



CCT ContactPro

Unified Agent Desktop for the ultimate
Omni Channel Customer Exspirierens





- ≡ Productive interactive multimedia agents
- ≡ Outstanding customer interaction
- ≡ 100% focused on Avaya
- ≡ Experts for Avaya UC and CC
- ≡ Long history with AT&T, Lucent, Quintus & Avaya
- ≡ Outstanding Partner's like 
- ≡ Located in Europe and USA
 - Germany: Frankfurt, Munich, Augsburg, Leipzig
 - Switzerland: Zurich
 - USA: Miami FL, Philadelphia PA



BOSCH

Deutsche Post 



Gothaer

alltours



VBZ Züri  Linie



Kabel Deutschland



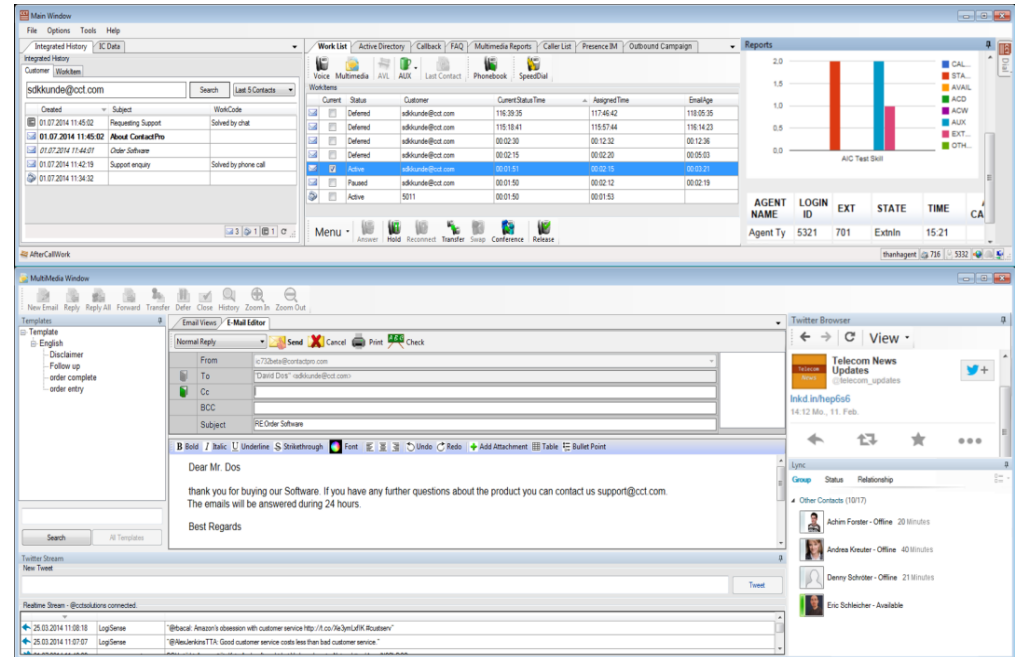
RheinEnergie



HYATT



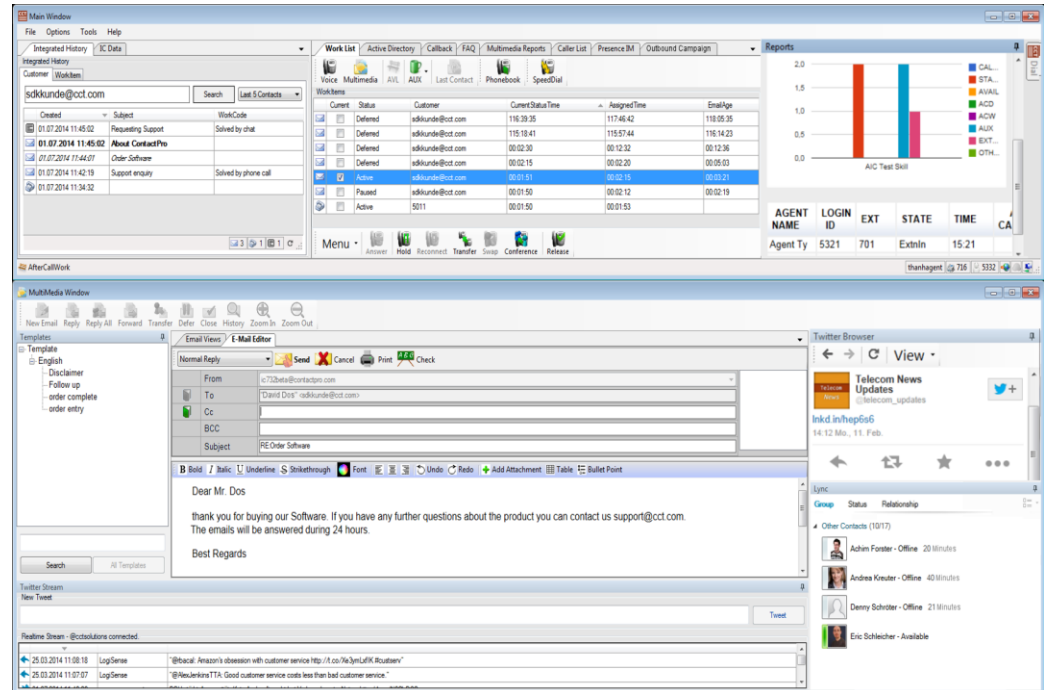
- ≡ Customer-One-Point
- ≡ Create your own desktop
- ≡ Embedded reporting and dashboard in real-time
- ≡ Easy to deploy and configure
- ≡ ALL media channels, UC and outbound
- ≡ Multi-tenant and multi-language
- ≡ Telecommuter and worklist concept
- ≡ Dynamics and Salesforce Integrated
- ≡ Individual wallboard
- ≡ Same look and feel for AIC / EMC / AES
- ≡ Integration with POM and EDP
- ≡ Easy integration of 3rd party products
- ≡ Let the customer decide how to contact you and get the best agent for him





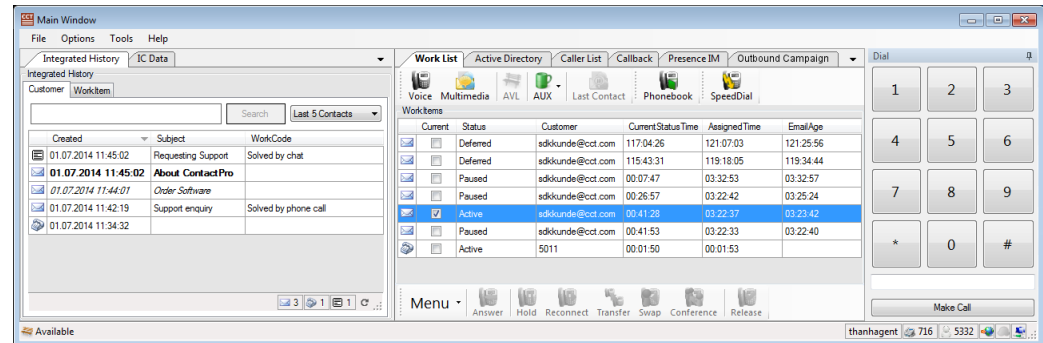
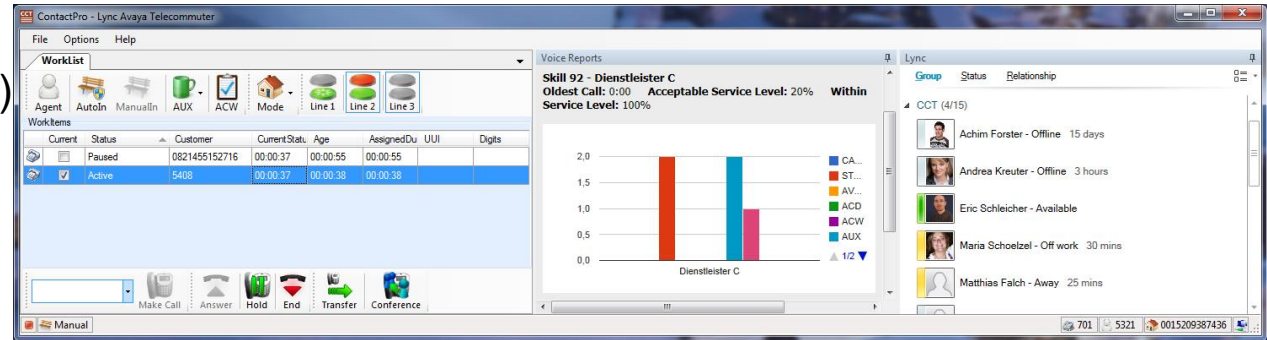
Flexible, modular and configurable Client

- ≡ Client for Avaya IC, EMC and AES
- ≡ Voice, Email, Fax, White Mail
- ≡ Web / Chat / Call Back / CoBrowsing / Social media
- ≡ AnyCRM Integration
- ≡ Presence function (CP, Lync and Avaya PS)
- ≡ Outbound campaign for Avaya POM and AES
- ≡ Reporting / Dashboard
- ≡ Supervisor apps (Bulk Skill Manager)
- ≡ No media silo
- ≡ Multi language support
- ≡ Multi tenant support
- ≡ No registration installation



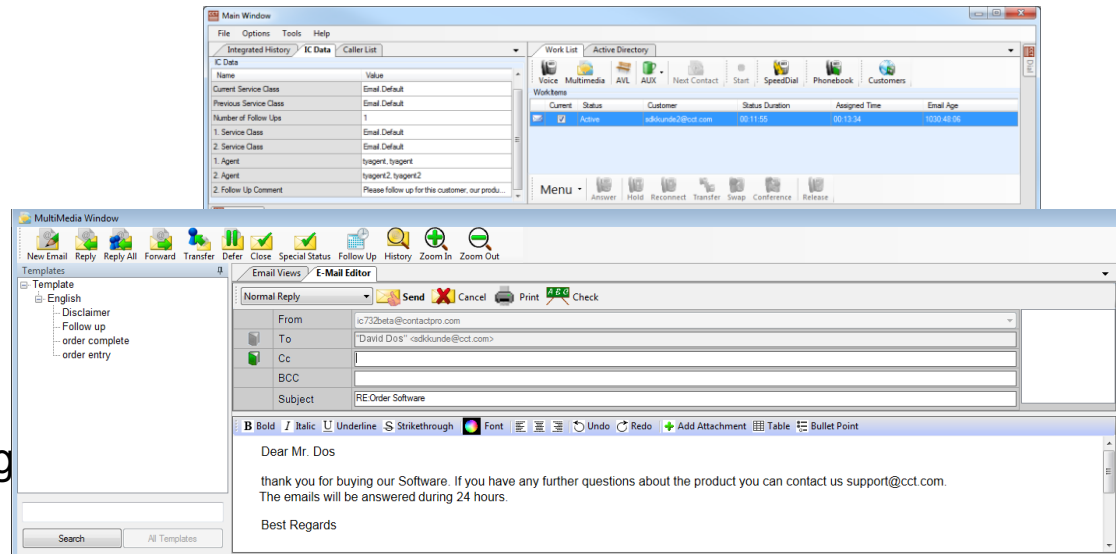


- ≡ Agent status control
- ≡ Softphone (SIP Phone)
- ≡ Remote agent
- ≡ Quality monitoring
- ≡ Emergency recording
- ≡ Multichannel history
- ≡ Flexible transfer options
- ≡ Self skilling
- ≡ Shortcut per agent
- ≡ Phonebook and AD integration
- ≡ Callback option of leaving number





- ≡ Multi-channel history
- ≡ Quality monitoring
- ≡ Templates (multi languages)
- ≡ Auto spell check
- ≡ Auto answer / auto acknowledge
- ≡ Subject matter expert
- ≡ Follow Up
- ≡ Forwarding and queue handling
- ≡ Wrap Up
- ≡ Extended email history
- ≡ Transfer to other internal queues
- ≡ Click2Fax, Click2SMS





- ≡ ContactPro chat channel
- ≡ Easy and flexible integration
- ≡ Customer see chat from website
- ≡ Multiple chats
- ≡ All media data customer history
- ≡ Pre-defined text templates available
- ≡ URL pushing
- ≡ Transfer control
- ≡ Website Call Back Integration
- ≡ Similar integration with IM, Text, SMS on mobile phones

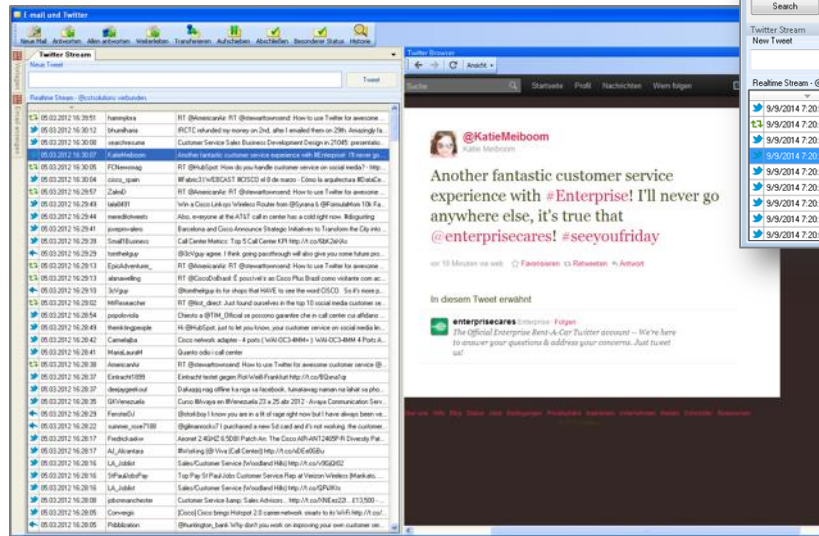
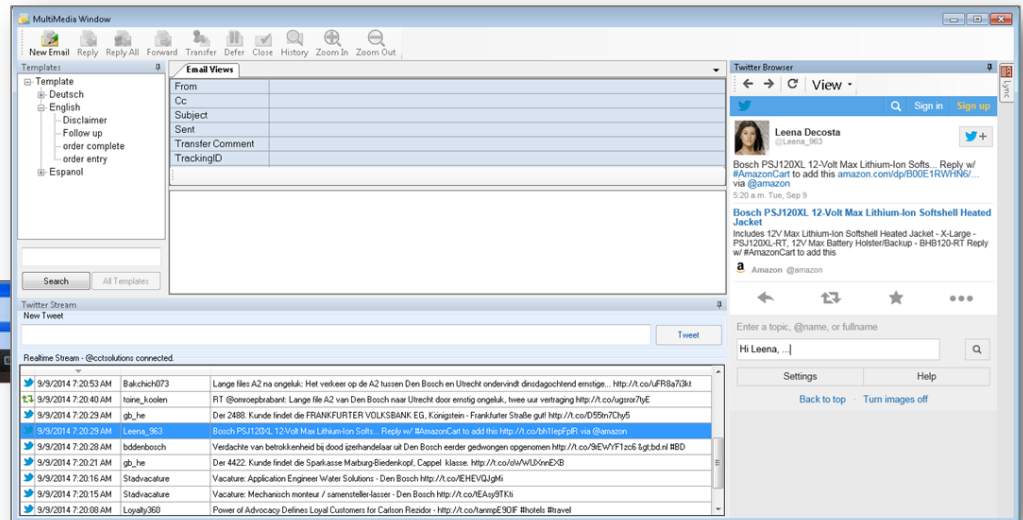
The image displays two screenshots of the CCT Web Chat interface. The top screenshot, titled 'Web Chat', shows a customer profile with the name 'CCT Customer', department 'Sales Department', and an initial question: 'Question about product ContactPro'. A 'Launch Conversation' button is visible. The bottom screenshot, titled 'Support Chat', shows a chat history with a status 'Conversation in progress' and a message: 'Forward to being of assistance. Please be aware that the conversation will close if it is idle for 2 minutes. You are first in the queue.' The chat history includes several 'Sent' and 'Received' messages, such as 'Hello Dear Customer' and 'how can I help you?'. A 'Send' button is located at the bottom right of the chat window. A mobile phone is shown in the foreground, displaying a text message conversation with 'Stefan Sc...' and the text: 'Hello, could you please check my order? What is the status?'.



ContactPro – Social Media

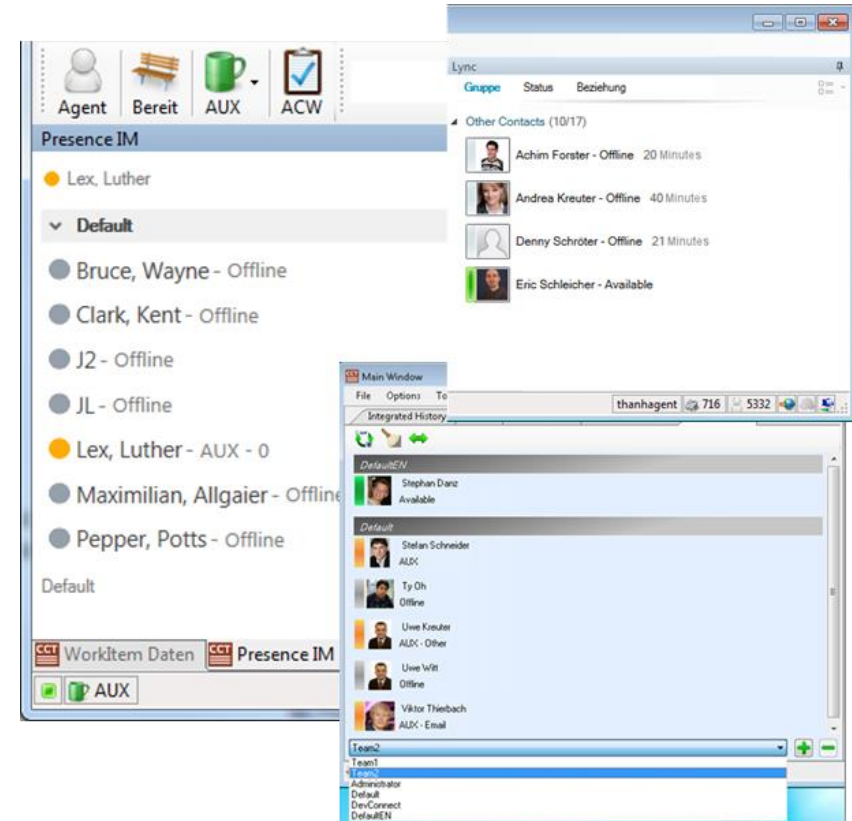
With the ContactPro Social Media Module agents can respond to a Tweet without exiting the Client – thus avoiding a change of interface.

- Easy ContactPro twitter integration
- Content analysis
- Pre-defined text templates available





- ≡ Integrated with
 - **ContactPro Presence**
 - **Avaya Presence**
 - **MS Lync**
- ≡ Multi-tenant capable (e.g. team-based or location)
- ≡ show/hide different teams
- ≡ Presence information based on channel status
- ≡ Click2Dial direct agent
- ≡ Integration of call center and backoffice users

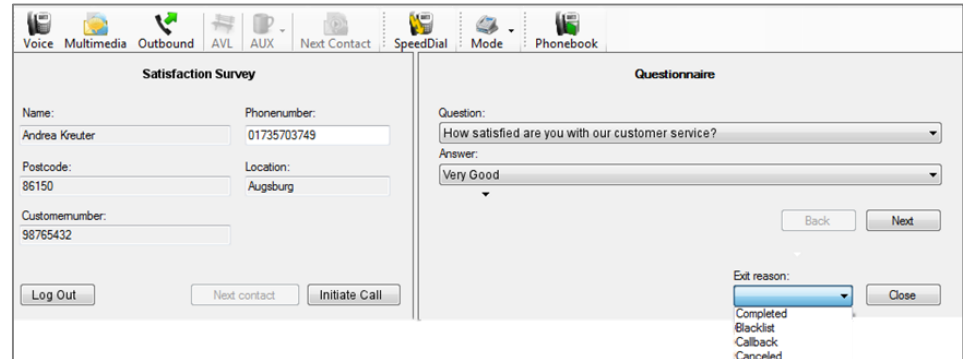
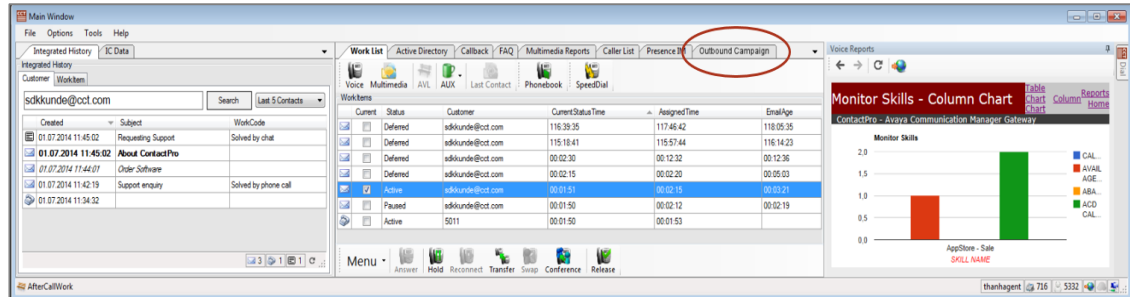


Direct Agent Chat

- ≡ Click2Chat with logged-in agents
- ≡ Show chat conversation
- ≡ Get list of older chat conversations



- ≡ Multi-tenant capable
- ≡ Multi-campaign capable
- ≡ Preview, power and predictive dialer support
- ≡ Customer information
- ≡ Campaign monitor / wallboard
- ≡ Blacklist and callback
- ≡ Integrated agent scripting
- ≡ Add modules (Voice, Email, Web, Social Media etc.)
- ≡ Avaya POM integration





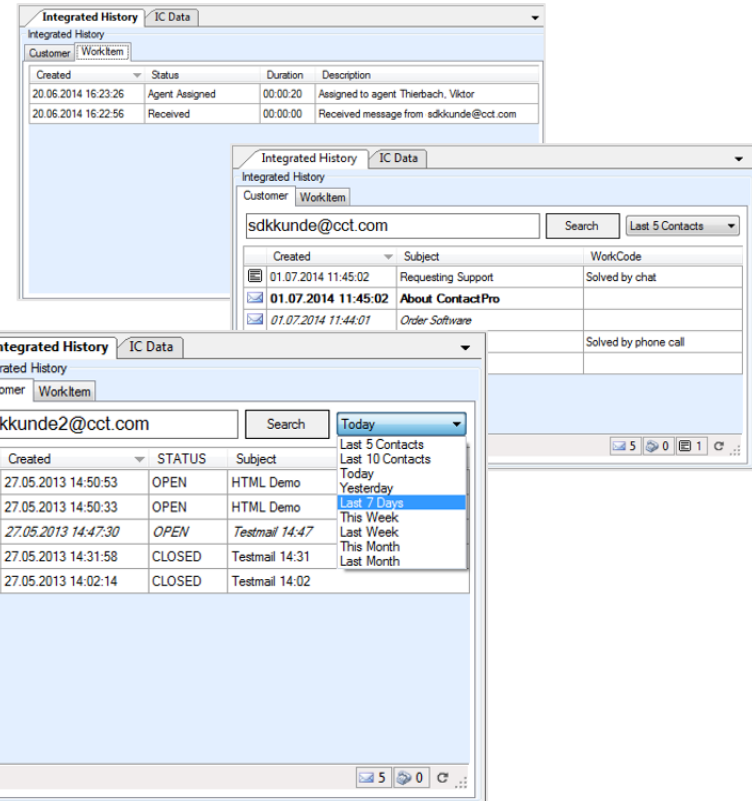
History and Customer-One-Point

Integrated History

- ≡ Detailed multi-channel history (Voice, Email / White Mail / Fax, Chat, Call Back, Social media)
- ≡ Historical data for every contact in every channel (Customer-One-Point)
- ≡ Search result option, last 5 to maximum setting

Customer-One-Point

- ≡ All customer history on open and closed work items
- ≡ Close open work item with one-click and mark them as follow ups or duplicates
- ≡ Find open mails by the same customer from queue
- ≡ Mark them for closure





CRM Integration, Customer Data Share, Open CRM Interface

Database Site

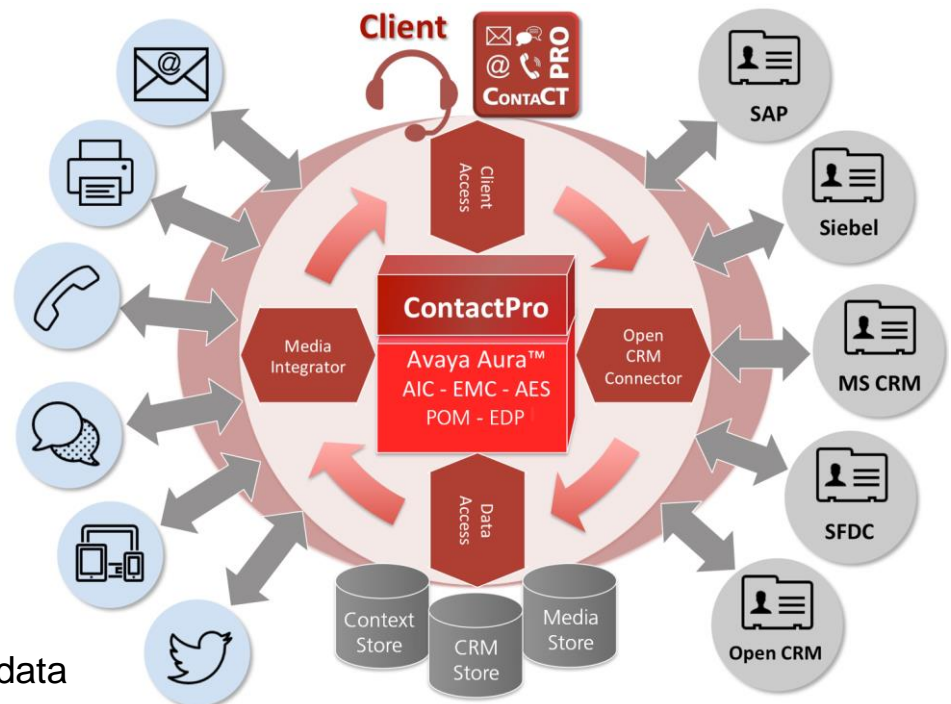
- ≡ Connect to multiple databases
- ≡ View of data mind result on agent desktop
- ≡ Save additional data for reporting

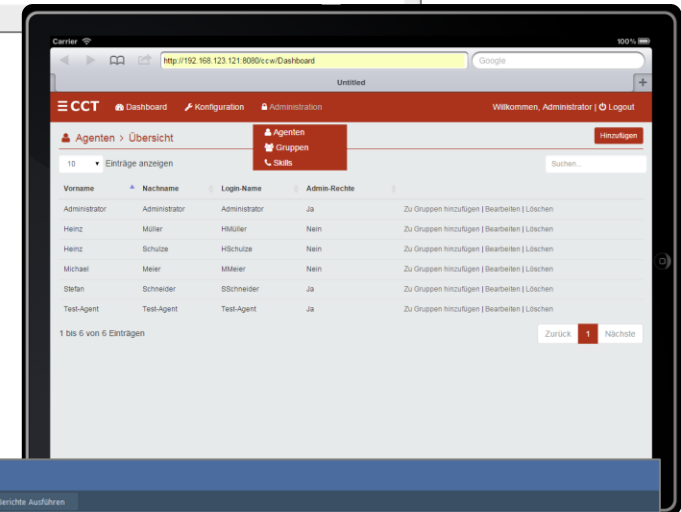
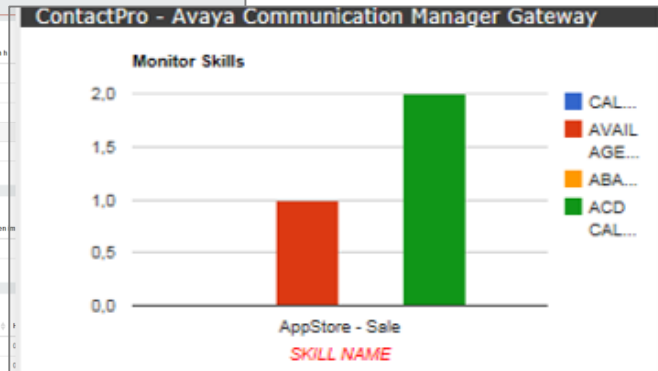
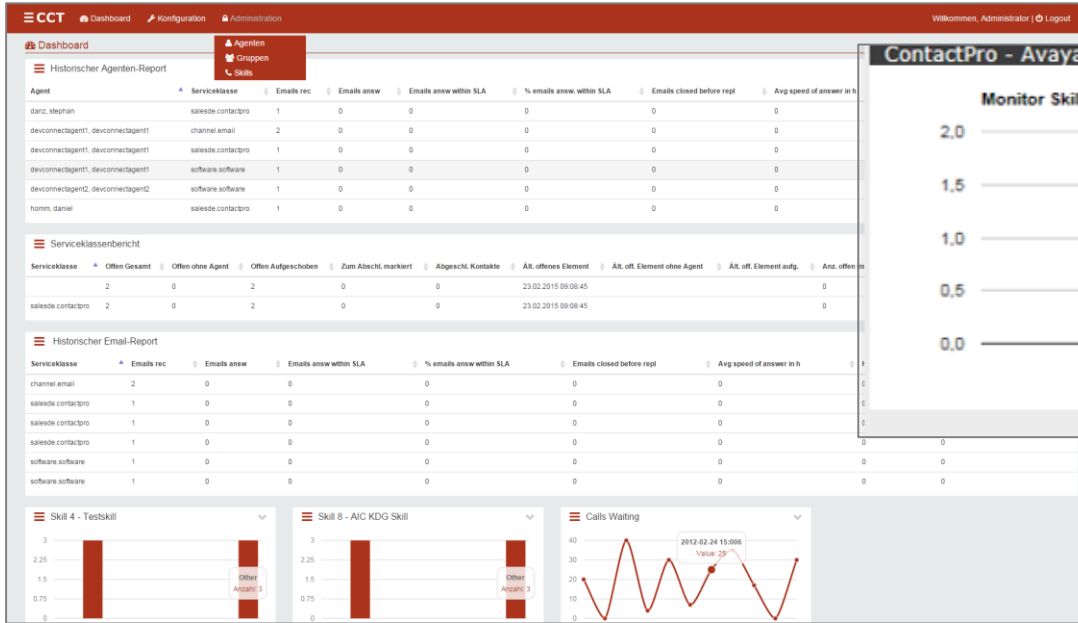
Server Site

- ≡ Data transfer (Customer Lookup)
- ≡ Connect different CRM server

Client Site

- ≡ Screen Pop from each media with collected data
- ≡ Process automation per customer criteria
- ≡ Multi-site, multi-CRM for omni-channel customer





- Consolidated multimedia reports from AIC, EMC, CMS (graphical and tabular)
- Configurable wallboard
- Realtime and historical reports
- Optimized for mobile devices
- Multi-Tenant and Multi-Language

DASHBOARD

CSV | XLS

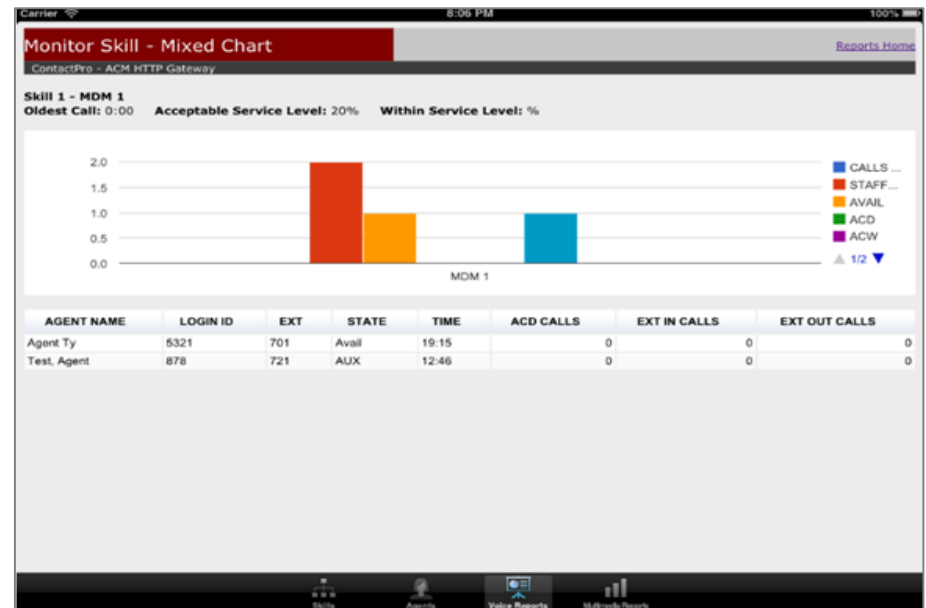
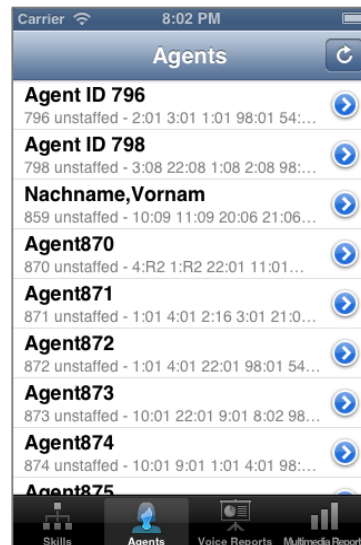
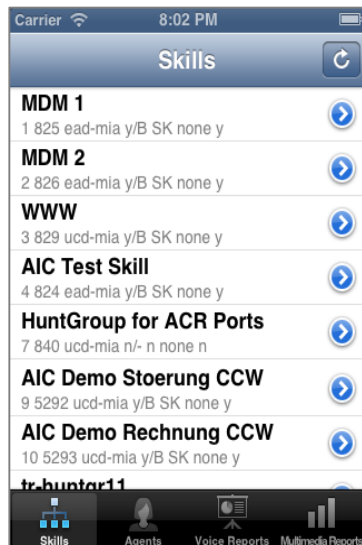
SERVICEKLASSENBERICHT

Serviceklasse	offen	ohne Agent	offen Aufgeschoben	zum Abschluss markiert	abgeschlossene Kontakte	ältestes offenes Element	ältestes off. Element ohne Ag	ältestes off. Element aufg.	Anzahl offen im SVL	Anzahl offen aus dem SVL	Transferierte Kontakte
18	12	4	0	0	1	16.12.2014 18:00:35	10.12.2014 12:49:59	0	16	0	
email.default	1	0	1	0	0	1	15.12.2014 16:09:41	0	1	0	
email.sales	15	12	3	0	0	15	16.12.2014 18:00:35	10.12.2014 12:49:59	0	15	0



Mobile Application for Reporting and Agent Management

- ≡ Skill manager
- ≡ Employee control (all media / all locations)
- ≡ Multichannel reports
- ≡ Real time and historical reports
- ≡ Individual configurable display



≡ CCT



ContactPro empowers your agents to efficiently serve your customers in today's demanding world of multi-channel communication.

The state-of-the-art technology solution helps you to leverage your existing Avaya infrastructure while decreasing contact center costs and increasing customer satisfaction.





Thank you for your attention!

For more Informational

contact@cct-solutions.com

<http://www.cct-solutions.com>

