



# InterDialog<sup>CCS</sup>

**Contact Center Suite**



## InterDialog CCS

### Running an efficient contact center is a complex and constant challenge

Your Contact Center operations team requires a proactive, scalable, end-to-end solution to, manage, control and monitor processes and systems most critical to your requirement. **InterDialog Contact Center Suite helps you achieve just that.**

InterDialog CCS is a Unified Contact Center Solution that modules addresses Performance Optimization and Customer Interactions. InterDialog CCS consolidates all contact center applications and complete functionality into a standards based software. Being feature rich, highly scalable, easily deployable and manageable it provides complete visibility and control over the performance and productivity of your contact center..

Based on last 14 years of innovation, Teckinfo an industry leader in contact center solutions has demonstrated the capabilities and reliability required by Enterprises looking to replace or add technology to their contact centers. Contact Centers can select from an unparalleled combination of feature rich modules of InterDialog CCS.

- ACD & CTI (Computer Telephony Interface)
- IVR (Interactive Voice Response Systems)
- Dialer (Predictive, Progressive, Preview)
- Lead Management Server
- Agent Desktop for Linux or Windows
- Voice Recording
- Supervisor Console for real-time information
- Reporting Server
- Scripting tools (CRM Manager)
- APIs for integration with CRM software like Seibel, Microsoft CRM
- Multi Media Contacts via SMS, E-mail

## InterDialog ACD

An Automatic Call Distributor (ACD), also known as Automated Call Distribution, routes incoming calls from callers who require assistance from any of multiple persons (e.g., customer service representatives) at the earliest opportunity. InterDialog ACD works on both state of art IP PBXs as well as traditional TDM PBX without loosing any functionality. The routing strategy is a rule-based set of instructions that tells the ACD how calls are handled inside the system. This is an algorithm that determines the best available agent to respond to a given incoming call. To help make this match, additional data are solicited and reviewed. Sometimes the caller's ID (CLI) or Automatic number Identification (ANI) is used to route the calls

Supports Skill Based Routing

ANI, DNI Support

Conditional Routing (Time of day, Day of Week, custom variables)

Agent can belong to multiple groups

Supports priority handling

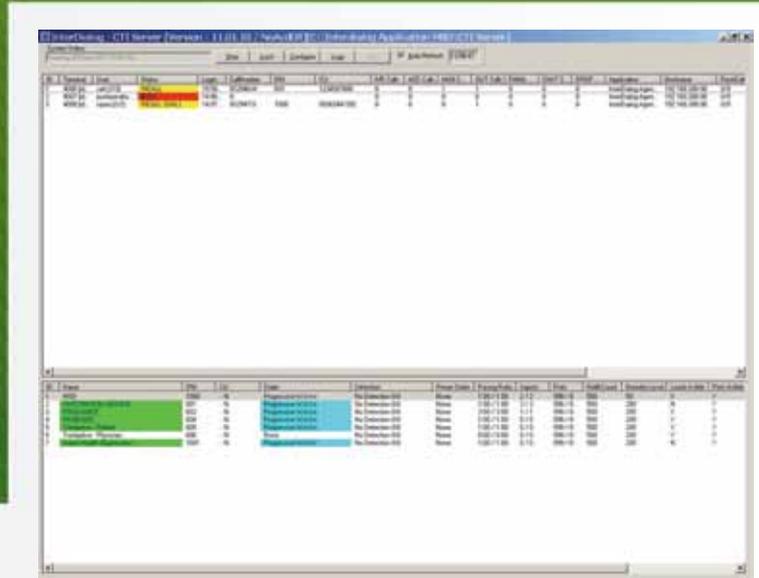
Queue Status Indicator

Supervisor assistance and monitoring

## Benefits of InterDialog

- ▶ Identifies the caller and retrieves the contact history from the organization database prior to the agent receiving the call.
- ▶ This increases customer loyalty also speed of business improves substantially
- ▶ Customer experience is enhanced with reduced levels of customer abandonment and attrition
- ▶ Increases the number of transactions a system handles without adding more agents. Consistent level of service is maintained.
- ▶ Ensures the customer reaches the right agent every time. This brings a greater control over the customer relationship, leading to increased customer loyalty, repeat business and incremental sales.
- ▶ Agent's training time is reduced
- ▶ Clearly positions you as a technology center
- ▶ Allows for future expansion in terms of size, scalability and adaptability to newer technology
- ▶ Easy to implement and deploy
- ▶ Easy to use GUI interface
- ▶ IVR answers every call with options for multiple languages based on Dialed number.
- ▶ IVR provides user defined rule based routing e.g. IVR can automatically play customer defined options based on the data captured (CLI) or entered by the subscriber
- ▶ IVR routes the call to the appropriate ACD group e.g. enquiries, new schemes, technical support, etc
- ▶ IVR also captures customers dialing details and presents them to ACD or CTI directly to make routing of calls easier by identifying the calls, i.e. by identifying the customers from DNIS, CLI, ANI or internal Calls

- ▶ IVR also provides multiple options to callers for self retrieval of information by fax (optional), like new schemes, details, technical help, etc.
- ▶ Voice Messages : It is used for recording, storing and playing and distributing phone messages to agents and /or group. Voice Messages can be attached as e-mail messages and routed to agents
- ▶ Voice Mail : Provides the customers the choice to leave their requests eg. Call back requests in times of long time queuing etc
- ▶ Voice Mail requests are retrieved and played back at any time from agents voice mailboxes or via their desktops
- ▶ System keeps a log of all voice messages senders, receivers date and time etc for reporting purpose
- ▶ Number Of IVR ports can be equivalent to the incoming voice channels to provide non-blocking facility and is upgradeable to maximum number so desired
- ▶ IVR provides customer data like Invoice No., Billed Amount, Trouble Ticket based on CLI identification by the callers



## InterDialog CTI

### Improving Customer Service and Enhancing Customer Experience

Computer Telephony Integration (CTI) integrates the telecom system, the IT Infrastructure, and software applications with customer data.

InterDialog CTI is an enterprise-level CTI engine that functions as the single point of contact between customer access channels (PBX, IVR, Dialer) and business applications.

#### Leveraging the customer database with InterDialog

(Tapping the power of the Customer Database)

Your call routing is strictly based on inbound DNIS, if your contact information and your transaction data reside in separate databases, or if your agents can't click-to-dial a customer in your system, **Computer / Telephony Integration (CTI)**, a feature of InterDialog, can deliver some exciting new possibilities to your contact center.

Where live-agent intervention is required, the building blocks in the information in your database. Imagine sending callers directly to the

collections department if their account is past due, or routing customers directly to a supervisor if they have a long history of customer service issues. Using the dbConnector and integration with a customer database, agents can be provided with pop screens, thus reducing contact handling time.

**Queries to your database are constructed in Structured Query Language (SQL)**, the standard language for communicating with any of the popular databases. Your custom queries, defined in the application editor, can update tables in the database or search for values based on caller or agent input.

With InterDialog's database integration, your customers get connected to the right agent, who has access to the right information, more quickly. This reduces multiple transfers or message forwarding, keeping call times low, response times fast and customers happy.

## InterDialog Dialer

InterDialog Dialer is an automated, predictive, progressive, preview dialer that helps enhance customer interaction, improve productivity of agents and bring overall efficiency in the center. It automates routine tasks giving Contact Center managers dynamic, real-time control over operations. InterDialog Dialer used along with the comprehensive InterDialog CRM for Telemarketing and Outbound Sales, Collections and customer support give your center the edge over the others.

### Predictive Dialer

InterDialog Predictive Dialer is based on a sophisticated dialing algorithm to maximize contactability and contact center productivity. Far superior to other methods, this pacing algorithm keeps a steady stream of calls flowing to your agents. The system simultaneously reduces dropped calls (those contacts occurring when there is no agent available to take them) and reduces idle time (unproductive time spent while agents are waiting for a call).

True predictive dialing is based on a system's ability to accurately predict both the answer rate of dialed calls and the availability of agents to handle the call attempts that are answered. The dialer uses multiple factors in each individual dialing decision, and frequently re-evaluates each decision prior to dialing. Some of the criteria used when evaluating each dialing decision include: contact ratio, average talk time, agents waiting for calls, agents in calls, after call work, recent history of attempts, number of connections, connected call duration, and the number of available agents. The calculation for each decision uses this real-time data and a user-defined multiplier (pacing ratio) to determine whether or not to initiate a new call. This process is continuous and exclusive for each campaign.

This offers a blended leads feature that allows the dialer to call multiple lists simultaneously, ensuring maximum penetration of each campaign.

With self-pacing, the dialer does not need constant supervision. The dialer determines when the next call should be placed, by utilizing real-time statistics. The ability to control time zones allows for greater control and increased performance.

#### Predictive dialing features:

- Dials multiple programs simultaneously
- Individual pacing control per campaign
- Answering machine detection sensitivity control
- Option to leave messages on answering machines automatically
- Dials multiple lists with priority
- Query builder for easy manipulation of leads
- Blend lists/queries by time zone
- Progressive Dialing & Auto Dialing can be done at the same time on the same system

## InterDialog IVR

Self-service capabilities enabled by Interactive Voice Response (IVR) technology, allow customers to access information and conduct transactions virtually round the clock.

The **InterDialog database connector** can link **Interactive Voice Response (IVR)** scripts with your transaction database, so your customers can complete their own transactions without ever talking to live agent. InterDialog IVR automates some or all of your customer interactions to help improve the service you provide to your customers and in turn reap the benefits.

Extend **hours of operation** with the same staff

**Automate routine tasks** allowing agents to concentrate on **critical issues**

Speed your customer's **access to information**

**Increase** your **call handling capacity**, at a lower cost than hiring more staff

Manage **large** and **unpredictable call volumes**

Offer quick and **easy access to information** for all your customers, regardless of their access to computer and internet technology

**Delivery of pre-recorded message** on answering machines, DTMF detection for follow-up questions

**Interact with third-party applications** and databases to simplify many processes such as information /data retrieval, data input, etc

## InterDialog Agent Desktop

InterDialog Agent desktop is a versatile yet feature rich, application that can work both on Linux based or MS Windows based desktop operating systems.

Agent Desktop can be integrated with CRM application to pop up along with caller information or information fed in through IVR, when the call comes to the agent.

The agent needs only to log in from any desktop with InterDialog client software and the application will keep a track where they are working from. The supervisor will receive the actual extension in their real time screen which is necessary for important features such as silent intrusion.

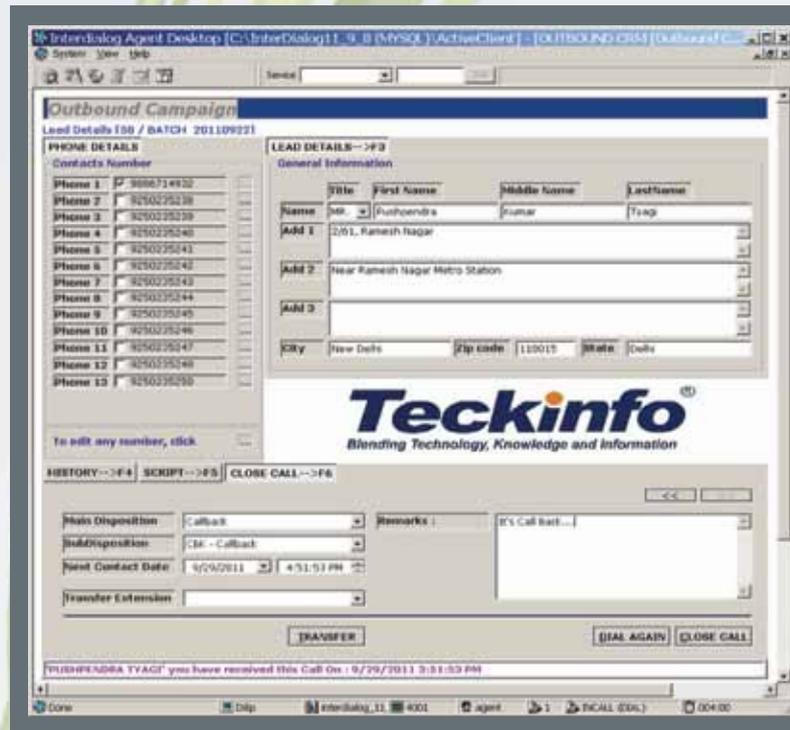
Supports virtual log in e.g. an agent can sit anywhere and login by putting his login id and that becomes his workstation.

Entire login, logout, away, total calls handled, data of the agents are captured and produced as reports.

## InterDialog Supervisor Desktop

InterDialog's real-time displays are supervisor's most valuable tools for monitoring and maintaining optimum performance and productivity on the floor. The real-time displays include agents current status and statistics, dialer statistics, and list performance. With the agents' real-time display, a manager can quickly identify the agents' that have exceeded pre-set thresholds and quickly monitor, coach, or barge in on an agent to allow for immediate corrective action and feedback.

Wouldn't it be great to see that an Agent has been in After Call Work and barge in on the headset and ask them why they have been setting their so long! Once the Agent knows that they are easily detectable their performance will automatically improve.



### Hot Plug-ins

**Chat** – Send Text Messages to Any or All Agents

**Marquee** – Broadcasting Scrolling Messages to Agent

### Via SMS gateway application

For sending SMS/Alerts/Information to prospect/clients based on specific events.

### Click2Call / SMS2Call

To push the hot leads in outbound queue of Call Center in real time and increase telesales/lead generation possibilities to many folds.

### InterDialog Email Connector

Integration with CRM to receive / send emails. Received emails can be directed to outbound queue for dialing out or agents via supervi-

sor and delivery of email can be to any defined destinations, based on specific events/triggers.

### Integration with payment gateways

To let the buyer to make online payments through secured gateways.

### InterDialog Voice Blast

Ideal for addressing mass data to convey new products/services and generating leads, without agents intervention.

### InterDialog Voice Logger/ Recorder

Voice Recording Software with easy retrieval options

## About Us :

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Incorporated in 1995, Teckinfo Solutions Pvt. Ltd. has been a leading solution provider in Converged Voice and Data Solutions. Teckinfo's rich experience and domain knowledge helps it to develop and deliver Call/Contact Center, CRM, Helpdesk and other Unified Communication products and solutions. Our Products and Solutions are highly scalable and flexible, thus empowering organizations to engage their customers and enhance their experience.

## Our Other Products:

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Automated, Predictive, Progressive & Preview Dialer



Automated Voice Blasting Solution



Real Time Monitoring & Reporting Software



High Volume IVR System



Unified View & Retrieval for Recorded Files



SMS based Alert & Query System



Help Desk Software

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Along with our powerful and robust products we have CIMS and CRM for multiple verticals backed by strong domain knowledge that help customers derive the best out of our products and solutions.

# Teckinfo®

Blending Technology, Knowledge and Information

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