

THINKING CONTACT CENTER



OXFORD NETWORKS

Optimize your contact center operations at a fraction of the cost.

ThinkingContactCenter™ helps enterprise companies optimize inbound and outbound contact center operations, saving money and taking advantage of the latest contact center technology. All without the significant upfront capital expenditures and operational headaches associated with owning and maintaining on-premise equipment.

ThinkingContactCenter consists of automated call distribution, IM agent queuing, email integration, agent login/logoff, dynamic and skills-based call routing, call queues, call recording, real-time agent and queue status, and historical call, queue, and agent performance reporting. With contact center capability powered by our innovative cloud-based ThinkingSuite unified communications ecosystem, enterprises can:

Remove geographic boundaries – Remove the artificial geographic boundaries imposed by traditional contact center technology. With Thinking Phone Networks, businesses can either centralize contact center services to serve multiple geographies and locations, or decentralize contact center services out to remote or work-at-home agents as business needs dictate. Being location independent also allows for built-in disaster recovery since contact center operations can survive the loss of any given site.

Centralize customer communication – ThinkingContactCenter supports and manages all the ways your customers interact with you, including phone, email and instant messaging. Using one system for all types of interaction leads to elevated customer responsiveness and improved management visibility. In addition, platform integration allows you to realize increased agent productivity via such features as screen pops with customer information, outbound contact automation, and presence-based routing.

Unlimited capacity – Hundreds of callers can be held in call queues with only active calls tying up available contact center capacity. Capacity can also be added dynamically, one agent at a time, without needing to purchase separate expansion cards or modules typical of on-premise systems.

Advanced routing improves customer communications – Route customer requests to the most appropriate group of agents using advanced routing logic. Auto-attendant, queue, and routing can be customized to fit any set of requirements. Communications can be routed to the most appropriate queue based on pre-defined logic such as time of day, presence status, agent skills, and more.

As part of the ThinkingSuite unified communications ecosystem, ThinkingContactCenter offers built in integration to:

ThinkingVoice

A cloud-based IP PBX service that removes the cost and complexity of a premise-based systems.

ThinkingAnalytics

Transforms large volumes of un-intelligible enterprise-wide communications data into immediately accessible, usable and actionable information

ThinkingMessaging

Enterprise messaging application that supports standard messaging clients, including Microsoft Outlook, Mozilla Thunderbird, and Microsoft Entourage

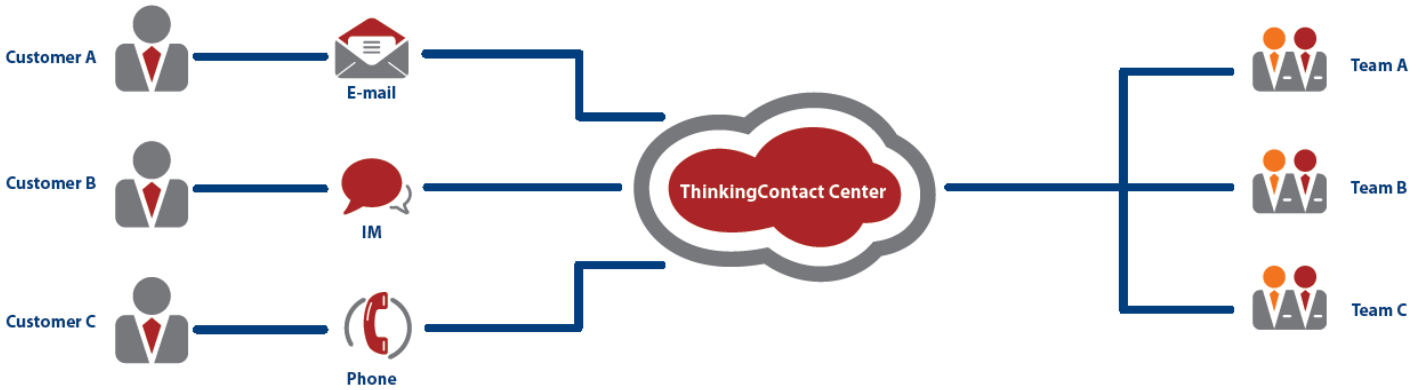
ThinkingCommunicator

Enterprise grade instant messaging application that delivers real-time application awareness and presence information

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ThinkingContactCenter not only helps enterprise companies manage inbound and outbound call center operations, it can be a key driver toward enhancing overall customer satisfaction and securing competitive advantage.

Focus on your core business – We offer enterprises our ThinkingContactCenter application as a subscription-based service that includes all the contact center equipment, software, operations facilities, and technical expertise your organization needs. All without the costs, risks and headaches of on-premise systems. Focus on your core business while allowing Thinking Phone Networks to focus on providing your customer facing team the most robust, fully-featured contact center capability available

Improved management visibility – Integrates contact center and other ThinkingSuite unified communications data to provide a complete picture of customer communications and agent performance. Ad-hoc reporting, historical trending and advanced analytics (OLAP) allow managers to analyze data to make better business decisions. Real-time management views can be segmented to group leaders to better manage contact center teams.

Contact Center Platform	Supported
Live agents supported	Unlimited
Maximum calls in queue	Unlimited
Inbound voice service	Yes
Outbound voice service	Yes
Skills based routing	Yes
Inbound Web chat	Yes
Inbound email	Yes
DNIS routing	Yes
ANI or caller ID routing	Yes
Routing by type of day	Yes
Routing by time of day	Yes
Routing by customer information	Yes
Priority routing	Yes
Overflow while waiting	Yes
Call coding	Yes

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Contact Center Agent	Supported
Unified desktop client - telephony, presence, contact center, instant messaging	Yes
Screen pop	Yes
Graphical user interface	Yes
Call in queue display	Yes
Call queue picking	Yes
Individual group login	Yes
Call information display	Yes
Previous call log display	Yes
Contact Center Supervisor	Supported
Supervisors	Unlimited
Real-time statistics	Yes
Historical reports	Yes
Contact Center Supervisor Monitoring	Supported
Default refresh rate	Real-time
Color-coded notifications	Yes
Tabular, graphical report formats	Yes
Agent status, statistics	Yes
Group status, statistics	Yes
Group calls in queue status	Yes
Agent requires assistance notifications	Yes
Agent log in/log out status control	Yes
Call monitor	Yes
Contact Center Historical Reporting	Supported
Tabular, graphical formats	Yes
Automatic email reports scheduler	Yes
Export data in csv format	Yes
Add/remove report columns	Yes
Custom formulas	Yes
Agent performance reports	Yes
ACD call distribution reports	Yes
Abandoned call reports	Yes
Wrap-up, release code reports	Yes