

Tegsoft Contact Center Solution

Omnichannel Contact Center Services Features

With the Multichannel Contact Center, companies are not only able to provide customers with voice channels, but they can also communicate via SMS, Email, Webchat, and Social Media channels.

Changes in customer habits are urging Contact Centers to go beyond service with voice communication only. Instead of calling the Contact Center for a service they want to receive, customers prefer to forward a request via tweet. Or they want to get an immediate answer to their question about a product they're reviewing on the company's website, via Webchat Agent.

They can start a conversation through Webchat session and prefer to continue over voice call where they left off. No matter what communication channel, they can always expect to receive information about their previous requests in the communication they perform with the Contact Center.

On The Other Hand,

Companies want to see and manage customer communication history, regardless of which communication channel was used. Additionally, this is also to gather data and provide a real customer journey experience. They want to manage their customer's comments on social media through the contact center to respond as soon as possible.

They want to reach their customers as much as possible with all the available communication channels like SMS or email. Also, they want all these channels to be managed in a collated manner by the agents.

Omnichannel Contact Center Features

To help companies provide excellent call center experience to their customer, we offer the following features with our Omnichannel Contact Center:

- Easy accessibility with the web-based Call Center Interface
- Working flexibility anywhere
- One screen Call Management with integrated Webphone
- Alarm mails to ease management
- Agent activity management and reporting
- Managing manual outbound calls
- Uploading Excel file data either dynamically or through web

3rd Party Software Integrations and Embedded TegsoftCRM Features

Tegsoft's Omnichannel Contact Center Agent Package includes advanced integration patterns for your Customer Relationship Management (CRM) software, as well as embedded CRM application.

TegsoftCRM performs the following operations:

- Integrated and configured CRM
- Opportunity to increase customer satisfaction with the caller identification feature
- Managing the projects or the customers by grouping customers - Customer-based, specialized call campaigns
- Able to access customer's call history
- Creating specified activities for the customer
- Interpret and conduct surveys
- Tegsoft has ready-made integration with hundreds of technologies providers and custom-made integrations are also possible.

Compliments existing customer iPECS On-Premise Solutions

- No customisation work required to activate the solution on iPECS PABXs.

Scalability

- A Contact Centre Solution that caters for all segments i.e., SMB, Enterprise, and Government customers.

Deployment flexibility

- Outright and Rental pricing models available.

Product Package Description

Tegsoft Packages are available as either on-premise rental, or outright sale model.

We are offering Tegsoft Contact Centre with two packages options:

- Blended package (Inbound and Outbound)
- Omnichannel Package (Inbound, Outbound, and social media)

Inbound Contact Centre Packages

Ideal for customer care teams, helpdesk/service desk, information lines etc.



- **Working flexibility anywhere:** Embedded Webphone on the agent Desktop.
- **Embedded contact CRM:** Automatic identification and display of Incoming Caller’s contact info during inbound.
- **Voice Recording & Analytics:** Recording of all the call traffic, reporting with speech analytics.
 - **Advanced Reporting:** Detailed Queue Reports, Agent Activity Reports and IVR Reports.
 - **Agent & Queue Management:** Defining queues and assigned agents and skills, defining queue alarms, all on a single screen.
- Manual outbound calls.

Outbound Contact Centre Package

Ideal for Marketing and Sales campaigns, Surveys etc.



- **Working flexibility anywhere:** Embedded Webphone on the agent Desktop.
- **Embedded contact CRM:** Automatic identification and display of Outgoing Caller's contact info during outbound.
- **Voice Recording & Analytics:** Recording of all the call traffic, reporting with speech analytics.
- **Advanced Reporting:** Detailed Campaign Reports, Agent Activity Reports.
- **Campaign management:**
 - **Preview Dialer:** Customer details that are in the campaign data are automatically displayed on the Agent screen which can then manually start an outbound call.
 - **Progressive Dialer:** Customer details that are in the campaign data are automatically displayed on the Agent screen and an outbound call is initiated by the system.
 - **Predictive Dialer:** Delivers up to **86% agent utilization rate** by using adaptive algorithms (with **real-time analytics**). The **algorithm** distinguishes the dialed number and **analyses the reachability rate** separately for the landline number and mobile number.

Blended Contact Centre Package

Ideal for customers which need both Inbound and Outbound Package features



- **Working flexibility anywhere:** Embedded Webphone on the agent Desktop.
- **Embedded contact CRM:** Automatic identification and display of Incoming and Outgoing Caller's contact info.
- **Voice Recording & Analytics:** Recording of all the call traffic, reporting with speech analytics.
- **Advanced Reporting:** Detailed Queue Reports, Agent Activity Reports and IVR dialing reports, Campaign reports etc.
- **Campaign management:**
 - **Preview Dialer:** Customer details that are in the campaign data are automatically displayed on the Agent screen which can then manually start an outbound call.
 - **Progressive Dialer:** Customer details that are in the campaign data are automatically displayed on the Agent screen and an outbound call is initiated by the system.
 - **Predictive Dialer:** Delivers up to **86% agent utilization rate** by using adaptive algorithms (with **real-time analytics**). The **algorithm** distinguishes the dialed number and **analyses the reachability rate** separately for the landline number and mobile number.

Omnichannel Contact Centre Package

Ideal for customers which need to access their customers through multiple channels (Voice, SMS, Email, Webchat, Video and social media)



- **Blended Contact Centre:** all the feature of the Blended Contact Centre.
- **SMS & Email:** Campaigns can also be run through Email and SMS.
- **Webchat and Video:** The agents will also be able to interact via Webchat and Video.
- **Social Media:** The agents will also be able to interact via a variety of Social Media (such as Whatsapp, Facebook Messenger etc.). The list of media and features depends on the Social Media companies and is subject to changes (e.g. Facebook can add/change/remove any feature at any time).
- **Ticketing:** The agents will be able to direct Tickets to back-office operations.
- **Omnichannel:** All the customer history, independently of the channel is available on a single screen. This allows the Agent to massively improve customer satisfaction.

Whatsapp Messenger, Instagram DM, Facebook Messenger Integration and Webchat Features:

- Integration with Whatsapp Business API, Facebook Messenger, Instagram DM.
- Webchat service over the Company Website.
- Defining Whatsapp, Facebook Messenger and Instagram DM text channels as queues on Webchat.
- Managing Webchat, Whatsapp, Facebook Messenger and Instagram DM channels in from a single agent screen.
- Consolidated chat history tracking on the contact card.
- Reporting of chat conversations.

SMS and Email Campaigns Features:

- Distribution of SMSs to queue-based Agents.
- Sending a single SMS.
- Sending bulk SMS.
- Consolidated SMS history tracking on the contact card.
- Define Unlimited Email Campaigns.
- Sending Bulk Email.
- Detailed Email Campaign reports.
- Consolidated Email history tracking on contact card.

Note: For social media and SMS, customers must have relevant business accounts with SMS Gateway Service Provider such as <https://www.clickatell.com> , Facebook Business Account and WhatsApp Business Account.

Ticketing Solution (Requirement Management) Features:

Tegsoft has a Ticketing Solution for Requirements Management purpose.

With this development, tickets are now able to be

- Display and manage appropriately,
- Resolve on time,
- Direct to the relevant departments by the agents in the Agent Desktop.
- From corporate e-mail accounts,
- From the contact form and/or request-complaint forms on the Corporate Website,
- From different websites via web services,
- Conversion of all requests and complaints forwarded through Call Center communication channels into requests through customer representatives.
- Automatic/manual assignment of collected requests and complaints to internal/external responsible persons.

- Informing, tracking, and reporting of assignments with warning e-mails.
- ***Ticketing license is included in the Omnichannel package for Agent usage and is subject to an additional per-user charge for Back Office users.***

Tegsoft Licensing is based on the Seat Capacity – the number of Agents using the system at the same time. Thus, with the same number of licenses, you can run Agent groups in more than one shift without additional costs. Tegsoft licenses are easily scalable and available as either on-premise rental, or outright sale Model.

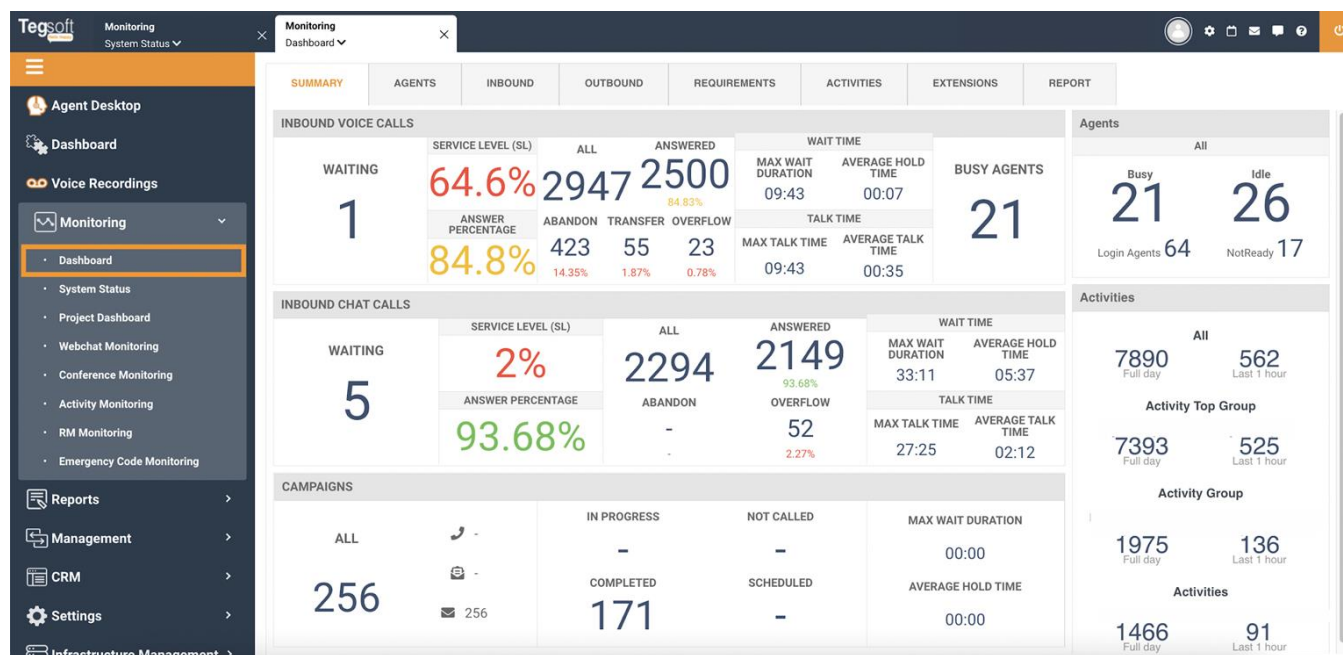
Dashboard Features

Tegsoft Dashboard is a powerful monitoring tool designed with the intent of real-time monitoring for Tegsoft Contact Center users. It is data analytics monitoring solution that lets the users track their contact center performance metrics and visualize their data sets, easily.

With Tegsoft Dashboard, the users are enabled to obtain a high-level view of their metrics with which they can drill down and analyse the details.

In addition, Tegsoft Dashboard provides businesses with a variety of features like agents' current state, call metrics, and real-time dashboards to keep track of contact center performance efficiently.

The statistics and data monitored in the Tegsoft dashboard are explained in detail below.



The details of summary statistics and data are given below.

- **Inbound Voice Calls**
(waiting customers, service level, answer rate, abandon, answered, overflow and transfer calls, longest and average talk times, etc.)
- **Inbound Chat Calls**

(waiting customers, service level, answer rate, abandon, answered, overflow chat calls, longest and average wait times, etc.)

- **Campaigns**
(voice, SMS, and e-mail campaigns, in progress, not called, completed, scheduled campaigns)
- **Agents**
(busy, idle, login and not ready agents)
- **Activities**
(Number of activity top groups, activity groups and activities in the full day and in the last hour)
Agent Desktop Screen

AGENTS DASHBOARD TAB

Agents Dashboard enables Supervisor to monitor call traffic and agent status for all queues in the contact center synchronously.

The screenshot displays the Tegsoft Agents Dashboard interface. At the top, there are tabs for 'SUMMARY', 'AGENTS', 'INBOUND', 'OUTBOUND', 'REQUIREMENTS', 'ACTIVITIES', 'EXTENSIONS', and 'REPORT'. The 'AGENTS' tab is selected. Below the tabs, there is a search bar and a filter dropdown. The main area is divided into four columns: 'Inbound' (13 agents), 'Webchat' (9 agents), 'Idle' (24 agents), and 'Not Ready' (17 agents). Each column contains a list of agent cards. Each card shows the agent's initials, phone number, and status (e.g., Ready, Break, Back Office Activity). The 'Not Ready' column includes cards for 'Break', 'Back Office Activity', and 'After Login'.

Agents Dashboard enables Supervisor to change agents' status to

- Ready (Idle),
- Not Ready (After Call Work, Lunch, Break, Medical, Technical Issue, Back Office Activity, Meeting, Coaching or Other),
- Logout.

Tegsoft Recommended Server Specifications

Tegsoft runs on a Virtual Machine installed on a Server.

<i>Item</i>		<i>Tegsoft Server Specification</i>
CPU	Model	Lenovo ST 50v2 Xeon E-2324G
	Core	4
	Clock	3.1 GHz
RAM		16 GB
HDD		2 TB
Processor		Xeon E3-2324
Server Type		Linux
Linux Model		ESXI 7 or latest

Agent PC Recommended Specification

<i>Item</i>		<i>Agent PC Specification</i>
CPU	Model	Intel Celeron
	Clock	3.00 GHz
OS		MS Windows
RAM		8 GB
Hard Disk		1 TB
PC Type		Platform 1 PC

Additional

- SC 260 Headset and USB bottom cord

Recommended Browser for Agent Web Client: WebRTC

- Google Chrome (**Recommended**)
- Microsoft Edge
- Mozilla Firefox

- For WebRTC Client Softphone - headset are required.
- For terminal preference - only SIP phones are required to be registered on the Tegsoft software.
- SIP Phones can be obtained or purchase from other vendors