



interact^{v2.0}

CUSTOMER CARE SOLUTION

features



helping you make
customers for life!

TBT Private Limited.

2nd Floor, Pyramid Chambers,
68-C, 25th Commercial Street, Phase V,
D.H.A. Karachi-75500, Pakistan.

Voice : 111 111 2BT (228)

Fax : 92-21-5375469

URL : www.2bt.com.pk

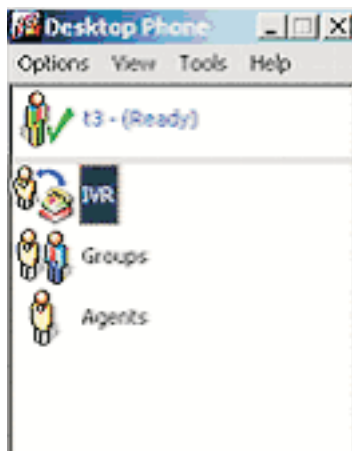
E-mail: info@2bt.com.pk



interact™ v2.0

—————The complete
customer care solution—————

2B Technologies' Call Center Suite has proven to be a flexible, affordable, and intelligent solution that is ready to go out of the box and deliver satisfaction to businesses that need its robust features. With the software-based switch, interact™ not only serves more flexibility, but also offers future-proof expandability.



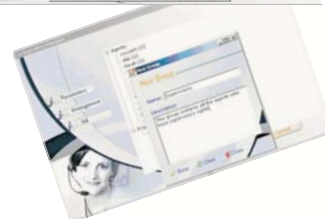
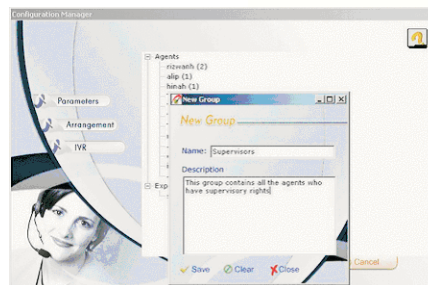
Efficiently handle calls increasing call center productivity:

Easy-to-use, familiar GUIs make learning easier and simpler for the agents, cutting down learning time significantly and allowing gradient saving.

interact™ increases CSR productivity and customer satisfaction using its graphical communications console, standard trunk interfaces, intelligent softphone, screen pops, and a configurable dial plan.

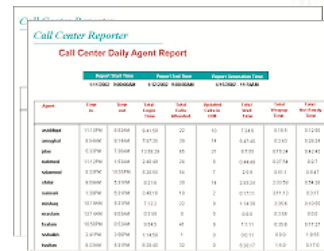
Centrally manage and configure your call center:

interact™'s Configuration Manager lets you completely configure your call center using the 'click and pick' ease of its administrative interface. This management tool is responsible for not only configuring database settings such as identifying DSNs and paths to recordings, but also provides central management for all call center entities, including CSRs, supervisors, IVR menus and actions, skills, and positions.



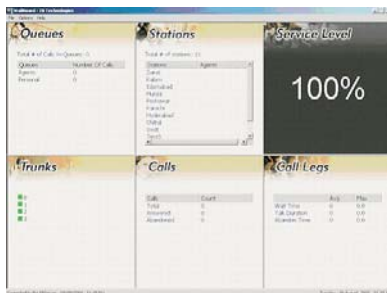
Improve performance with extensive reporting and logging:

interact™ offers supervisors with a wide range of performance monitoring tools. It offers an extensive set of reports for supervisors to compare against past performances and continuously make progress regarding a call center's performance and profitability. With a set of pre-calculated statistics, interact™'s reporting module makes report generation quick and effortless.



Agent	Start Time	End Time	Total Calls	Total Hold Time	Total Wait Time	Total Transfer Time	Total Transfer Count	Total Transfer Rate	Total Transfer %	Total Transfer Count	Total Transfer %
agent001	08:00:00	08:30:00	22	10	120	1	120	5.45	22.73	1	4.55
agent002	08:00:00	08:30:00	18	15	100	2	100	8.33	22.22	2	11.11
agent003	08:00:00	08:30:00	25	12	150	3	150	6.00	24.00	3	12.00
agent004	08:00:00	08:30:00	20	18	120	4	120	6.00	30.00	4	20.00
agent005	08:00:00	08:30:00	15	8	90	2	90	13.33	13.33	2	13.33
agent006	08:00:00	08:30:00	30	10	180	5	180	3.33	16.67	5	16.67
agent007	08:00:00	08:30:00	28	14	168	6	168	5.71	21.43	6	21.43
agent008	08:00:00	08:30:00	12	6	72	1	72	8.33	8.33	1	8.33
agent009	08:00:00	08:30:00	35	12	210	8	210	3.71	21.43	8	22.86
agent010	08:00:00	08:30:00	20	9	120	3	120	6.00	15.00	3	7.50

Real-time statistics keep you up-to-date:



Measure your call center's success with interact™'s real-time statistics display. The WallBoard will keep your call center supervisor up-to-date with the suite's current state. Its sleek user interface displays current status for trunks, CSRs, and queues and displays the recent service level for supervisors to measure call center success at-a-glance.

CTI pop-ups facilitate call center automation and increase agent productivity:

Integration of voice and data networks increases agent efficiency and the quality of service. interact™'s CTI capabilities not only populate CRMs with customer information, but also facilitate third-party integrations. CTI aids in significantly increasing the degree of integrations and customizations of interact™ and other third-party applications.



Dynamic allocation of extensions:

interact™ v2.0 does not restrict agent login to the authorized agent workstation. Its login facility lets CSRs successfully log in from any station on the network. Working with the Windows NT security model permits agents to log in using normal network logins discarding the need for additional passwords and enhancing login security.

Intelligent call routing boosts call handling productivity:

interact™ v2.0 offers intelligent call routing facilities along with the Router SDK to be able to develop any intelligent router w.r.t your business requirements. By using the DLL available, you may customize your router enabling the routing of calls as you wish. Sophisticated and flexible routing helps callers connect to the right agent as quickly as possible. Have complete control of the distribution of calls with 2B Technologies' Router SDK, and enhance your business productivity by accessing queues with respect to a number of options, including call allocation based on customer history, CLI, caller priority, user input, etc.

XML based scripts increase IVR extensibility:

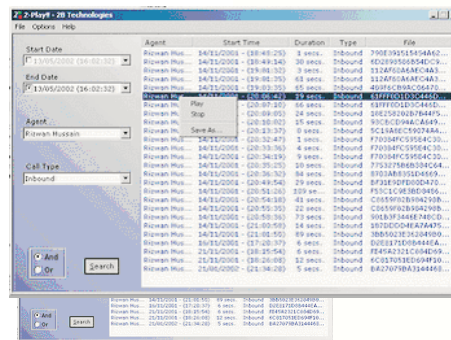
Based on an XML based script, the interact™ v2.0 Self Service can generate XML to design desired call flows. It decides what to do with a call based on the XML script. The script supports multiple entry points allowing desired customizations of call flows. The use of XML allows flexibility, easy extensibility, and supports future real-time integration. The use of an XML script to generate call flows allows the customization of IVR menu options, as well. These customized menu options add a higher degree of personalization to the level of service.

Open and scalable software development tools offer platform independence:

ActiveX technology controls and SDKs are designed on the lines of providing an open architecture to the interact™ Suite. Promoting easy integration and UI customizations for third-party vendors, the COM based interact™ v2.0 architecture allows complete platform independence to the system.

Call recording enhances interact™'s quality monitoring features:

interact™'s call recording solution is a comprehensive monitoring solution for call center supervisors that will make it easy for you to record, evaluate, analyze, and improve customer experiences within your call center.



Agent	Start Time	Duration	Type	File
Rizwan Mu...	14/12/2002 - 12:41:25	1 sec	Inbound	39583951549462...
Rizwan Mu...	14/12/2002 - 12:41:34	30 sec	Inbound	85229950554576...
Rizwan Mu...	14/12/2002 - 12:41:35	3 sec	Inbound	31249504848383...
Rizwan Mu...	14/12/2002 - 12:41:35	63 sec	Inbound	31249504848383...
Rizwan Mu...	14/12/2002 - 12:41:35	65 sec	Inbound	40958101042610...
Rizwan Mu...	14/12/2002 - 12:41:35	11 sec	Inbound	61147001042610...
Rizwan Mu...	14/12/2002 - 12:41:35	66 sec	Inbound	31911011042610...
Rizwan Mu...	14/12/2002 - 12:41:35	24 sec	Inbound	38215310176445...
Rizwan Mu...	14/12/2002 - 12:41:35	25 sec	Inbound	935101042610...
Rizwan Mu...	14/12/2002 - 12:41:37	0 sec	Inbound	5C1458C5507484...
Rizwan Mu...	14/12/2002 - 12:41:37	1 sec	Inbound	770384FC550420...
Rizwan Mu...	14/12/2002 - 12:41:37	4 sec	Inbound	770384FC550420...
Rizwan Mu...	14/12/2002 - 12:41:37	9 sec	Inbound	770384FC550420...
Rizwan Mu...	14/12/2002 - 12:41:37	23 sec	Inbound	770384FC550420...
Rizwan Mu...	14/12/2002 - 12:41:37	84 sec	Inbound	870384FC550420...
Rizwan Mu...	14/12/2002 - 12:41:37	29 sec	Inbound	870384FC550420...
Rizwan Mu...	14/12/2002 - 12:41:37	239 sec	Inbound	P51C1083819455...
Rizwan Mu...	14/12/2002 - 12:41:38	45 sec	Inbound	C6859F82862408...
Rizwan Mu...	14/12/2002 - 12:41:38	22 sec	Inbound	C6859F82862408...
Rizwan Mu...	14/12/2002 - 12:41:38	73 sec	Inbound	96839F82862408...
Rizwan Mu...	14/12/2002 - 12:41:38	89 sec	Inbound	3870C004A74975...
Rizwan Mu...	14/12/2002 - 12:41:38	4 sec	Inbound	3870C004A74975...
Rizwan Mu...	14/12/2002 - 12:41:38	4 sec	Inbound	3870C004A74975...
Rizwan Mu...	14/12/2002 - 12:41:38	4 sec	Inbound	3870C004A74975...
Rizwan Mu...	14/12/2002 - 12:41:38	12 sec	Inbound	3870C004A74975...
Rizwan Mu...	14/12/2002 - 12:41:38	5 sec	Inbound	8427079B344469...

Its high performance call logging and digital call recording capabilities helps our customers meet a variety of a call center needs including quality monitoring and risk management. The voice conversations are recorded directly to files using the VOX technology that provides the most efficient use of hard drive space. It allows approximately 100 hours of audio to be recorded in 1GB space. The use of digital audio tapes (DAT) for archival and backup processes is efficient and secure.

Features

ACD features:

- Accept call
- Make call
- Drop call
- Hold call
- Call forwarding

Intelligent Call Routing:

- Agent Group based routing
- Agent 'last called'
- Agent Skills based routing
- Longest idle time
- Customer history
- Complex Routing
- Caller priority
- CLI
- Date/Time
- User input based

Interactive Self Service:

- ODBC compliant database integration
- Text-to-Speech
- Fax-on-Demand
- XML based scripting
- Rapid Development tool for IVR programming
- IVR SDK provides APIs to develop any IVR as per requirement
- Multi-lingual

Agent capabilities:

- View desktop call statistics
- Change status
- Outbound Call Dialer
- Retrieve calls
- Hold calls
- Conference
- Transfer Call
- Call Wrap-up
- Screen pop-ups accelerate call center automation
- Call Status
- Soft WallBoard (total calls, queues status, call allocation)
- Customer information with integrated CRM

Supervisor privileges:

- Agent monitoring – voice and data
- Support for snooping, barging in, and replacing
- Call Details Reports
- Historical Reports

Features

Click and pick administration:

- Centralized management console
- User friendly GUI
- Add group, agent, queue, services, or skills
- Modify group, agent, queue, services, or skills
- Delete group, agent, queue, services, or skills
- Modify registry settings to configure call center
- Configure multiple queues for call handling and reporting

Real-time display:

- Comprehensive live statistics on display tiles
- At-a-glance information regarding call center performance and efficiency
- Configurable refresh options
- Trunks' status
- CSR status
- Queue status
- Service level display

Call Recording:

- Agent initiated
- Supervisor initiated
- Playback at supervisor workstations
- Automatic archiving
- Supervisor application to search and playback
- Recording using VOX technology

Features

Software Development Kits:

- Merge third-party applications
 - Easy development of UIs by third-party vendors
 - Controls based on COM ActiveX technology
 - Allows platform independence to any COM based system
 - Agent Control – intelligence and control of building a fully functional Agent Console
 - WallBoard Control – used to broadcast live-statistics of the Call Center and display on third-party UIs
 - Broadcast Control – lets CRMs implement broadcast messages
 - IVR SDK – exposed APIs to develop and replace IVRs as per requirement
 - Router SDK – methods to develop an intelligent router
-

Comprehensive Reporting:

- Open standard architecture
 - Real-time reports
 - Historical reports
 - Client customizable
 - 20 standard templates
 - Agent reports – Activity and status reports at configurable intervals
 - Agent Group reports – Activity and status reports at configurable intervals
 - Queue reports – Call statistics w.r.t to queues
 - Call reports – Duration, allocation, segmentation, and call center performance statistics
 - IVR reports – Call statistics w.r.t menus and actions
 - Works through Seagate Crystal Reports
-



helping you make
customers for life!

Voice : 111 111 2BT (228)
Fax : 92-21-5375469
URL : www.2bt.com.pk
E-mail: info@2bt.com.pk