



The Audio and Video Integrated Contact Center System

AVICCS : The Audio and Video Integrated Contact Center System.

AVICCS. (The Audio and Video Integrated Contact Center System) is a complete, whole-in-one, intelligent video contact-center system. Besides video, also audio and data can be handled effectively by the system. The system manages and controls the entire service process automatically.

AVICCS is open and standard-based . The system system is built upon a powerful VoIP engine with video and data facilities. Around that core, a user friendly application has been developed aiming at a customer-centric information delivery process. Both locally and globally. AVICCS can seamlessly be integrated with the hardware components – such as video devices - in the service supply chain. Most of the processes are fully automated to make life easier for the customer and for the contact center agent. Detailed statistics such as performance reports are available to the management. These reports can also include customer satisfaction ratings. This enables better operational control and focus on quality of the service and on the productivity of the organisation. AVICCS can be integrated with existing, open, standard-based ICT systems or contact-center infrastructure.

AVICCS dynamically prioritizes the distribution of service requests to the service agents best suited to handle them. The system manages video and/or audio calls (connecting and disconnecting) automatically. It uses alerts and shows queues, waiting lists, pending calls, etc... It creates compelling back office optimization, improves employee performance and enhances visibility into operational and quality performance. Back-office organizations can be confident that they're effectively managing employee schedules and tracking workforce performance and results. AVICCS allows additional customer service agents, at-home agents, knowledge workers in other locations, and specialists to be called into the service chain, as they are needed.

AVICCS offers the personalized and differentiated customer service required to satisfy customers, reinforce brand image, and generate revenues by routing customers to the best resource. Optionally, sophisticated voice self-service lets customers handle routine interactions without engaging a live agent. With increasing competitive pressure, it is key to increase operational efficiency and make the best use of existing resources, including the ability to integrate multiple sites into a single contact center.

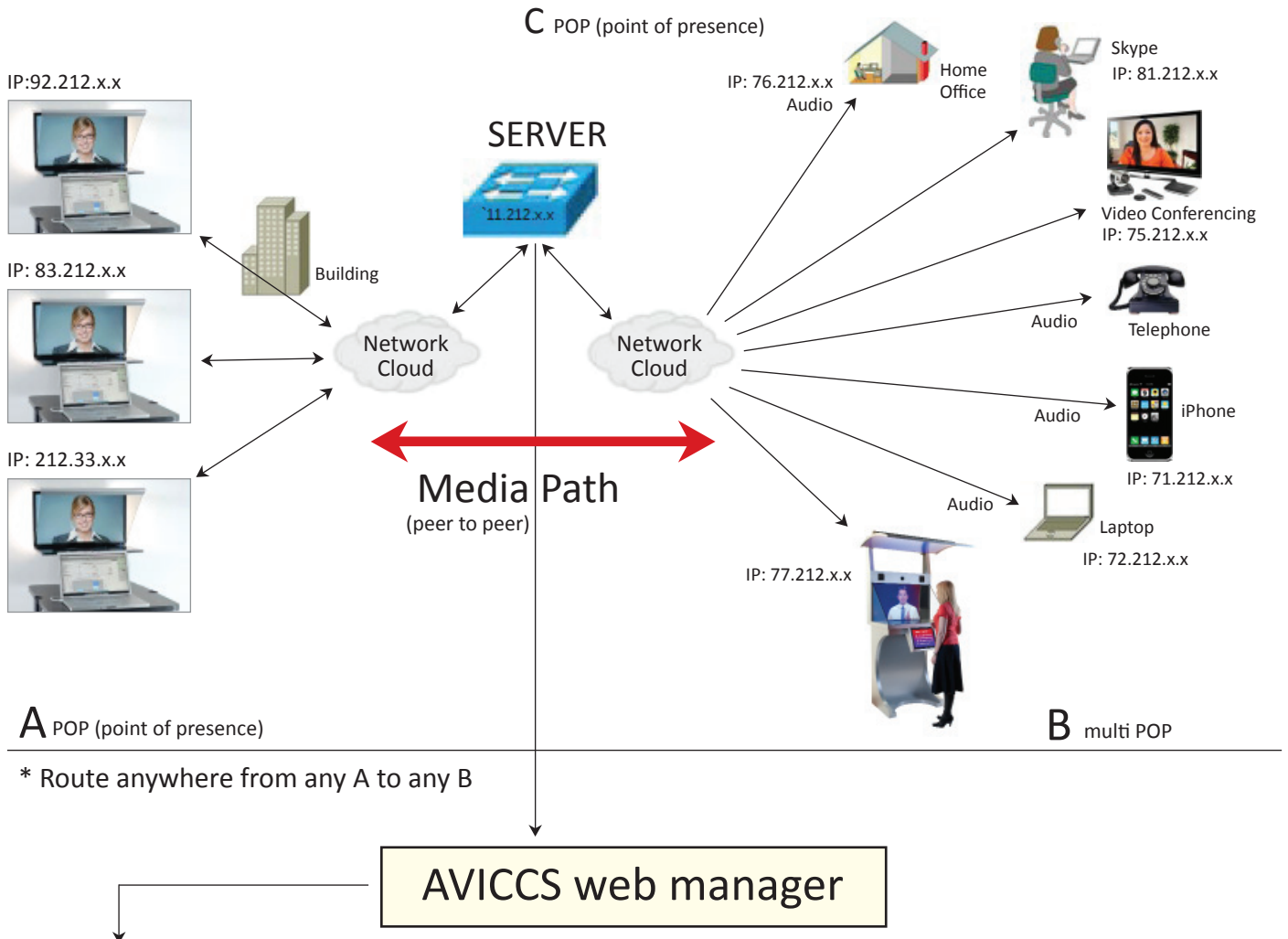
As an integral part of AVICCS- technologies (such as firewall traversals) are included and integrated to ensure the security and integrity of the data and the safety of the network.

Cutting cost. Boosting productivity.

AVICCS differentiates, supports video based services, reduces costs, adds flexibility, increases operational performance and strengthens management control. The open-standard IP infrastructure and the state-of-the-art software provide functionality without proprietary requirements for voice, video and other communication channels. The system creates a virtual resource pool in the contact center, back office and remote locations. The virtualization allows to fully utilize service agents in both local and remote locations and easily adjust staff levels as workload fluctuates. The contact center operations are not limited to the confines of the physical contact-center. AVICCS simplifies the operations. It easily adds staff during peak times. The system facilitates accessing the best resource 24/7 across the enterprise and increases customers' satisfaction. The system streamlines the contact center infrastructure and has the potential to achieve cost savings. The service agents will not be sitting 'idle' as they often do in 'physical information desks'. They will be present instantly on that particular desk, where service is needed, now ! In other words : AVICCS ensures the presence of a service agent, at the right time and at the right place. And only then ! The combination of the cost savings and increased productivity through leveraging resources provide a compelling business alternative to today's sub-optimal situation.

Dynamic Allocation and Routing.

AVICCS is powerful through its flexibility because the system allows dynamic allocation of all the resources. In the contact center, a critical success factor to customer satisfaction is intelligent routing : the capability to route the customer interaction to the right service agent. Fast. The intelligent and dynamic routing built into the system enables to deliver more efficient and effective enterprise-wide customer service by routing the service request to the right service agent, within or beyond the back-office contact center. It allows to prioritize requests based on multiple routing strategies including business value, service agents skills and cost.



Key Features :

Optional:

- Call queue
- Call history
- Manage branch
- Update/Modify user agent
- Trouble shooting
- IVR update modify
- User manager

+

- Instant language interpretation
- Recording
- Broadcasting
- Streaming
- Video on demand

AVICCS in 10 steps

1



When in front of a service Kiosk, the customer selects the required service on an intuitive, easy-to-use touch-screen.

2



Automatically and instantly a pre-recorded 3D video image of a service agent appears as a 'waiting message'. The perceived waiting time is reduced to a minimum. Pre-recorded answers to F.A.Q. – in many different languages – are available to the customer..

3



Optionally, the customer can select instant language interpretation in 150 languages. Provided by thousands of on-line real professional interpreters.

4



AVICCS identifies and establishes contact with the best available service agent based on criteria set by the management. Those include requirements of the customer, customer value variables, availability of the service staff, cost considerations, etc... The contact center operations and back-office can be distributed and the service agents can be anywhere.

5



From the contact center, the service agent can preview and assess the situation before being exposed to the customer. Once ready, the service agent appears within seconds and seems to be physically present : life-size, in 3D and with aligned eye-contact. There is no visible display nor camera or microphone but only the service agent who appears in front of the customer ; 'in the flesh'.

6



AVICCS is open. This system is not limited in its connectivity and interoperability. The customer can make use of many different networks and devices to get in contact to be serviced by the contact center service agent (some video, some audio, some text,...) . Whatever the customer has at its disposal, it will enable connectivity with AVICSS. In other words : the customer can be anywhere.

7



From the contact center, the service agent can present PC information to the customer, print documents, read documents presented by the customer, show video content, etc.... The contact center agent may connect additional expert(s) in video or audio to complete the services for the customer.

8



Using a simple management and user interface the system features call queue, branch management, updates and modifications user agent, trouble shooting, IVR update modification (record new, urgent messages 'on the spot',..)

9



Optionally AVICCS can record and store video, audio and documents, on both sides. This is convenient for security, quality and training purposes. In addition advanced video features are available such as broadcasting, video-on-demand and streaming. This offers new service delivery possibilities or advertising income and other income generating opportunities.

10



AVICCS provides valuable insight by generating reports for optimized management control of operations and resources, quality control, customer satisfaction, cost overview,...

Contact center location

AVICSS offers choice : one can organize the contact center centralized or it can be decentralized. In other words, the service agents could all be in one room or in the same building. From that room or building - during their working day- they appear in many service locations , servicing many different customers. Moreover, the service agents could also be physically present in different locations throughout the country and even around the world and thus not just in one and the same room. Thanks to this flexibility – on both sides - it is possible to increase responsiveness and customer service while decreasing costs and boosting productivity.

On the lap-top, the service agent has all the facilities in place to provide the right level of service to the customers : communicating with the customer in video and audio, showing 2D or 3D content over distance, accessing networked PC's, using a distant or local document camera, printing documents and scanning documents, reading papers presented by the customer, consulting information in other systems, etc.. The service agent can record (video , audio and text) the conversation with the customers and store it. This can be convenient for security and quality purposes. The contact center agent can decide to create and distribute urgent messages instantly to all or some specific service locations. Rapidly. This can be video, audio and text. The agent can instantly 'preview' who is waiting for service, without actually making a connection. This makes it possible to assess a situation better prior to being exposed to the customer(s).

AVICSS has been designed to engage service agents with an experience that is easy-to-use, convenient, competent and personalized. In the event the service delivery does extend beyond the contact-centers center, all service agents who interact with customers can be empowered with the information, applications and processes needed to accomplish a task. The system improves the service agent's efficiency and effectiveness across with a minimum of training whilst offering full operational management control.

Also accessible from the mobile device.

AVICSS is also accessible from the GSM, laptop, iPad, SmartPhone. The user has the option to connect by audio (i.e. human voice). In other words, the customer can also talk with the people in the service center to request information orally. It suffices to dial a local number from the GSM or to connect over the Internet (by iPad, iPhone, SmartPhone, laptop,..) by clicking an icon on the display of the handheld device. We recommend the user to download Skype to utilize this service, but other softphones and interconnectivity technologies will also be made available. Upon the customers' request, the service agent from the contact center can download information to the customers' pad, smartphone or laptop. That can be text, pictures, audio or streaming video ; in full HD. It is possible to provide commercial or other messages when the customer is 'surfing' for information. A dedicated server integrated into the network could offer this new service.

AVICCS in the cloud.

One can define cloud computing as a pay-per-use model for enabling on-demand access to reliable and configurable resources that can be quickly provisioned and released - with minimal consumer involvement in terms of management.

'AVICSS in the cloud' is a system whereby the Video Contact Center software services are supplied to at a fixed monthly fee. You pay only for the resources you use. As you use them. You need not set up the infrastructure or buy the software. No initial investment required. No need for computer power 'on the floor'. No need for back-up procedures and maintenance. All these services are included in the fixed monthly fee. The advantages of cloud computing include reduced costs, easy maintenance, up-time, backups and re-provisioning of resources, and thereby increased margins and profits.. Moreover, AVICCS in the cloud make your contact center operation scaleable. It allows you to to add one or many more contact center workstations or customer Kiosks or any other end-point.

Benefits

The benefits of using AVICCS are undisputed.

- Differentiator in the contact center market.
- Integrated high-quality video-based services besides audio and data.
- Customer service of the highest level.
- Leveraged resources, improved productivity and stronger management control.
- Cost reduction through better utilization of manpower thanks to reduced idle time and being 'omni-present'.
The right service agent at the right time in the right place. And only then.
- Lower dependency on external operations disturbing events (strikes, lock-outs,...)

