Vuesion®

Feature Summary & Benefits

Vuesion Multichannel Contact Center

Vuesion Workforce Management (WFM)

Vuesion Multichannel Contact Center combines field-proven inbound and outbound contact center, call recording, CRM integration, and WFM/WFO into a tightly-integrated communications suite that is delivered on a shared hardware platform. Combine this with rapid deployment, ease of use and proven reliability, Vuesion Contact Center is the clear choice for enhancing customer service and value for your growing business.

1. Vuesion: One Platform, Complete Contact Center Suite

Vuesion Contact Center Select

- Skills-based routing, advanced routing , priority routing
- DNIS, ANI, area codes routing
- Call announcements with position in queue and hold time
- Opt-out and timed overflow

- Agent & supervisor software with presence, call control , software wallboard and call information
- Status: work, auto wrap-up, break with reason / aux codes

- Scrolling marquee per group
- Internal text chat with logging

- Supervisor: agent status override and skill level setting
- Supervisor: historical call reporting and statistics
- Supervisor: threshold alerts

Add-on Options

Callback Queuing

VoIP Station side recording

Blended Multichannel Email

Blended Multichannel Web Chat

CRM Integration, Screen Pop & API

Blended Outdial Campaigns

After-Call Customer Surveys

WFM (Workforce Management)

Integrated SIP voice

Single server, complete contact center functionality:

Vuesion, with its single server architecture, provides skills based routing, call recording, Multichannel multi channel routing, database integration, outdial campaigns, IVR, presence, real time and historical reporting.

Vuesion Contact Center Select

Highly scalable, robust contact center with skills based routing, delay announcements with opt-out and Callback Number Queuing, presence & wallboard software for all agents and supervisors. It scales from 5 to 1000 agents by simply adding agent licenses when required.

Vuesion Callback Queuing

While in a queue, callers are presented with an option to leave a callback number and exit the queue without losing their position in the queue. As soon as an agent becomes available, a callback is automatically initiated.

Vuesion Outdial / Campaign

Automatic database out dial with contact center preview dial, power dial and blending with script based agent prompts and disposition.

Vuesion Blended Multichannel Email/Web Chat

In addition to queuing incoming voice calls, multichannel queuing allows the Contact Center to queue and distribute in a blended mode, Incoming customer Emails and Web Chat with reporting capabilities.

Vuesion Database Integration / Screen Pop

Increase speed to resolution by integrating the customer's database with Vuesion for smart routing and call coordinated screen pop.

Vuesion Call Logger/Recorder

Flexible call logger/recorder supports VoIP station side recording methods. Record all calls, specific groups or agents, scheduled or random recording with a management graphical user interface.

Vuesion WFO/WFM

The Vuesion WFM/WFO provides scheduling, forecasting, agent KPI scoring and advanced call reporting. The Vuesion WFM requires less integration cost and labor since it is part of the Vuesion Contact Center software suite.

2. Agent/Supervisor software
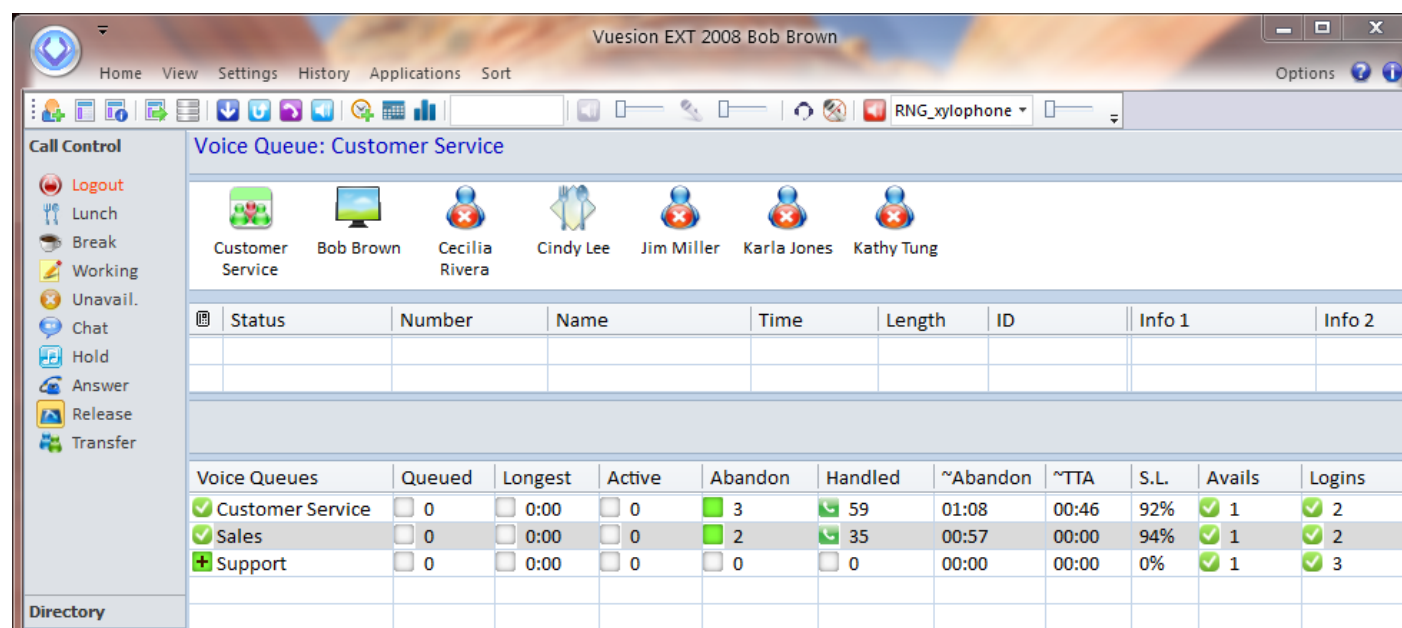
The Vuesion agent & supervisor user interface provides all productivity tools necessary to run an efficient call center. The software is a shortcut (thin client) to the Vuesion server and does not require installation on the user's workstation, thus simplifying deployment and maintenance.

Software layout

The user interface is clearly divided into multiple functional areas making it an essential tool for agents and supervisors to be productive.

1. **Call Control**: Allows agents and supervisors to control their call center status and perform all call control function including answer, release, hold, one-click transfer, park, voice monitor and more. Internal text chat allows agents and supervisors to better collaborate.

2. **Presence pane**: visual representation of call center status and call processing status of each agent and supervisor. Call Center status includes login, logout, work, break, personal break, E-mail, meeting and automatic timed wrap up. Multiple reason codes are configurable per call center status. Call processing status includes busy, idle and hold.

3. **Integrated Wallboard**: blended Multichannel software wall board includes real time status on all queues, whether voice only or added E-mail and automatic out-dial blended media. Color coded indication highlights when thresholds are exceeded.

4. **Call Status pane**: displays detailed information on the call status including caller ID, caller name, call duration, connection group and other information if retrieved from the customer's database.

5. **Preview pane**: displays additional information about agents' status and connection information. This is useful for supervisors as the information is displayed by simple mouse hover over agents' icons.

6. **Scrolling marquee**: displays instantly a scrolling marquee message when initiated by a supervisor. The marquee is particularly useful for sending instant broadcast messages to all agents within a group.

3. Features Description Vuesion Select Package

Vuesion Select Feature Content

Vuesion Select	Benefits
Routing	
■ Advanced Skills-based Routing	■ Intelligently route callers to specialized groups of agents best suited to meet their unique needs. Route based upon skill groups, DNIS or ANI. Agents may belong to multiple groups and have a skill level (0-9). Agents login once and calls are routed to best skilled available agent automatically.
■ Routing Modes	■ Routing includes Skills based, ANI & DNIS, time of day, day of week, scheduled, direct to agent or via IVR menus.
■ Priority Queuing	■ Assign priority to certain callers to ensure your service levels are met.
■ Overflow	■ Ensure calls are serviced by increasing the pool of agents to internal and external locations.
■ Overflow Conditions	■ Timed overflow based on queue time, overflow based on all agents busy or all agents logged off are provided to enhance customer service.
■ Automated Attendant	■ Allow callers to self-direct their call to queues.
■ Announcements Position in Queue Average Hold Time	■ Let callers know their position and expected hold time in queue while delivering targeted, pre-recorded content. Callers are provided the option to opt-out of queue and route to a different destination. Up to six announcements with flexible repeat patterns per queue are provided.
Agents	
■ Agent & Supervisor presence / call control software	■ Every Vuesion Agent and Supervisor is provided a desktop software license to have presence, call control, status change, and access to advanced integration features. No more guesswork.
■ Screen Customization	■ When allowed by COS, Agents have the ability to customize their screen layout and colors. The alternative is to create a template where all agents inherit the same layout automatically.
■ Agent Status	■ Multiple states are provided for better management (Break, Work, Wrap up, Personal Break, Meeting, Locked out, login, logout)
■ Reason Codes / Descriptions	■ Gain insight into call types by allowing agents to categorize Work, Break, Lunch, Unavailable and Meeting status with a predefined list of reason codes and descriptions.
■ Advance Time & Lock out	■ If an agent does not answer a call while available, the agent is automatically set in a locked-out mode and the caller is transferred to the next available agent. The unlock can be manual or timed.
■ After-Call Wrap-up resolutions	■ For inbound call center calls, groups can be configured to provide agents with preconfigured wrap-up description. This yields enhanced reporting. The Wrap-up can be configured to be forced entry or not.
Supervisors	
■ Alerts	■ Receive color-coded alerts that signal when important queue thresholds are exceeded. Queue threshold, longest in queue, Agent status and duration are configurable for alerts.
■ Silent Monitor	■ Provide agent help and evaluate agent performance in real-time.
■ Real-time Statistics	■ Get access to real-time statistics on the queue and agents. Agents show their login time, real time state, detailed description of their activity and summary of calls.
■ Selective Recue Queue	■ Supervisors have the option to display the queue details. They may select an individual call from the queue and rescue it.
■ Pause / Un-pause Queue	■ Supervisors may selectively pause a queue. For inbound queues, no calls are distributed to the queue and play a preconfigured announcement. For outbound queues, the campaigns are paused/resumed.
■ Emergency Notification	■ Supervisors can be configured to receive an Emergency Number notification with visual and audible alarms when an Emergency number is dialed from an agent or any other phone on the system.
■ I.M. Text chat	■ Supervisors have the ability to text chat individually with an agent or send a broadcast chat to the entire group.
■ Manage Agents' States	■ Supervisors have the ability to change agents' states and mange their skill level in each group.
Wallboard	
■ Integrated Software Wallboard	■ A software wallboard is part of the Vuesion desktop software for every agent and supervisor. Number of calls in queue, overflowed, answered, abandoned and averages of queue time, abandon time and service level are displayed in real time.
■ Scrolling Marquee	■ Supervisors may initiate a group marquee message, which start scrolling on all agents' desktops

Vuesion Reporting	
■ Contact Center Reports Suite	■ Review the performance of your center with a comprehensive suite of historical reports including agent profile, abandoned calls, account codes, group profile and many more.
■ Auto Reports	■ Automatic Reports are self generated and E-mailed to select Supervisors.
■ Data Export	■ Export in several standard formats (e.g., Microsoft Excel, PDF and HTML).
■ Summary of Call Center reports	■ Group performance & service level, group activity, Abandoned calls and numbers, Agent status reports, Agent performance reports, Agent productivity reports, Detail, summary and charts, DNIS and called number reports, Cradle-to-grave call ID reports,
■ Customization	■ Vuesion uses Crystal Reports engine for reporting. Customizations are performed by BBX Technologies professional services based on customer requirements.

4. Feature Description Vuesion Add-on Options

Vuesion Options Summary

Add-on Options	Benefits
Call Back Number Queuing	
◆ Call Back Number Queuing	◆ While in a queue, callers are presented with an option to leave a callback number and exit the queue without losing their position in the queue. As soon as an agent becomes available, the callback information in distributed and a callback is automatically initiated.
Dashboard/Wallboard	
◆ Dashboard	◆ Allows for display on a wall mount flat screen TV for larger characters for group information
Database Smart Routing	
◆ Smart Routing	◆ CRM/Database connector (ODBC) used for database smart routing. (Per database connector). Fetches data from a customer record for efficient routing.
◆ Agent Call Resolution / Call Tag	◆ When database smart routing is enabled, agents have the ability to enter a resolution code or call tag per call. Resolution detail and summary reports are provided to supervisors.
Database/CRM integration	
◆ Vuesion API	◆ External applications and database systems may connect with the Vuesion API via TCP sockets and receives messages (start of call, end of call, transferred call, ..) as well as send commands to Vuesion (make a call, start/stop recording, etc ..)
◆ Database Screen Pop	◆ When the database connector is enabled, Vuesion retrieves a data record from the customer's database and displays it as a new window when the call arrives. This is call coordinated screen pop with ability to open the database record by a simple mouse click on the "Open Record" button.
Multichannel	
◆ Email Queuing	◆ In addition to Queuing incoming voice calls, Email Queuing allows the Contact Center to Queue and distribute in a blended mode, Incoming customer Emails with reporting Capabilities.
◆ Web Chat Queuing	◆ Customers engage call center agents by start a web chat session from the customer's website. Vuesion provides reporting in a blended fashion with other media.
Outdial Call Resolution/Tag	
◆ Outdial Resolution / Tag	◆ During outbound calls, agents have the ability to click on the "Tag" key and select from one of the preconfigured tag description. Reports are provided for outdial resolution.
Auto Outdial	
◆ Agent Based Outdial Campaigns	◆ Provides automatic outdial capabilities from a customer provided database of company names, companies and phone numbers. Multiple campaigns can be defined and managed by supervisors. Agents may be configured to belong to both inbound and outbound campaigns in a blended mode. Each Outdial campaign requires a database connector is multiple databases are used. Detailed and summary Reports are provided for each campaign
◆ Preview dial	
◆ Progressive dial	
◆ Campaign Resolution	◆ Each campaign is provided with a set of preconfigured resolutions for agents to use as drop-down menu. Summary and detailed resolution reports are provided to Supervisors.
◆ Call Back Scheduling	◆ Part of the resolution, agents have the option to tag the call for later call back. The calls are automatically tagged by Vuesion to be called back by the configured time specified by agents.

Vuesion Station Reporting

◆ Standard Reports Suite

◆ Point-and-click access to SMDR data, including station, trunk and call accounting reports. These include non Contact Center personnel.

Call Recording

◆ VoIP Station Recording

◆ H323 VoIP recording is the preferred Vuesion recording method when VoIP telephones are used.

◆ Screen Capture

◆ On demand screen capture is provided as an additional add-on option.

Post-Call Survey

◆ Post-Call Survey

◆ At the end of an inbound call center call, Agents have to ability to click on the Survey key to transfer callers to the group associated survey Q&A. Survey scoring reports are provided.

Vuesion SIP voice

◆ SIP Voice Softphone

◆ This function allows Agents to have voice capability via their Vuesion software. This eliminates the need to have hard phones for Agents.

IVR

◆ Smart Routing and menu driven customer interaction

◆ Digit collection and validation against a database system; multiple menu tree options for navigation and digit collection with playback capability.

WFM

◆ Scheduling

◆ Allows managers to setup schedules for their agents and agent groups. Daily, weekly and monthly schedules are available with agent specific override. Agents are able to see their own schedules.

◆ Auto-Scheduling

◆ Based on forecast data, Vuesion allows supervisors to create automatic schedules based on Agents' schedule preferences and call volume demand and Service Level requirements.

◆ Forecasting

◆ Managers create advanced forecasting based on historical data and what-if scenarios to calculate agents requirements, anticipated call traffic and service levels.

◆ Scoring and Reporting

◆ Advanced reporting is available to show adherence to schedules, forecasting versus actual, etc…

Backup & Redundancy

◆ Redundancy

◆ Main Vuesion and Backup use VMware HA for redundancy environments. Backup Vuesion licenses are required on the second server. This option yields the least amount of downtime and intervention.

5. Specifications

System Capacity	
■ Call Center users per server	■ 1000 for SME / 2500 for Enterprise per server

Server Requirements (stand alone server)	
■ CPU, LAN ■ Memory ■ Storage ■ Operating System	■ Xeon, 4 NIC interfaces ■ 8/16 GB for entry level, 32/64 GB for mid-size, 128/256 GB for high end applications ■ 500 GB minimum (Solid State Drives), x TB for recording solutions ■ Microsoft Windows 2012 R2 64 bit

Virtualization Support	
■ Virtual environment	■ Vmware Virtualization is supported when the above requirements are met for the Vuesion VM.

Agent / Supervisor computers	
■ Operating System ■ Memory, NIC	■ Microsoft Windows 7, Windows 10, Thin client ■ 2GB / 4GB depending on operation system

Remote Agents	
■ Connectivity	■ MPLS or VPN access to the main office or where the equipment resides.

6. Installation Services / Maintenance

Remote installation Services	
■ Design services ■ Implementation based on design ■ Supervisor and agent training	■ Design the contact center work flow, routing, overflow conditions, announcements design, threshold values & conditions. ■ Install the Vuesion software including all required drivers on the selected server hardware platform; configure the Vuesion system according to the design workbook. ■ Online web based training for agents. Training on the Vuesion software. ■ Online web based training for supervisors. Training on Vuesion software & wallboard, supervisory functions and call reporting.

Professional Service	
■ Feature customization	■ Professional Services are provided for feature enhancements and customizations requested by the customer.

Quality Assurance	
■ Annual renewal of maintenance and Software Quality Assurance ■ Pre-paid 3-year and 5-year options available	■ Includes maintenance software upgrades and major software releases. Includes routine support.

7. Avaya Platform Requirements

SME Avaya IP Office 500 and Server Edition	
■ CTI ■ Voice Resources ■ Software Release	■ CTI Link Pro license ■ 3rd party SIP endpoints licenses ■ Avaya IP Office 9.0 / 9.1
Enterprise Avaya Aura/CM	
■ CTI ■ Voice Resources ■ Software Release	■ Avaya AES server & Avaya Session Manager ■ 3rd party SIP station endpoints licenses (Session Manager) ■ Avaya Aura/CM 6.2 / 6.3 / 7.0

8. Vuesion Benefits

Lower TCO:

Vuesion single software server architecture simplifies administration, ongoing maintenance, and upgrades of all Contact Center modules; thus reducing overall cost of ownership. Vuesion is friendly to IT staff, Call Center supervisors and Call Center agents. System upgrades are further simplified through server side clients and not individual PC installation and upgrades. Vuesion was designed from ground up with ease of use, simplified training, a unified user interface for agents and supervisors and an agile and well coordinated feature set. Agents and supervisors seamlessly work at the office, at home, or at a remote location with the same user interface.

Investment Protection:

The solution is scalable from 5 to 1000 agents. Start small and add licenses for advanced applications and users without forklift or "rip and replace" when expansion and business growth are required. Vuesion software runs on standard servers, standard operating systems and uses SIP standards; Customers are not locked into proprietary hardware and software.

Cost Saving and R.O.I:

The Vuesion solution provides call back number queuing, where callers have the option to leave a call back number and disconnect the call. They keep their place in queue and get a call back when an agent becomes available. While in queue, callers may opt-out by dialing another group, agent, voice mail or operator. These options provide better service to your customers, save on inbound toll calls and maximize line usage.

Increase productivity:

When processes are streamlined, customer service improves, revenue increases, and cost is reduced. Vuesion delivers call coordinated screen pops, call control, directory and presence for agents and supervisors with one click interactions. Individual and group text chat dramatically improves collaboration and efficiency. Call monitoring and call recording undeniably enhance training, processes and workflow management.

Increase revenue:

With labor costs increasing, many organizations are looking into ways of maximizing efficiency and productivity in their call centers. One of the ways of achieving these goals is to implement agent-assisted and agent-less proactive customer campaigns. Businesses boost sales pipelines, telemarketing for new or existing customers and streamline collections. A well planned and executed campaign increases customer loyalty, improves business processes, and generates revenue.

Improve customer interactions:

Studies show time and time again that customer retention produces increased profitability. Vuesion reduces abandonment rates with its flexible announcements processing, its call back number queuing and enhanced skills based first call resolution. Customer loyalty is achieved with Vuesion priority queuing for VIP customers, preferred agent routing, self service IVR processing, database routing and information screen pop maintained during transfers.