



Bay Talkitec's Next Generation Contact center Solution



www.baytalkitec.com





- A comprehensive platform for Advanced Multi Media Contact Centre
- Solution supports Open Architecture - Flexibility to use customer's preferred system for Servers
- IP centric IVR,ACD,Agent Applications
- Powerful & user friendly GUI tools for:
 - Campaign Management
 - Scripting Call Flows
 - Agent Screen configuration
 - Reports
- Supports Analog, Digital and IP Trunks
- Advanced Signaling Interface that helps to optimize & reduce overall investment



End Customer Benefits

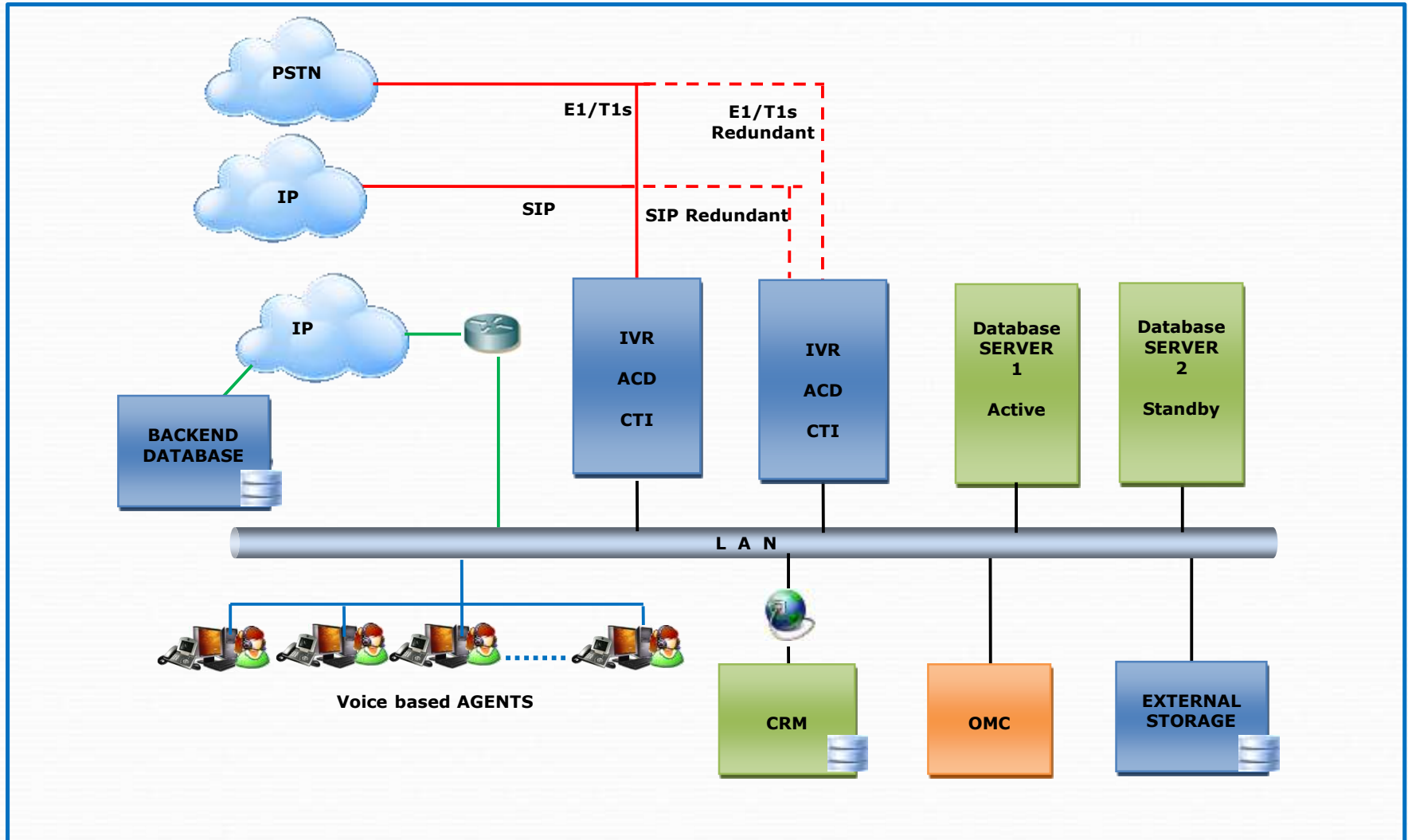
- Customer can reach using any media - Voice, Video, SMS, E-Mail, Web Chat and Fax
- Transaction confirmations can follow immediately after Agent interaction through SMS/mail/Fax
- Customers can make payment transactions using Credit/Debit cards
- Customers can do web call back or schedule call back as per their convenient time
- Specific call treatment for VIP/Premium customers

Smartcall - Key Benefits

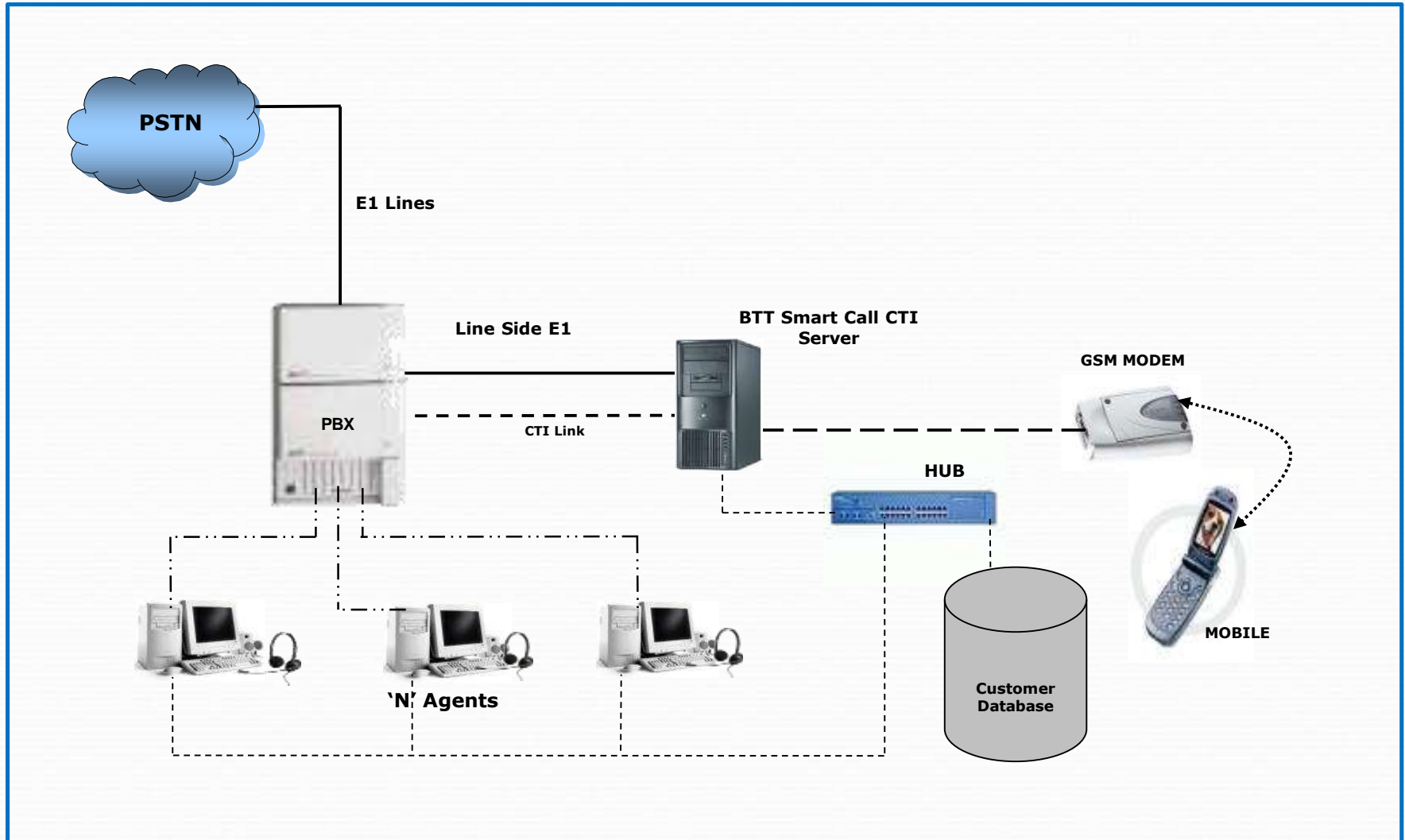


- Open architecture based solution to protect investment
- Reduced total cost of ownership (Low TCO)
- Advanced Signaling interface reduces E1 requirement by 30%
- Decentralized architecture option available to improve the efficiency.
- Expand as per needs with minimal expansion cost

Sample Solution – Standalone approach



Sample Solution – Using Existing PBX



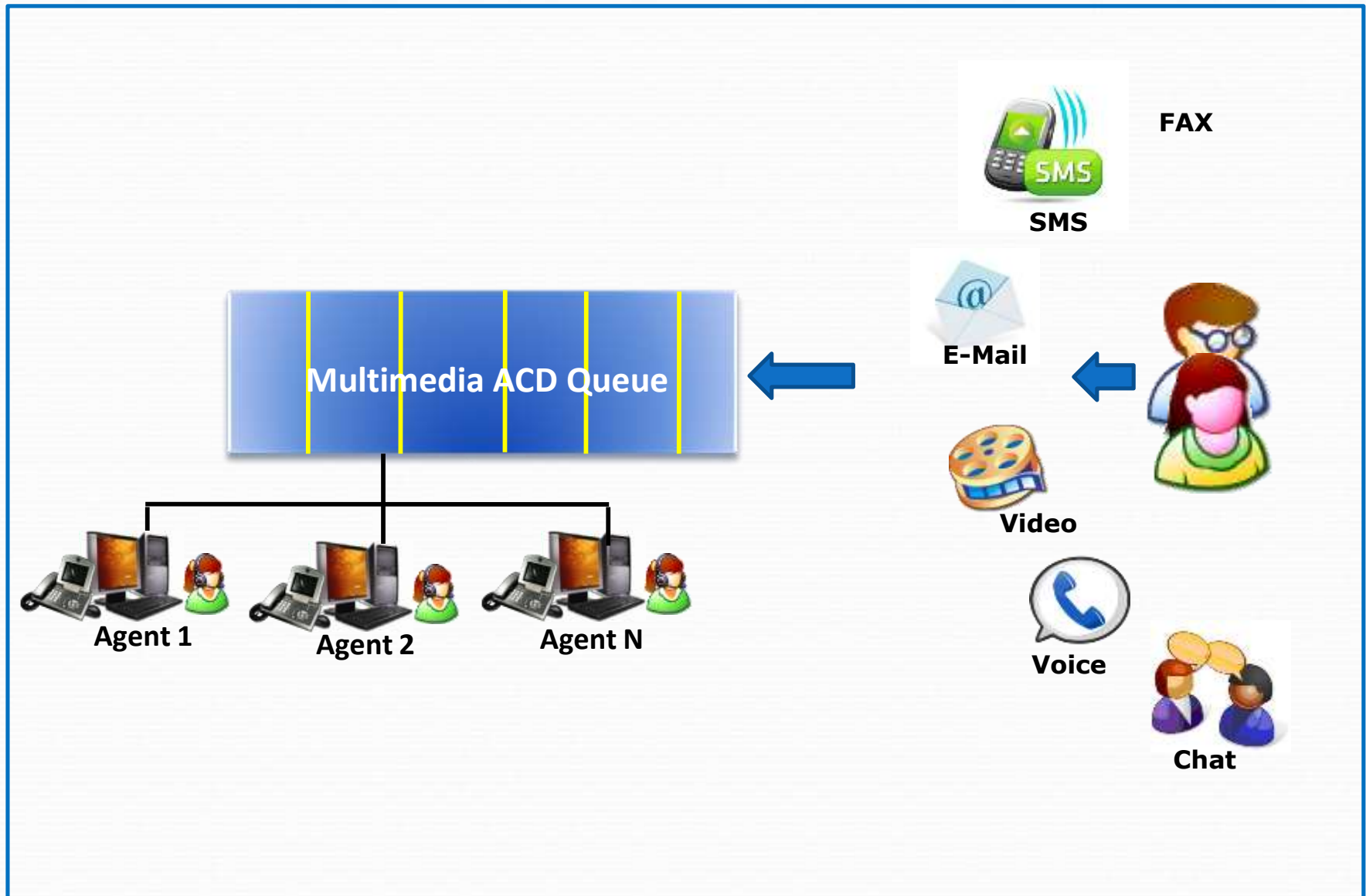
IVR - Features



- PRI, SS7 - ISUP and SIP Supported
- Supports Inbound & Outbound
- Voice, Video and Fax
- Scripting Tool
- DDI/Service/Channel Based
- Multiple Scripts
- Embedded Voice Logger
- IP Connectivity with ACD, CTI, Agent Platform
- Payment Gateway (PADSS Certified)
- Explicit Call Transfer (ECT)



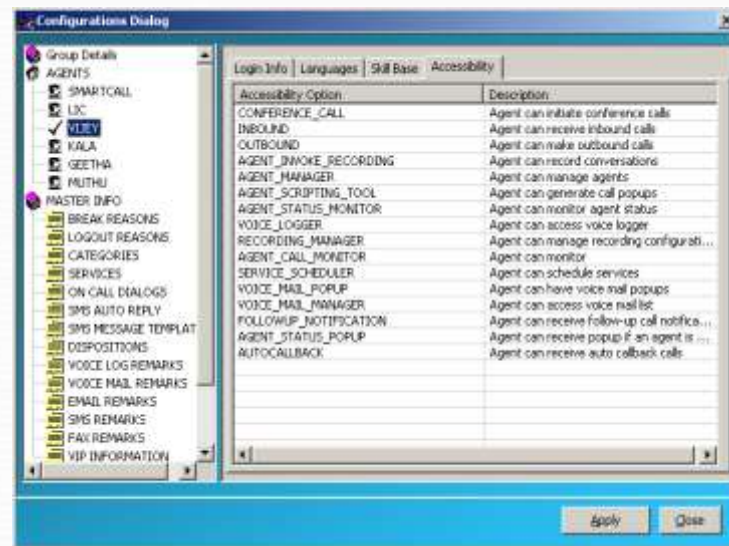
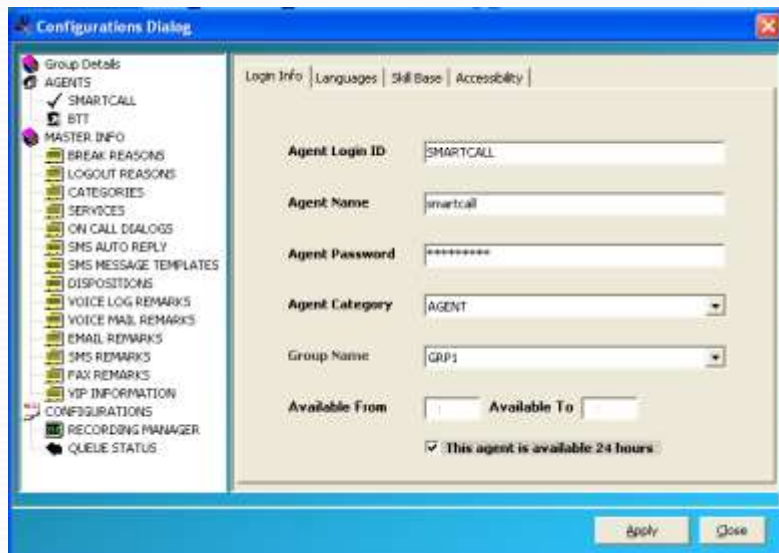
ACD Features – Multimedia Support



ACD Features



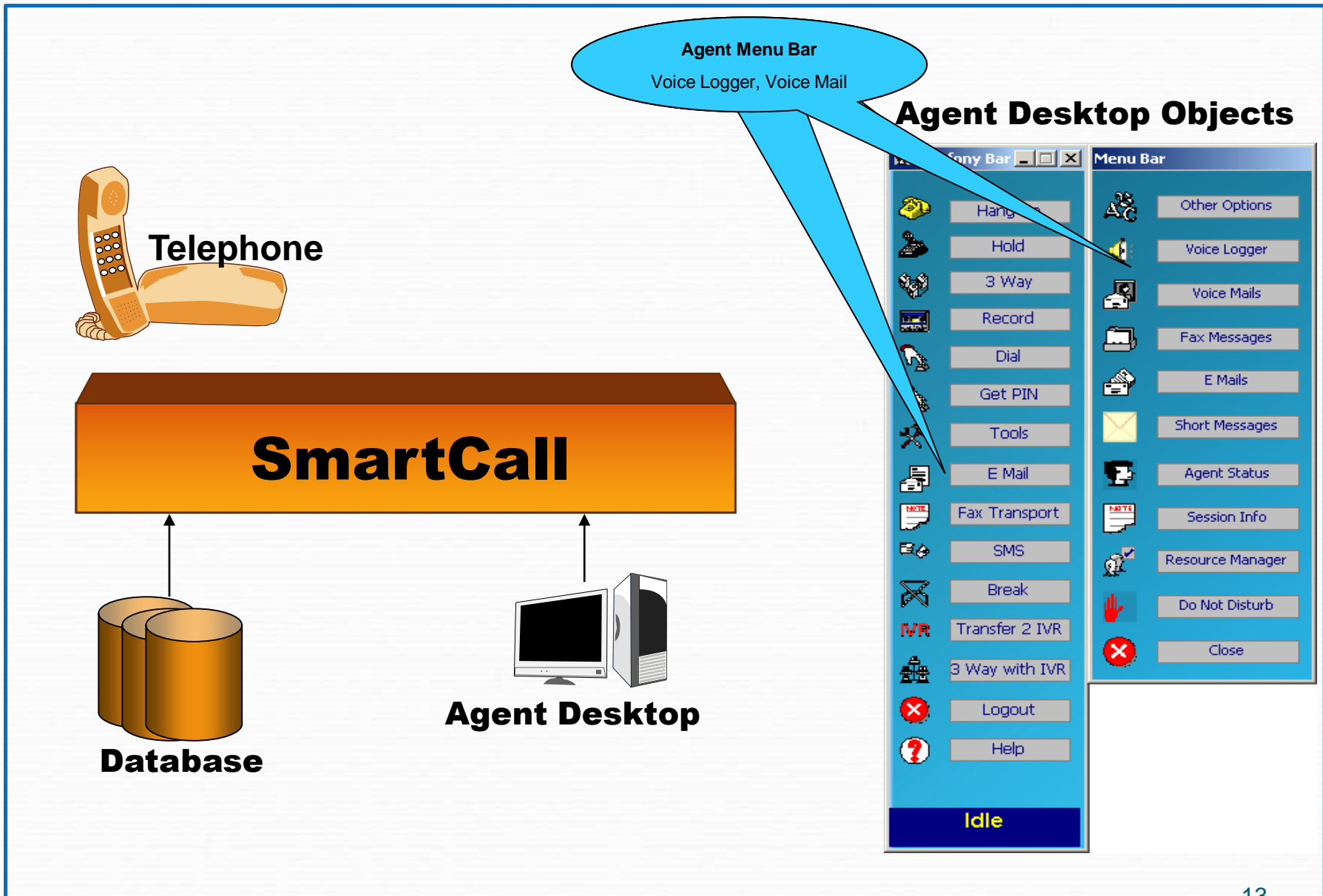
- Multiple Routing Algorithms
 - Skill based
 - Longest Idle
 - Round Robin
 - Language based
 - Priority based
 - CLI and DDI based, etc
- Universal Multimedia Queuing
- Multiple Agent Groups
- Auto Call Back
- Queue Monitoring
- Supports PBX and IP agents
- Detailed ACD Reports
- Supports standard External CTI servers like Avaya, Nortel, Upstream etc.,





- Blended Agent
- Single Login
- Roaming Agent
- Home Agent
- Designed for Mobile Network:
 - Response through SMS/E-Mail/Fax
 - Multi Level Authentication using different media
 - Voice Mail

SmartCall – Agent Desktop



Softphone Features



- Audio Call
- Video Call
- Auto Answer
- DTMF
- Call Mute
- Call Hang up
- Multiple Sip server registration
- Redial





- Email - ACD Integration
- Auto Reply
- Subject Based
- SLA Policy
- Bulk Mail
- Integration with MS Exchange Server or Outlook Express
- Agent Selectable Reply

Email Screen



The screenshot shows the 'E-Server' application window. The title bar reads 'E-Server' and the menu bar contains 'File' and 'Settings'. Below the menu bar is a toolbar with four buttons: 'Internet Settings' (globe icon), 'Account Information' (envelope icon), 'Auto Reply' (notepad icon), and 'Close' (red X icon). The main area displays the following text:

Last Checked Time is :03-Nov-05 11:09:43 AM Next Check Time :03-Nov-05 11:10:43 AM

Status

Downloaded Messages	6
Send Messages	0
Internet Connection Status	Connected
Current Mail Server Status	Checking for the next send and receive time
No of Retries for establishing Connection	0
No of tries done to connect	0

Checking for the next send and receive time Next Check Time :03-Nov-05 11:10:43 AM



- Interface Supported - SMPP / GSM Modem / HTTP
- SMS Integration with ACD
- Auto reply - Standard and Keyword based
- Bulk SMS
- SMS Scripting tool
- Agent selectable reply

SMS Screen



The screenshot shows the 'SMS Server' application window. The title bar reads 'SMS Server' and the menu bar contains 'Server' and 'Help'. The main interface is divided into several sections:

- Signal Strength:** A text box showing '96 %' and a bar chart labeled 'RPG' with five bars of increasing height.
- SMS SERVER:** The central title of the application.
- Statistics:** A panel on the right with input fields for: Pending (5), Sent (0), Delivered (0), Failed (0), and Received (8).
- Process Display:** A large text area containing the following log entries:

```
Initializing...
Initializing...
Initializing...
Initializing...
Initializing...
Initializing...
Initializing...
Clearing buffer...
Clearing buffer...OK
Initializing...
Initializing... OK

Message Received : +919840115550   RefNo: A324
11-Jan-2005 18:38:12
Message monitoring.
```
- Memory Usage:** A panel at the bottom with input fields for: Total Memory in SIM (30), Used (0), Total Memory in Modem (20), Used (0), Total Memory (50), and Total Used (0).

The status bar at the bottom left shows 'Ready'.



- Automatic failover
- Active & Standby mode
- IP centric Web Service
- Secured access to CRM using following methods
 - Web Service/ODBC/Stored Proc/Socket
 - HTTP/HTTPS
 - SOAP/XML

Dialer – Features

- Predictive/Preview/Progressive/Auto Dialler
- Channel wise Ring List
- Simultaneous Multiple campaign
- Area wise Channel allocation
- Dynamic Channel selection as per ring list
- Release cause for No Response, Busy, Not Reachable, PAMD, Switched off conditions and Invalid numbers.
- Rescheduling successful & unsuccessful numbers.
- Retry for failed calls

Dialer – Features Cont'd



- Remote ring list Updation
- Real time remote monitoring - Campaigns, Agents, Trunks, etc.
- Tone detection for fax, answering machines, etc.
- Positive Voice Detection - Sense “Hello” for answering cases
- IVR & Payment Gateway Integration for Dialer
- SMS, Email & Fax Integration
- Call transfer possible with ECT or extra line
- Powerful Outbound Campaign Manager



- Remote Silent monitoring using web / Telephone
- Encryption - AES
- Configurable Retention period
- Quality Analysis
- Screen capture with Voice & Video playback using single file.

Dash Board – Real time



- Agent Real Time Status
- KPI (Offered, Answered, Abandoned)
- Efficiency (ACHT, ATT, AWT)
- Productivity (Idle / Busy / Break Agent)
- Queue Status
- Time Vs Calls
- Skill based Real Time Status

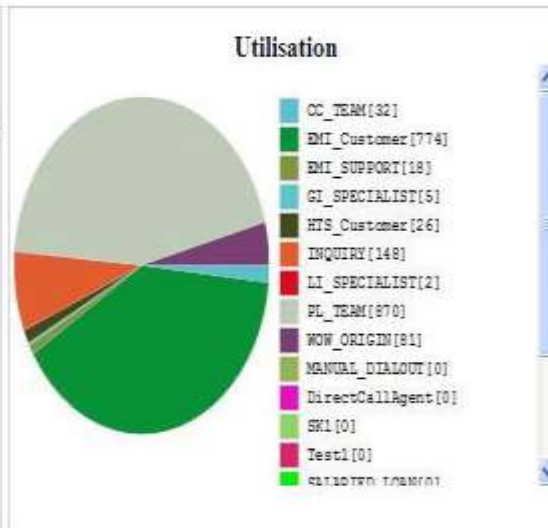
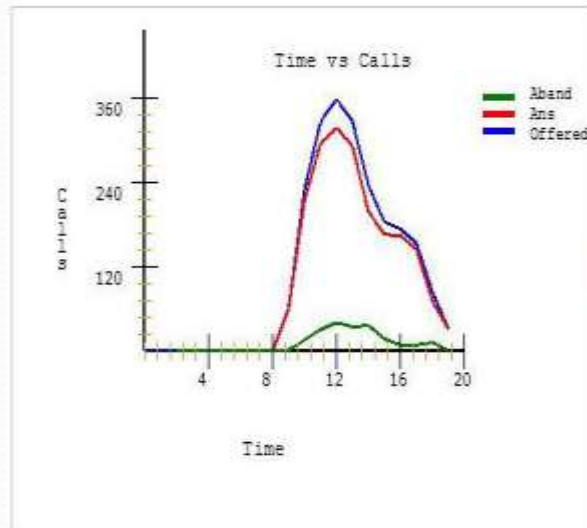
Dash Board



Key KPI	Offered		Answered		Abandoned		ASA		Service level (15 secs)		Max Wait Time	
	1900 to Now	0000 to 1900	1900 to Now	0000 to 1900	1900 to Now	0000 to 1900	1900 to Now	0000 to 1900	1900 to Now	0000 to 1900	1900 to Now	0000 to 1900
	32	2136	51	1925	1	211	14.23 Secs	15.46 Secs	27	1524	199.00 Secs	324.00 Secs

Efficiency	ACHT		ATT		ACW		Avg Calls Per Interval		Avg Hold Time		Highest Call Agent	
	1900 to Now	0000 to 1900	1900 to Now	0000 to 1900	1900 to Now	0000 to 1900	1900 to Now	0000 to 1900	1900 to Now	0000 to 1900	1900 to Now	0000 to 1900
	125.93 Secs	182.13 Secs	119.73 Secs	173.43 Secs	6.20 Secs	8.65 Secs	31	101.32	20.80 Secs	38.87 Secs	537405	537409

Productivity	Occupancy	No of Channels	Calls In Q	Oldest call	CCA Logged	On Call	Idle	At Break	DND	In Training	Skills	Active skills
	102.54%	355	1	315 Secs	157	40	86	4	23	None	18	0



SelfService	IVRAns	IVRIn	IVRhdtime	HighestExit
	4665	2710	28 Secs	QUERY_RESOLUTION_UNIT



2005

- Application Status
- Database Monitoring
- SMS Alert
- Email Alert
- Audio/Visual Alarm
- Wallboard Integration
- SNMP



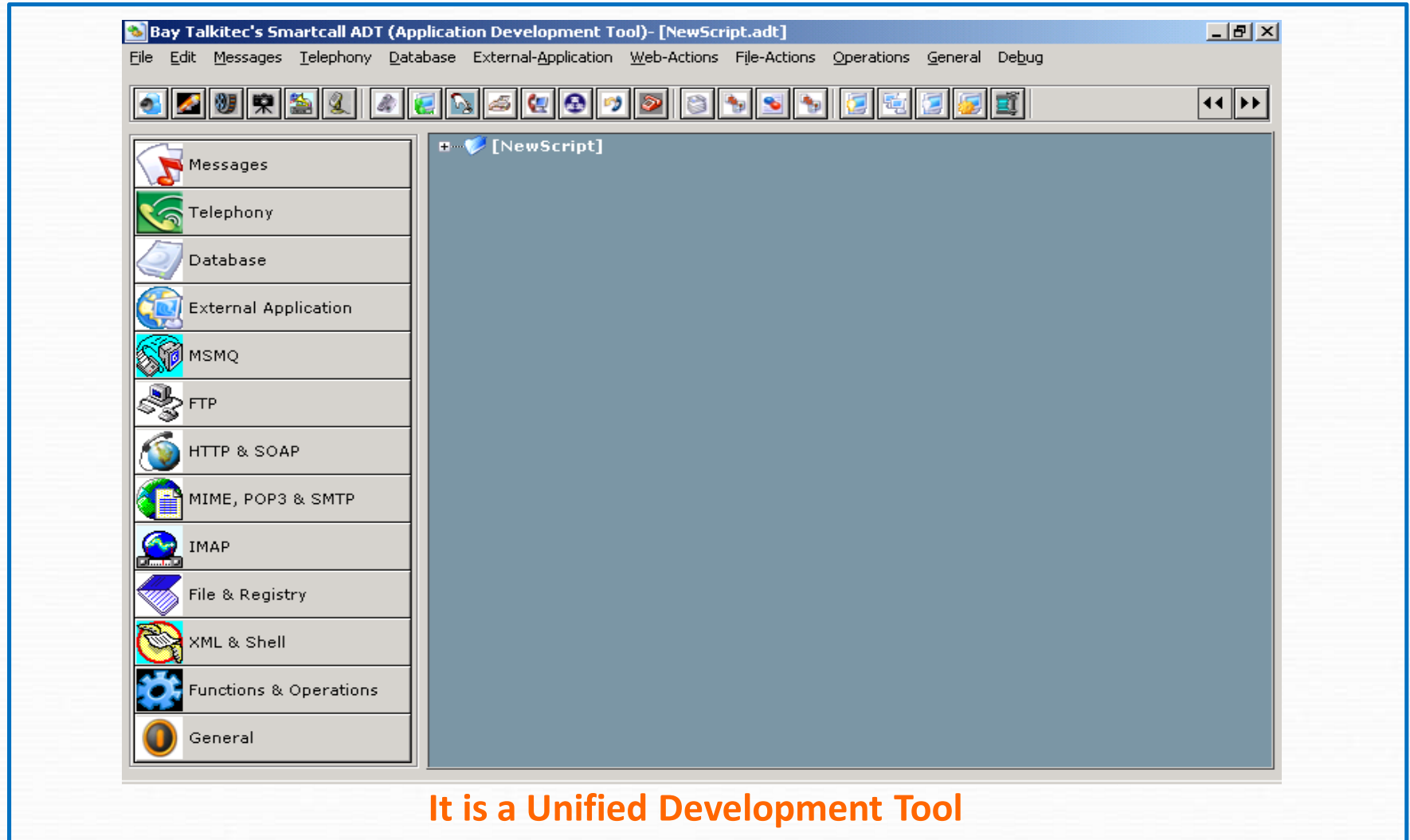
INBOUND

- IVR Report
 - Servicewise Reports
 - IVR Summery
- ACD Reports
 - Queue / Skillwise
 - Abandoned Calls
- Agent Reports
 - Skillwise
 - Agent Performance
 - Skill / Agentwise
 - Disposition

OUTBOUND

- Campaign Summery Report
- Campaign Progress Report
- Agent Performance
- Dialer Efficiency
- Dialer Report
- Agent Manual Report
- KPI

Application Development Tool (ADT)



Telephony & Database Objects



- Create IVR call Flow Logic
- Integrate with CRM using database objects








Integration with External Applications












- Socket objects for middleware integration with Homegrown apps
- Message Queue objects for integration

Integration using Web Service Objects



HTTP & SOAP	
	HTTP Get
	HTTP Post
	HTTP Head
	SOAP
	XML Save
	XML Close
	Shell

MIME, POP3 & SMTP	
	MIME Extract Headers
	MIME Extract Mail Msg.
	MIME Extract Attach.
	POP3 Login
	POP3 Get
	POP3 Check
	POP3 Delete
	POP3 Logout
	SMTP

GUI based objects help to integrate with CRM and other applications seamlessly

Solution References



Customer	Solution	Volume
LIC Of India	CC, ACD & IVR	30 IVR + 6 IP Agents in more than 60 Locations across India
Paymate	IVR for Payment Transaction	270 Ports
Two Degrees Mobile	CC, ACD & IVR	200 Agents
Reliance Infocom	Dialer	2880 Ports
United Telecom Lid	IVR , CC & ACD	120 Ports & 20 IP Agents
Sutherland	IVR	204 Ports
HCL Technologies	IVR	240 Ports & 360 Ports
DHS	CC, ACD & IVR	30 IVR + 8 Analogue Agents
Obopay	IVR for Payment Transaction	60 Ports
Adani Energy (Gas)	IVR, CC & ACD	30 IVR + 10 IP Agents
TCS	Dialer , Inbound & IVR	300 Agents & 100 Agents in 2 Locations



Thank You !

<http://www.baytalkitec.com>
info@baytalkitec.com