.6.0.10950 Logged in user: Nigel Olding

Call Recording Search

Actions: Search Save Load (New) Filters: Media Type All Department Location Status Active

Users: Clear All

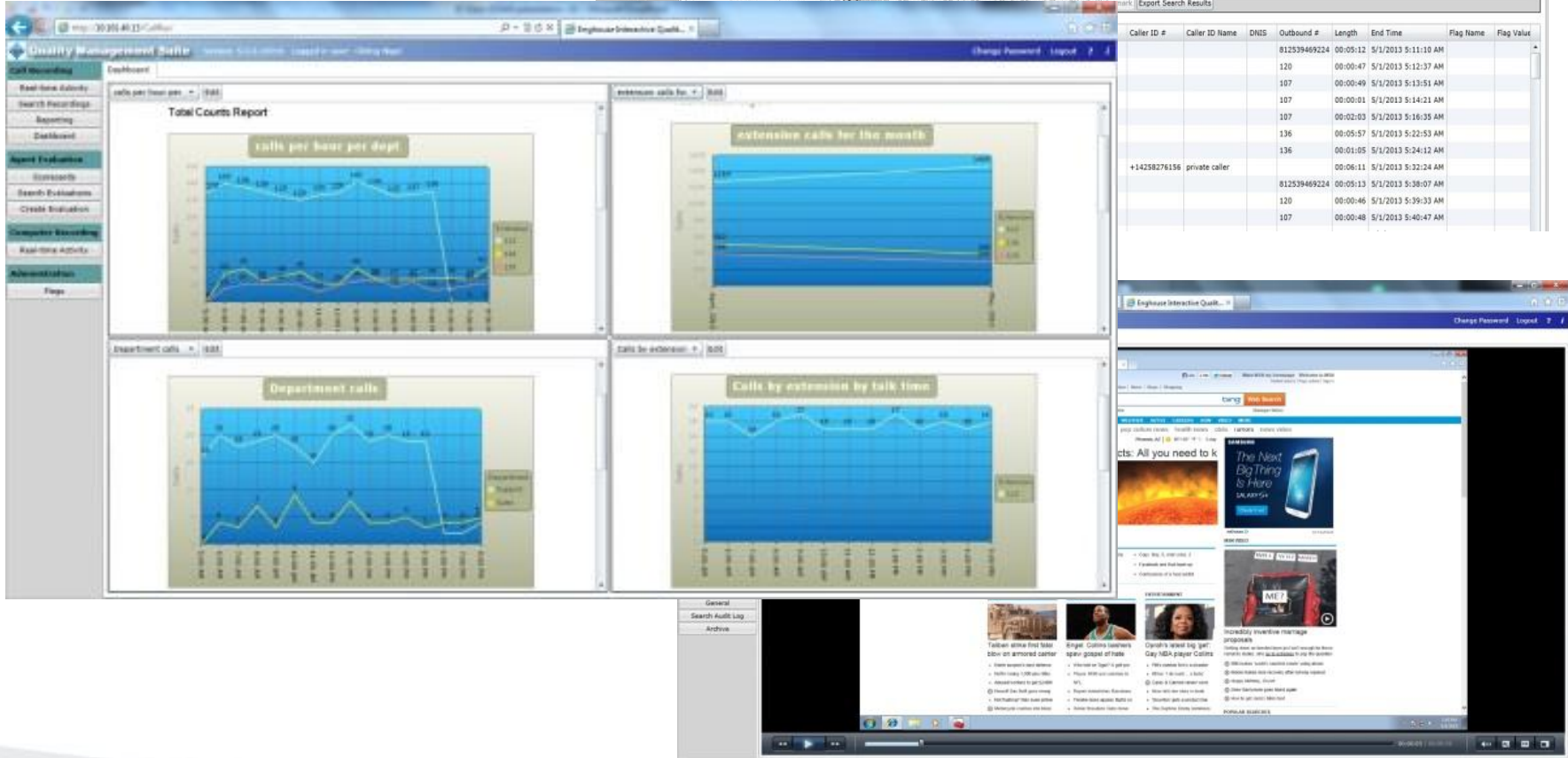
Extension	First Name	Last Name
2938	Bill	Hinkle
985	Danielle	Humpert
2773	Chadwick	Jones
301	James	Jones
1071	Walter	Jones
204	Toby	Keith
138	Kevin	Klein
120	Ann	Long
207	Hickey	Mantle

Search Criteria: Search For Calls Screen Recordings

Date: Any Last [] days Range: From 5/1/2013 To 5/1/2013

Duration: Any Min: 0 Max: 0

Details: Inbound Outbound Caller ID Outgoing # DNS Flagged Flag Value



Quality Management Suite Dashboard

calls per hour per dept

extensive calls for the month

Department calls

calls by extension by talk time

Caller ID #	Caller ID Name	DNS	Outbound #	Length	End Time	Flag Name	Flag Value
			812539469224	00:05:12	5/1/2013 5:11:10 AM		
			120	00:00:47	5/1/2013 5:12:37 AM		
			107	00:00:49	5/1/2013 5:13:51 AM		
			107	00:00:01	5/1/2013 5:14:21 AM		
			107	00:02:03	5/1/2013 5:16:35 AM		
			136	00:05:57	5/1/2013 5:22:53 AM		
			136	00:01:05	5/1/2013 5:24:12 AM		
+14258276156	private caller			00:06:11	5/1/2013 5:32:24 AM		
			812539469224	00:05:13	5/1/2013 5:38:07 AM		
			107	00:00:46	5/1/2013 5:39:33 AM		
			107	00:00:48	5/1/2013 5:40:47 AM		

Employee Interaction Qual...

bing Hot Search

The Next Big Thing is Here

ME7

品質管理 – 記錄Lync Call

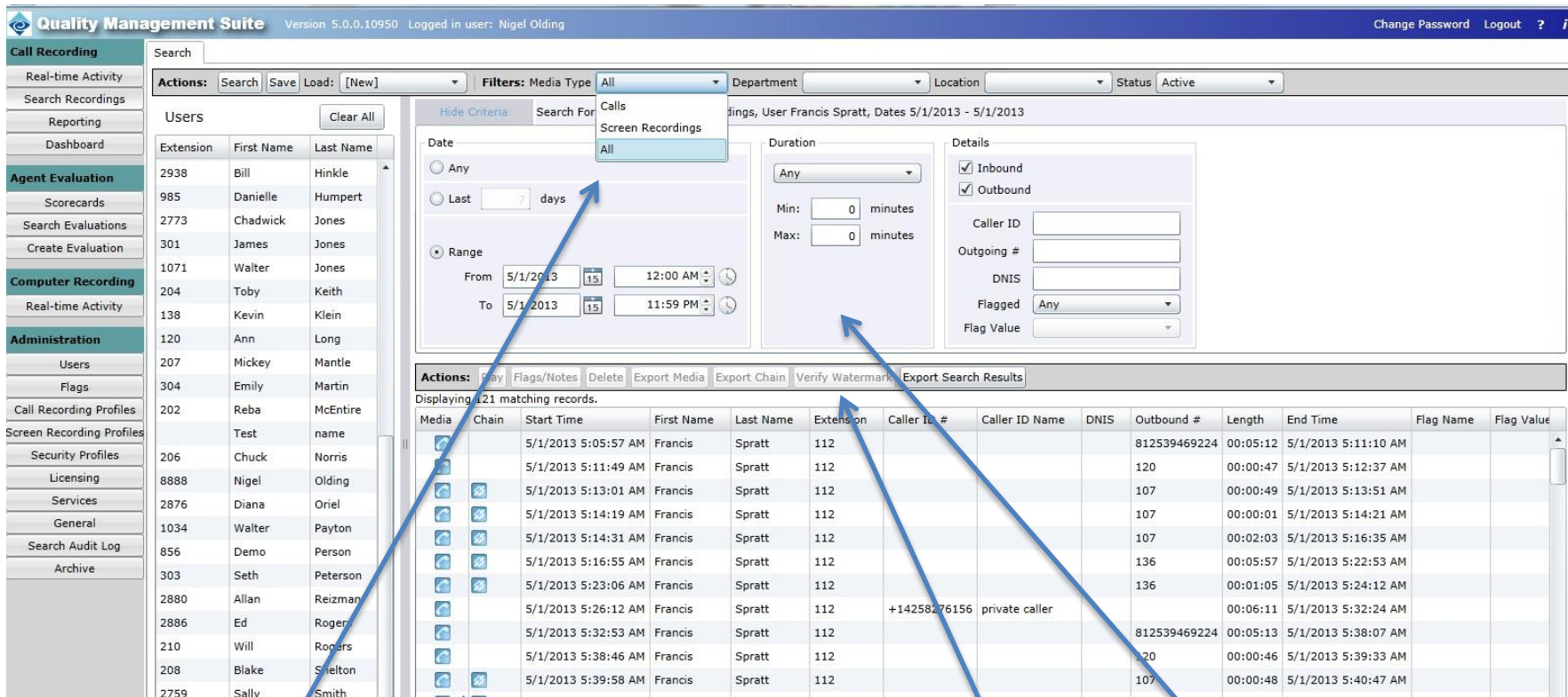
The screenshot displays the CallRex software interface, which is used for recording Lync calls. The main window shows a table of call recordings with the following data:

First Name	Last Name	Extension	Caller ID Number	Caller ID Name	Outgoing Number	Status	Call Duration	Call Recording Pro
Test	Client1	1111			testclient3@den-eng1.lab	Recording	00:02:11	Phone

Below the table, there are two overlapping windows from the Microsoft Lync client. The top window shows the 'Getting Lynked on Lync' status for Jason Weaver, who is 'Available'. The bottom window shows a conversation window for 'Test Client3' with participants 'Test Client1' and 'Test Client3'.

- ◆ 多種記錄方式可選擇
 - ◆ SIP Device – Port spanning
 - ◆ Client Recording – audio routing to server
 - ◆ Conference/Server based recording (No VPN)
- ◆ 可支援加密電話
- ◆ 可支援多種 Codec
 - ◆ RT Audio, G711, G722, Siren

簡單搜尋選擇



The screenshot shows the Quality Management Suite interface. On the left is a navigation menu with categories like Call Recording, Agent Evaluation, Computer Recording, and Administration. The main area features a search bar and a filter panel. The filter panel includes sections for Date (Any, Last 7 days, Range), Duration (Any, Min, Max), and Details (Inbound/Outbound, Caller ID, Outgoing #, DNIS, Flagged, Flag Value). Below the filters is a table of search results with columns for Media, Chain, Start Time, First Name, Last Name, Extension, Caller ID #, Caller ID Name, DNIS, Outbound #, Length, End Time, Flag Name, and Flag Value. A dropdown menu is open over the 'Search For' field, showing options: Calls, Screen Recordings, and All. Blue arrows point from the Chinese annotations to specific elements in the interface.

Media	Chain	Start Time	First Name	Last Name	Extension	Caller ID #	Caller ID Name	DNIS	Outbound #	Length	End Time	Flag Name	Flag Value
		5/1/2013 5:05:57 AM	Francis	Spratt	112				812539469224	00:05:12	5/1/2013 5:11:10 AM		
		5/1/2013 5:11:49 AM	Francis	Spratt	112				120	00:00:47	5/1/2013 5:12:37 AM		
		5/1/2013 5:13:01 AM	Francis	Spratt	112				107	00:00:49	5/1/2013 5:13:51 AM		
		5/1/2013 5:14:19 AM	Francis	Spratt	112				107	00:00:01	5/1/2013 5:14:21 AM		
		5/1/2013 5:14:31 AM	Francis	Spratt	112				107	00:02:03	5/1/2013 5:16:35 AM		
		5/1/2013 5:16:55 AM	Francis	Spratt	112				136	00:05:57	5/1/2013 5:22:53 AM		
		5/1/2013 5:23:06 AM	Francis	Spratt	112				136	00:01:05	5/1/2013 5:24:12 AM		
		5/1/2013 5:26:12 AM	Francis	Spratt	112	+14258276156	private caller			00:06:11	5/1/2013 5:32:24 AM		
		5/1/2013 5:32:53 AM	Francis	Spratt	112				812539469224	00:05:13	5/1/2013 5:38:07 AM		
		5/1/2013 5:38:46 AM	Francis	Spratt	112				120	00:00:46	5/1/2013 5:39:33 AM		
		5/1/2013 5:39:58 AM	Francis	Spratt	112				107	00:00:48	5/1/2013 5:40:47 AM		

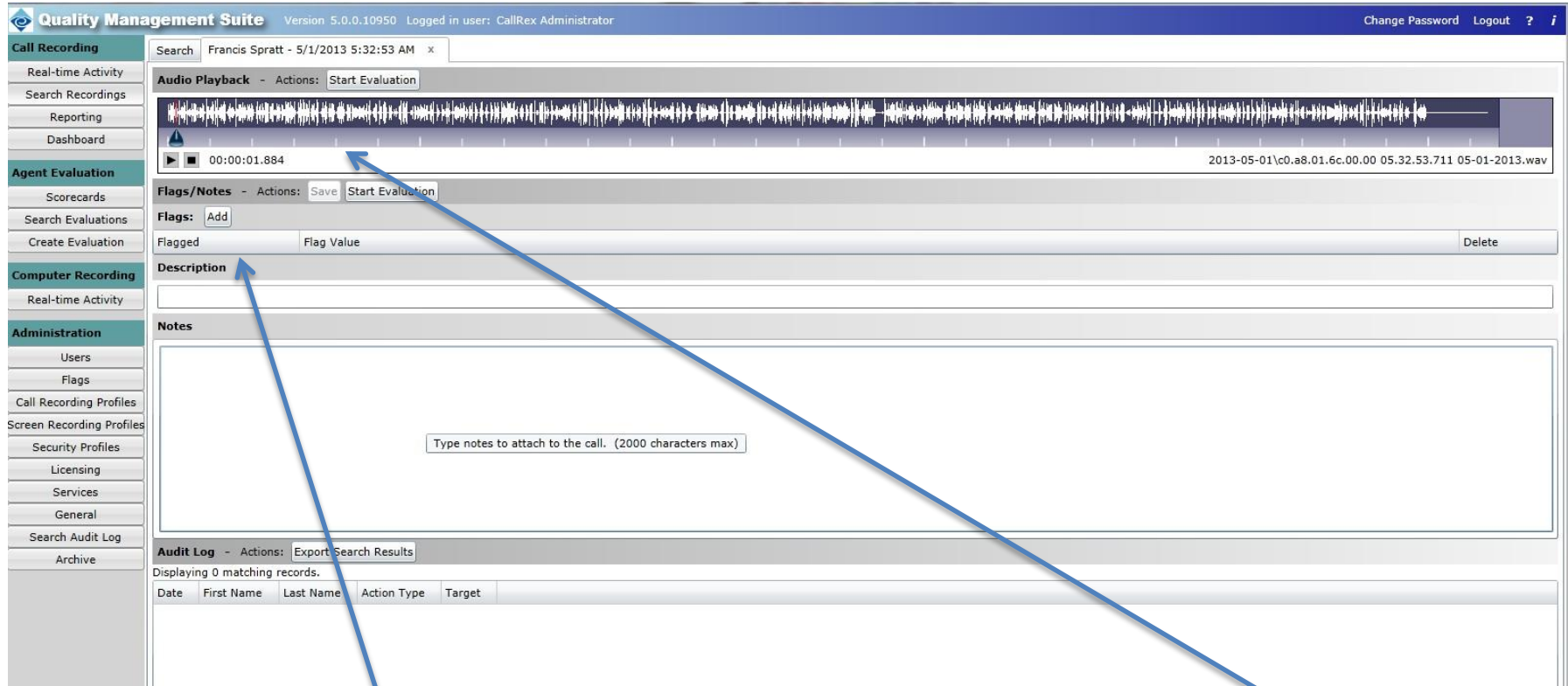
以記錄形式搜尋

多種搜尋條件

Chain ICON 表達此為客戶有多次的來電記錄

搜尋結果和選項

錄音播放



The screenshot displays the Quality Management Suite interface. The top navigation bar includes the product name, version (5.0.0.10950), user (CallRex Administrator), and links for password change and logout. The left sidebar contains menu items for Call Recording, Agent Evaluation, Computer Recording, and Administration. The main content area is divided into several sections: Audio Playback (with a waveform and a play button), Flags/Notes (with an 'Add' button), a table for flagging (with columns for 'Flagged' and 'Flag Value'), a 'Description' field, a 'Notes' section with a text input area, and an 'Audit Log' section showing 0 records. Two blue arrows point from the Chinese labels below to the 'Add' button and the 'Start Evaluation' button in the audio playback section.

旗標選項

聲音控制

記錄檔案選擇

Quality Management Suite Version 5.0.0.10950 Logged in user: CallRex Administrator

Call Recording Profiles Phone

Actions: Save Edit Members

Settings

Profile Name: Phone

Call Recording Rules

Record 100 percent of inbound calls. Record 100 percent of outbound calls.

Record any calls not explicitly treated by a custom rule

Caller ID Number/ANI Is equal to Call is recorded. Call is not recorded.

Caller ID Name

DNIS

Dialed Number

Call Retention Settings

Automatically delete calls less than 10 seconds.

Automatically delete calls older than 90 days.

Schedule

Record only during specific hours Start Time: 8:00 AM Stop Time: 3:00 PM

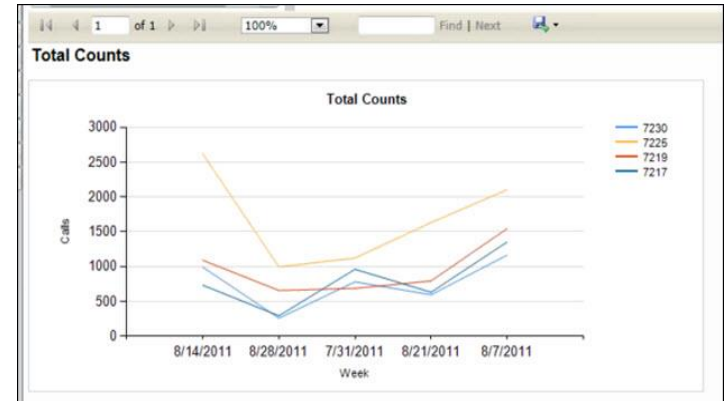
Sunday Monday Tuesday Wednesday Thursday Friday Saturday

選擇要記錄的選項

例外記錄的選項

嵌入式的報告

- 可客製化平板介面
(Silverlight technology)
- 多種表達形式 (圖形, 表單)
- 可透過多種參數設定, 自行產生需要的報告 - 總談話時間, 總來電話數...等
- 同類型報表可自動產生
- 完成的報表可設定自動 email
- 可另行產生輸出報表



Schedule

Recur every week(s) on:

Sunday Monday Tuesday Wednesday Thursday Friday Saturday

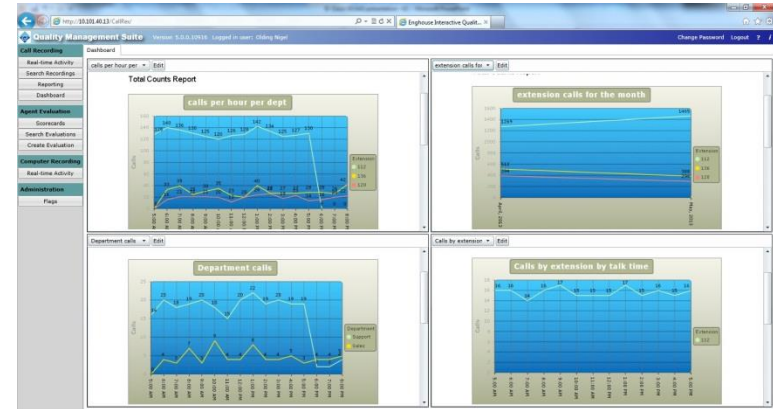
Day of every month

The last day of every month

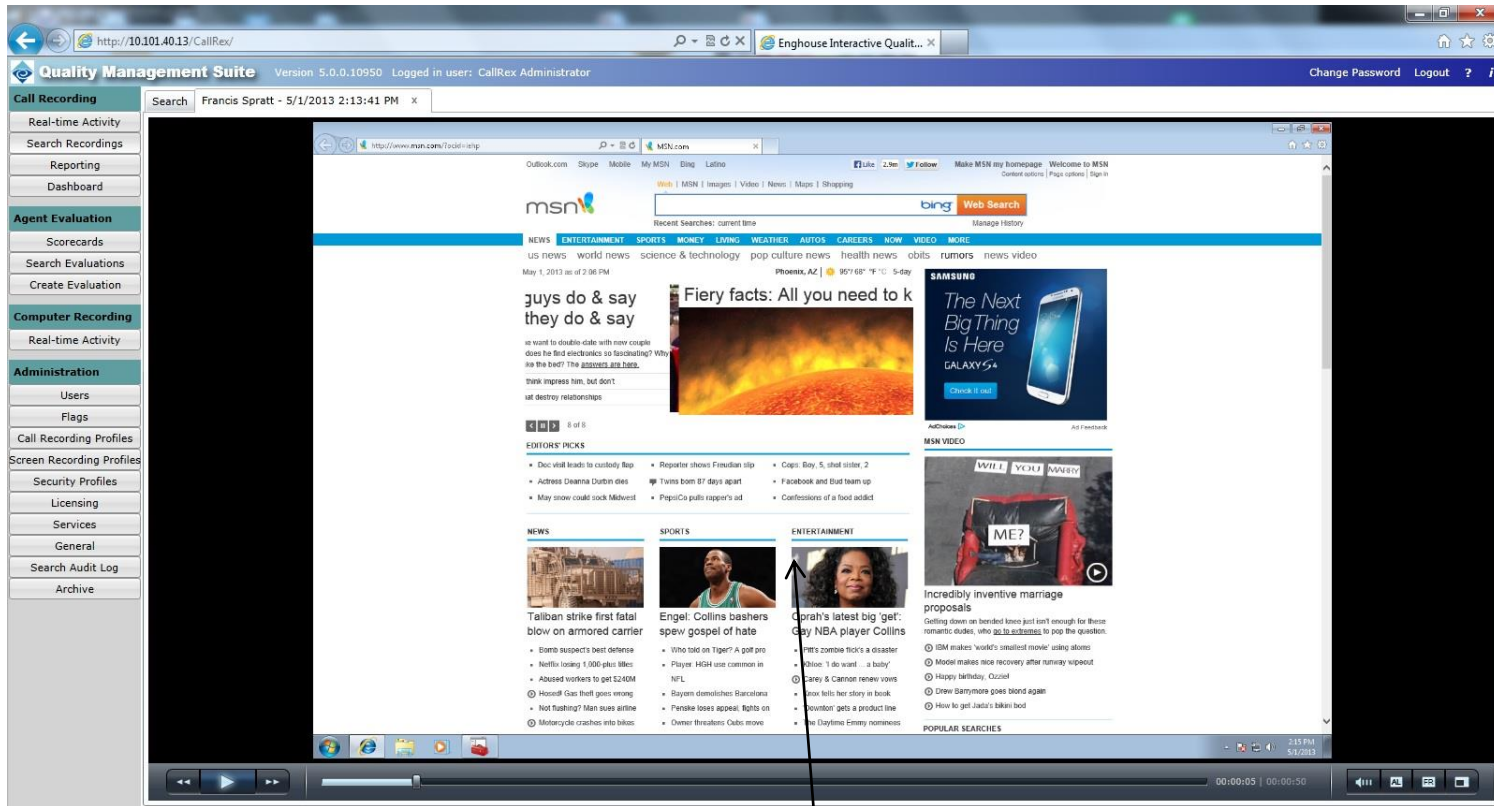
Time:

Format:

Email(s):



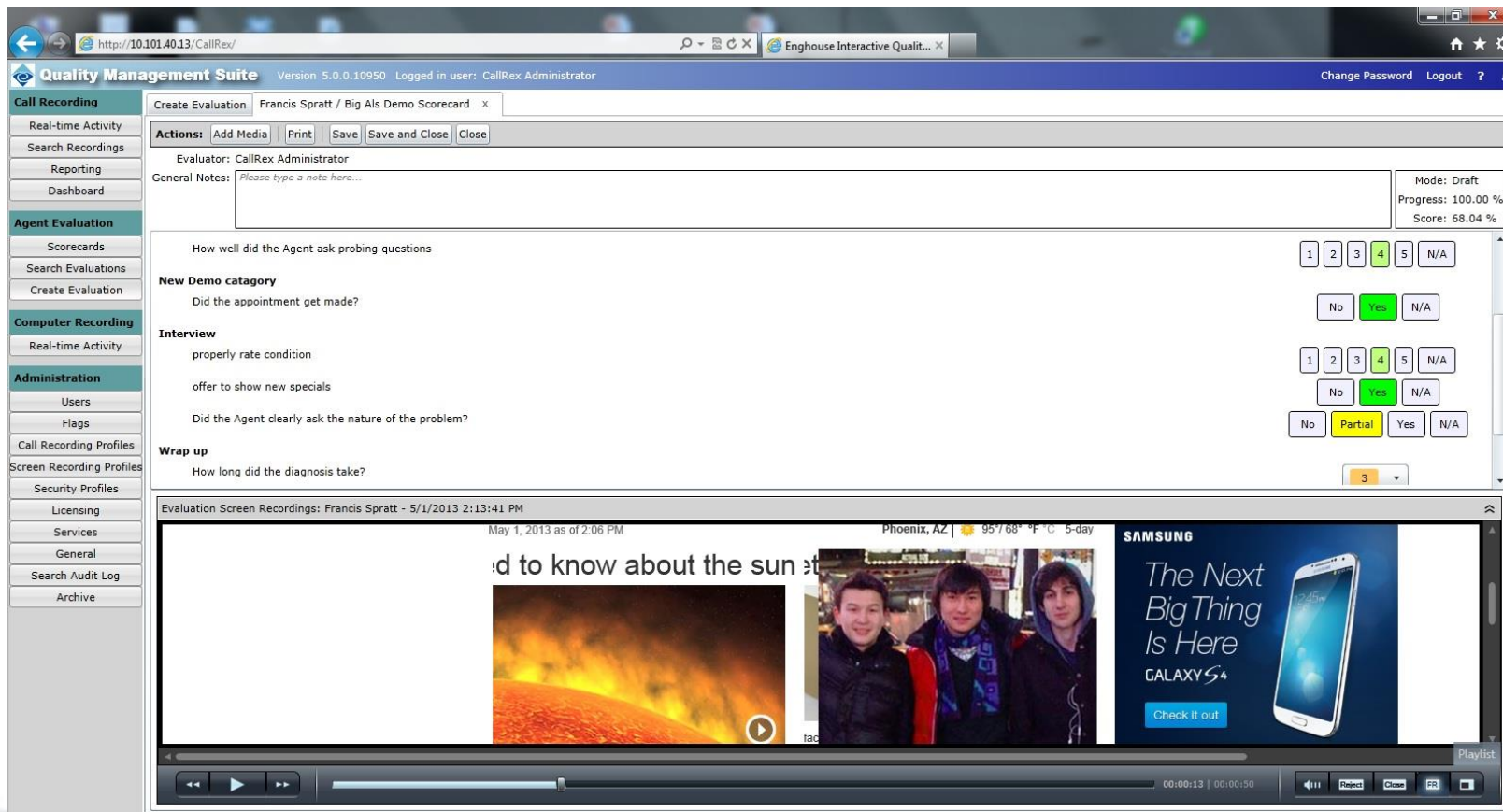
電腦記錄 – 從螢幕擷取



同步記錄聲音和全螢幕的影像

CallRex 客服人員評比

- 使用網頁介面的工具來評比每通來電
 - 客製化的績效評分卡
 - 提供內建報告供績效測量和管理



客服人員評比 – 計分卡

The screenshot displays the 'Quality Management Suite' interface. The browser address bar shows 'http://10.101.40.13/CallRev/'. The page title is 'Quality Management Suite' and it indicates 'Version 5.0.0.10950' and 'Logged in user: CallRex Administrator'. The interface is divided into several sections:

- Call Recording:** Includes 'Real-time Activity', 'Search Recordings', 'Reporting', and 'Dashboard'.
- Agent Evaluation:** Includes 'Scorecards', 'Search Evaluations', and 'Create Evaluation'.
- Computer Recording:** Includes 'Real-time Activity'.
- Administration:** Includes 'Users', 'Flags', 'Call Recording Profiles', 'Screen Recording Profiles', 'Security Profiles', 'Licensing', 'Services', 'General', 'Search Audit Log', and 'Archive'.

The main content area shows an evaluation form for 'Ann Long / Big Als Demo Scorecard'. It includes a 'General Notes' field, a 'Mode: Draft' indicator, and 'Progress: 81.00 %' and 'Score: 68.23 %'. The form is divided into sections with evaluation questions and rating options:

- Introduction:** 'Did the agent introduce themselves properly?' (Yes/No buttons).
- Communication:** 'Did the agent clearly ask for the callers name and ID?' (Yes/No buttons).
- Communication:** 'properly search for answer' (Rating scale 0-5, with 4 selected).
- Communication:** 'How well did the Agent ask probing questions' (Rating scale 1-5, with 3 selected).
- Interview:** 'Did the appointment get made?' (Yes/No/N/A buttons).
- Interview:** 'properly rate condition' (Rating scale 1-5, with 3 selected).
- Interview:** 'offer to show new specials' (Yes/No/N/A buttons).
- Interview:** 'Did the Agent clearly ask the nature of the problem?' (No/Partial/Yes/N/A buttons).
- Wrap up:** 'How long did the diagnosis take?' (Rating scale 1-8, with 8 selected).

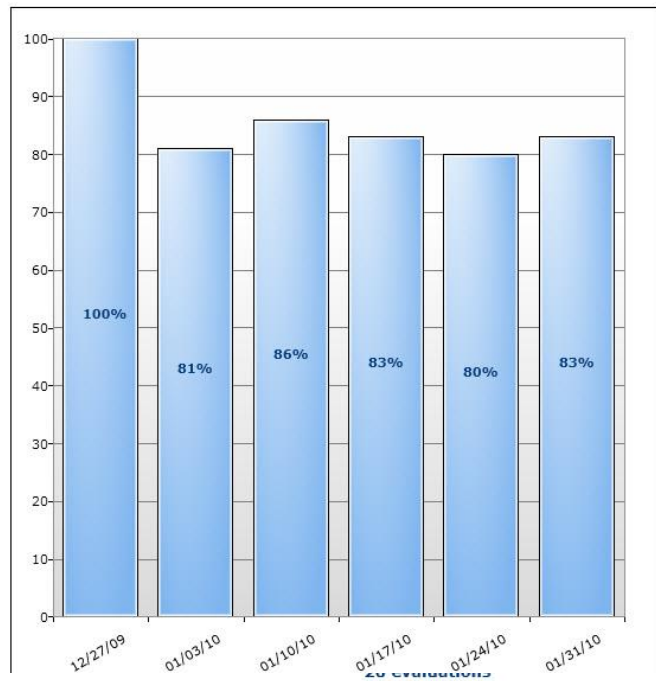
At the bottom, there is a 'Evaluation Call Recordings' section with a waveform and a 'How to Create a Bookmark' link. A blue arrow points from the caption below to this waveform.

語音部分可註記該通來電的相關問題

客服人員評比報告

Score Trending

Users: All users reporting to Kevin Klein
 Evaluators: All evaluators
 Scorecards: All scorecards
 Evaluation date range: Any



Scores by Evaluator

Evaluators: Multiple Users
 Scorecards: All scorecards
 Evaluation date range: Any

Period [weeks]	Ann Long		Jane Cole		Kevin Klein	
	Score	#Evals	Score	#Evals	Score	#Evals
12/27/2009 - 1/3/2010	97%	2	81%	9		
1/3/2010 - 1/10/2010			82%	16	81%	6
1/10/2010 - 1/17/2010	89%	10	84%	5	83%	17
1/17/2010 - 1/24/2010	70%	8	65%	5	83%	18
1/24/2010 - 1/31/2010	78%	3	80%	4	80%	14
1/31/2010 - 2/7/2010	81%	7	79%	11	83%	31
Total	82%	30	80%	50	82%	86

Score per Question

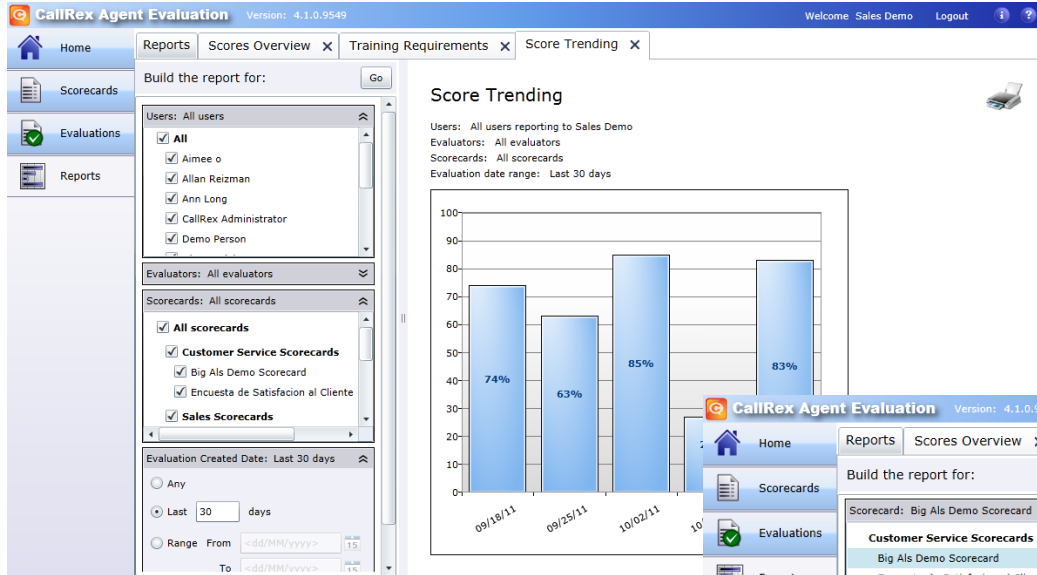
Greeting / Account Verification

- Did the agent greet the caller, stating their name and the company name?
- Was the customer information properly verified, asking at least two security questions?
- Did the customer verify that the current contact information -- including e-mail address -- was accurate in our database?
- Was the reason for the inbound call quickly identified by the agent?



Product Knowledge / Cross-Sell

CallRex – 分數趨勢



CallRex Agent Evaluation Version: 4.1.0.9549

Home | Reports | Scores Overview | Training Requirements | Score Trending | Score Trending by Question

Build the report for: [Go]

Scorecard: Big Als Demo Scorecard

Customer Service Scorecards
 Big Als Demo Scorecard
 Encuesta de Satisfaccion al Cliente - Di

Sales Scorecards
 Call Handling - Ed's Demo

Users: All users
 All
 Aimee o
 Allan Reizman
 Ann Long
 CallRex Administrator
 Demo Person

Evaluators: All evaluators

Evaluation Created Date: Last 30 days
 Any
 Last 30 days
 Range From: <dd/MM/yyyy> To: <dd/MM/yyyy>

Score Trending by Question

Scorecard: Big Als Demo Scorecard
 Users: All users reporting to Sales Demo
 Evaluators: All evaluators
 Evaluation date range: Last 30 days

Big Als Demo Scorecard	18/09/2011 to 24/09/2011		25/09/2011 to 01/10/2011		02/10/2011 to 08/10/2011	
	Score	#Answ.	Score	#Answ.	Score	#Answ.
Introduction						
Dis the agent introduce themseleved properly?						
	100%	1	50%	2		
Did the agent clearly ask for the callers name and ID						
	0%	1	0%	2		
Communication						
properly search for answer						
	N/A	0	40%	2		
How well did the Agent ask probing questions						
	50%	1	25%	2		
Interview						
properly rate condition						
			38%	2		
offer to show new specials						
	100%	1	50%	2		
Did the Agent clearly ask the nature of the problem?						
	50%	1	25%	2		
Wrap up						
How long did the diagnosis take?						
	89%	1	44%	2		
Did the Agent offer to follow up?						
	100%	1	50%	2		

行動化的操作控制台

多重管道的
接觸套件

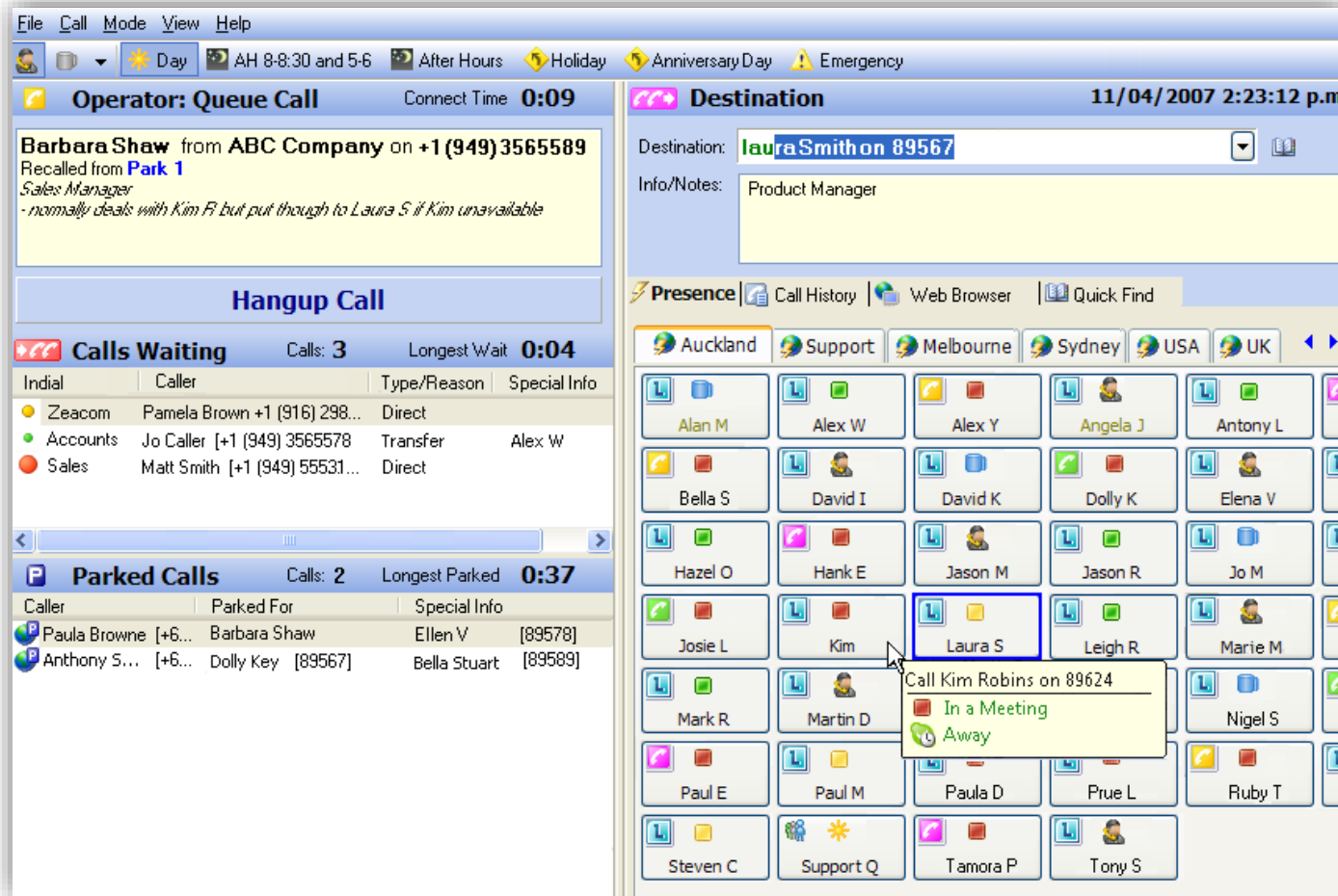
自行完成服
務

行動化控制台

最佳化工作
能力與來電
記錄

- ◆ 25 年的經驗
- ◆ 高度整合的解決方案
- ◆ 先進的語音組件
- ◆ 豐富的資訊
- ◆ 智慧化的來電分派
- ◆ 直覺的操作介面方便快捷轉接
- ◆ 可跟客服中心整合或單獨存在
- ◆ 可分開購買各項模組以節省投資成本

行動化控制台 for Lync



The screenshot displays the Lync Operator Console interface. At the top, it shows the menu (File, Call, Mode, View, Help) and status indicators for Day, AH 8-8:30 and 5-6, After Hours, Holiday, Anniversary Day, and Emergency. The main area is divided into several sections:

- Operator: Queue Call**: Shows a call from Barbara Shaw from ABC Company on +1 (949) 3565589, recalled from Park 1. A note indicates she normally deals with Kim F but is put through to Laura S if Kim is unavailable.
- Destination**: Shows the destination as Laura Smith on 89567 with the info/notes "Product Manager".
- Hangup Call**: A section for managing hungup calls.
- Calls Waiting**: Shows 3 calls waiting. A table lists the callers: Pamela Brown (+1 (916) 298...), Jo Caller (+1 (949) 3565578), and Matt Smith (+1 (949) 55531...).
- Parked Calls**: Shows 2 calls parked. A table lists the callers: Paula Browne (+6...) and Anthony S... (+6...).
- Presence**: A grid of presence information for various users across different locations (Auckland, Support, Melbourne, Sydney, USA, UK). A tooltip for Laura S shows she is "In a Meeting" and "Away".

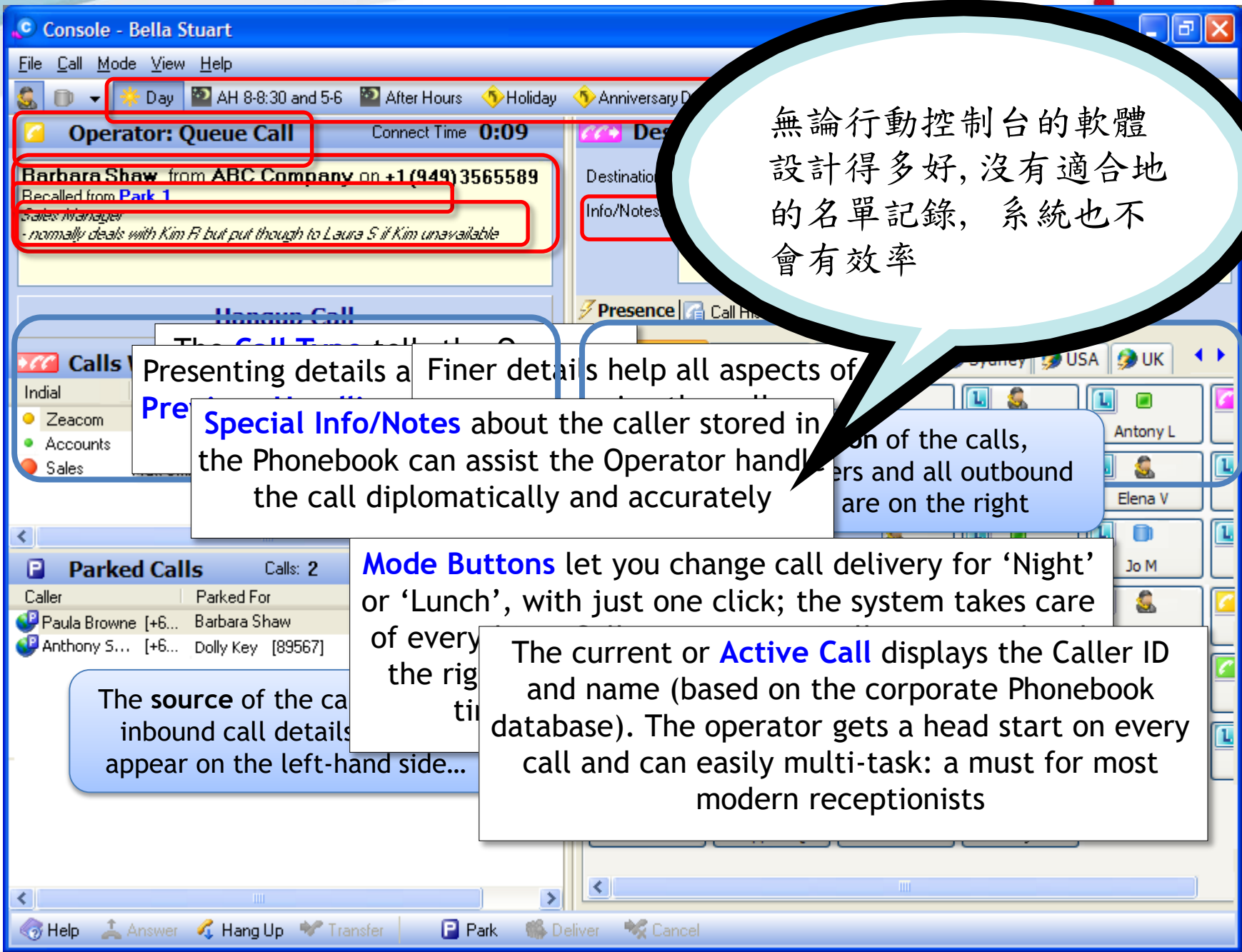
Enterprise Class Call Routing

Seamless Integration into Lync Voice

Presence from Lync, Skype, Exchange, Traditional Telephony

Reporting & Analytics

Designed for Operators



無論行動控制台的軟體設計得多好，沒有適合地的名單記錄，系統也不會有效率

Presenting details a
Finer details help all aspects of

Special Info/Notes about the caller stored in the Phonebook can assist the Operator handle the call diplomatically and accurately

on of the calls,
ers and all outbound
are on the right

Mode Buttons let you change call delivery for 'Night' or 'Lunch', with just one click; the system takes care

of every
the right
tit

The current or **Active Call** displays the Caller ID and name (based on the corporate Phonebook database). The operator gets a head start on every call and can easily multi-task: a must for most modern receptionists

The **source** of the call
inbound call details
appear on the left-hand side...

Lync Presence

- 你的系統總是會知道哪位同事是有空的
- Lync的人員出席狀況會在控制台顯示, 在處理電話決定是否轉接時可提供有價值的資訊
 - 電話狀態 (例如: 閒置 / 響鈴, 接聽來電 / 外撥通話)
 - 人員狀態 (例如: 會議中, 忙碌, 離線 - 或是空閒狀態)



快速尋找 智慧搜尋

Destination

Destination: **roster ABC on** 輸入要搜尋的特徵

Info/Notes: Current Profile: In the Office

Presence | Call History | **Quick Find**

1	Rosters ABC	Lync	Dept: Occupational Therapy, Title: Rosters ABC, Location: Waiting 1
2	ROST HOUSE	+1 (949) 4916461	Dept: Womens Health, Title: Assessment Room 1, Location: Roswell
3	After Hours ROST HOUSE	Lync	Assessment Room 2, Location: Roswell
4	Assessment 1	+1 (919) 5916444	Location: ROST HOUSE
5	Assessment 2	+1 (949) 6643059	Location: ROST HOUSE
6	AV	+1 (919)	
7	Back HOUSE	Lync	Dept: Accommodation, Title: Back Room, Location: ROST HOUSE
8	BAR ROOM No Calls Out BAR ROOM No Calls Out	Lync	Dept: Hospitality, Location: ROST HOUSE
9	Birthing Room 1 DELIVERY SUITE	Lync	Dept: Womens Health, Title: Birthing Room 1, Location: ROST HOUSE
10	Birthing Room 2 DELIVERY SUITE	Lync	Dept: Womens Health, Title: Birthing Room 2, Location: ROST HOUSE

得到結果

確認是否可用

快速搜尋結果可節省雙方的時間

標籤分類

Presence | Call History | Quick Find | Chat

Search In: Company | All

position: <All> | Department: Sales | Floor: level 1

1 Belinda Tucker | Account Manager, Department: Sales

2 Jane Thompson | Finance, Department: sales

3 Matt Hanrahan | Lync | position: Channel Manager, Department: Sales

4 Shireen Chetty | Lync | position: Channel Manager, Department: Sales

將內部資料標籤分類有
助於快速搜尋

General | Numbers/Addresses | Advanced | Additional Info

Field	Value
position	Channel Manager
Department	Sales
Car	F1 McLaren (I wish)
Registration	ABC123
Features	Gorgeous :)

差異化的控制台

一個商用化的控制台必須包含:-

- 彈性的話務指派引擎 – SBR, multiple queues, call priorities
- 宣告 – 自動產生, 來電等候的宣告
- 報告 – 可以管理想要的資訊
- 彈性的操作模式 – 緊急模式, 夜間服務
- 強大的記錄名單 – 通常會比接觸過的數量還多
- 分享筆記
- 彈性 – 自動覆蓋



Enghouse Interactive Communications Center - 利益總結



- 超過20年的經驗在發展客服系統及支援模組

競爭優勢

- 適合5-400席次的管理系統

- 透過自行管理核心MAC(moves, adds, changes)來降低成本

- 合理的價位, 強大的系統

- 可與微軟架構作後台整合

- 可和外掛程式整合 - 例如:MS CRM, Salesforce, 等

- 客戶可以只選購需要的模組



TouchPoint 繁體中文版





TouchPoint

繼續工作時間 30秒

開始休息

退出佇列

退出TouchPoint

值機

最近的

儀表板

值機簡介

Kevin Chiu
為5分鐘登錄到ESI 業務部
佇列 : 2 打電話
分機sip.kevin@esi-asia.com.tw

登錄總時間 6分鐘
可用 6分鐘
休息時間 0分鐘
工作時間 0分鐘

現在活動

詳細通道	姓名 或號碼	佇列名稱	期間

佇列

詳細通道	佇列名稱	值機 呼叫	全部 呼叫	平均 處理時間	平均 通話時間
	ESI Employee	0	0		
	ESI 業務部	0	0		

顯示呼叫信息

優先選項

一般

- 登入和登出
- 整體快捷鍵選擇
- 彈出式提醒
- 聯絡人和群組
- 信息板過濾器
- 更改您的分機號選擇
- 更改密碼
- 重設TouchPoint選擇

一般選項

- (如果可能)把客戶號碼拷貝到複製板上。
- 自動顯示與互動有關的網頁
- 呼叫鍵盤通常設在其它應用軟件之上
- 所有轉移電話都包含草稿註釋

交談顯示名

顯示我的交談顯示名：

僅限名

Thank you!