

Solidus eCare™ Agent, Management and Self-Service Applications

Built for better business



*Solidus eCare™ multimedia contact center is intelligently built on three fundamental groups of powerful applications suites: **The Agent Group of Applications** increase agent efficiency and job satisfaction when dealing with multimedia customer interactions. **The Management Group of Applications** provides contact center managers and supervisors with superior tools to develop and manage operations.*

***The Self-Service Group of Applications** provides customers with outstanding options while bringing self-sufficiency to the contact center, enabling organizations to create flows to suit their needs.*

All in all, these three highly effective application groups of Solidus eCare™ enable organizations to maintain cost levels, maximize uptime and build long lasting customer relations.

Customer & Self-service Applications

Virtual Agent Text chat & Collborn.	Auto E-mail Response	Script Manager IVR (Speech Recognition)	Script Manager IVR (DTMF & DPD)
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Agent Applications

Desktop Manager	Real Time	Messaging	E-mail Agent	IP Agent
Web Agent	Directory	Outbound/Scripting	Recording	DDE COM

Management Applications

Internet Suite Creator	Real Time Interface	Information Mngr	Configuration Mngr	Report Manager
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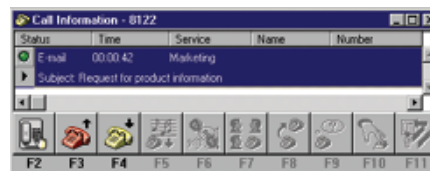
Platform

Open Application Server

The diagram illustrates the main components.



Desktop Manager Toolbar



Desktop Manager Call window showing an incoming e-mail

Agent Group: Maximizing efficiency and Uptime

There are few operations within an organization as dynamic as a contact center. With continuous change comes a need for intuitive and flexible control. Desktop Manager is a sophisticated tool designed to enhance call control and contact center functions. By providing agents and supervisors with many powerful call-control features, Desktop Manager facilitates efficient call handling and integration of several different types of media. Licensing for advanced features is available on an individual basis, allowing for total customization and scalability of each contact center package.

Desktop Manager

Desktop Manager not only gives agents the ability to customize their monitors' "workspace", but to have their display preferences automatically updated when they switch from one workstation to another. When in need of assistance or back office personnel, the Request Assistance dialog box and the Dial dialog box display all logged on agents and gives them the ability to filter by call status, agent status, skills and or service groups.

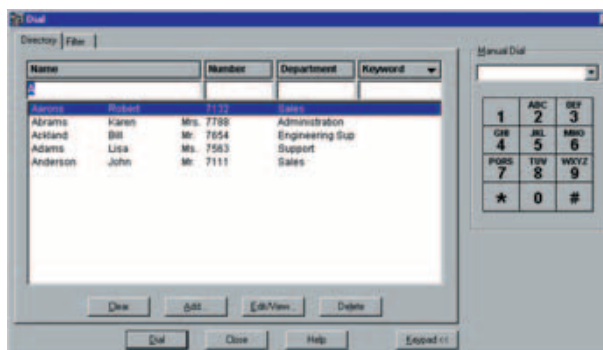
Call Control Features:

- Answer call
- Clear call
- Clerical time indication to monitor time off the phone
- Conference
- Consultation call
- Hold/retrieve call
- Make call
- Manual dial option directly from the call window
- Redial a busy number
- Redirect a call to another agent or service group when appropriate
- Transfer

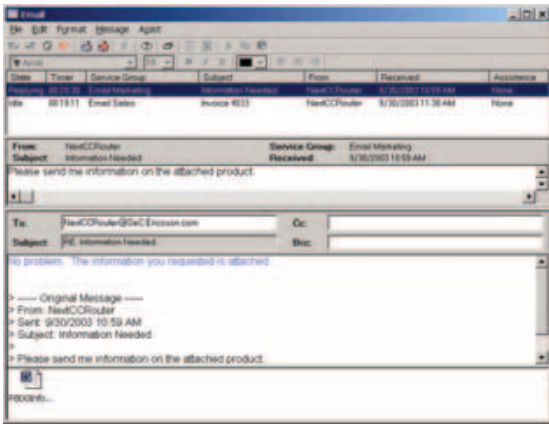
Features:

- CTI screen pops deliver agents information related to the customer.

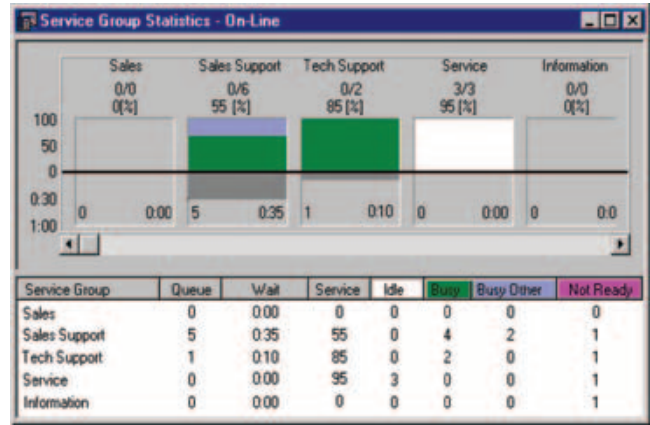
- Call Window customization enables agents to display the most relevant information, such as calling party number, name, call status, call duration, service group name and queue time.
- Call Qualification Codes allow an agent to record the outcome of each transaction to improve speed and consistency of code usage.
- D.N.A. Directory Integration delivers enterprise wide directory service to assist in transferring calls.
- Incoming Interaction Notification of voice, e-mail, or chats so that agents are prepared for the different media types and can handle them appropriately.
- Easy message distribution within the Contact Center for agents and agent groups.
- Support for IP telephone and soft client built into Desktop Manager. This provides agents with greater mobility as well as a more economical total solution.



Agent Directory



E-mail message window



Real Time Information

Additional Desktop Manager Features

E-mail Agent

E-mails are routed using the same skills-based routing engine as for voice calls. With E-mail agents, an incoming e-mail can be automatically routed to the knowledge base or directed to an agent. Fax and Voicemails from One Box Unified Messaging Solution are presented as attachments to an e-mail when delivered to an agent.

Agent Supervisor

Allows users to monitor agents, manage their ready or not ready status, and edit agents' skill sets and corresponding service groups.

Agent Real Time Information

Allows an agent to view information about their own or other service groups. Personal agent statistics are also displayed, including the number of media sessions handled for each service group and the agent status. An alarm will sound or display when the longest waiting call exceeds the configured threshold.

Dynamic Data Exchange (DDE) and Component Object Model (COM)

The Desktop Manager DDE/COM feature license can provide integration to a customer's business application. Based on caller information such as caller ID and called number, customer's business applications can be initiated automatically to make the agent's daily tasks easier.

Agent Messaging

The Desktop Messaging feature license allows contact center agents to send and retrieve text messages, request assistance, initiate intrusion and execute skills-based searches to locate an appropriate agent for call support.

Agent Directory

The Desktop Manager Directory license allows all Desktop Manager users to access the corporate D.N.A. Directory and search users. Through the Agent directory, users can search the corporate directory by name, extension, or department, and place a call via the graphical user interface.

Outbound Agent

Enables Agents to participate in outbound call campaigns, initiate calls to defined campaigns, initiate calls to defined customers, utilize Preview or Power dialing, and initiate automatic callback for failed call attempts.

Agent Scripting

Displays a configured script when initiating campaign calls, allowing the agent to ask the customers questions, record the answers and store the information automatically to the database.

Agent Recording

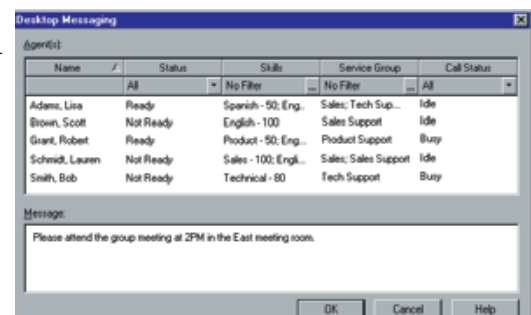
Allows recording of calls on demand if an agent's line is connected to an external recorder. These recordings can be later reviewed for quality assurance, training needs and analysis or litigation purposes. Data can be logged automatically by the system, or manually by the agent.

Web Agent

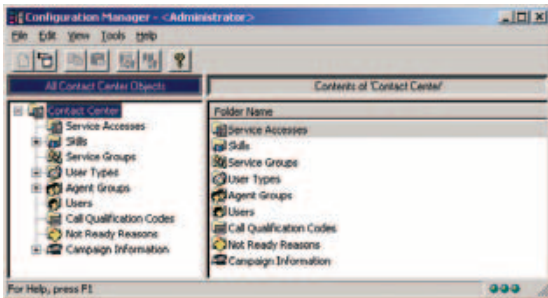
Web Agent enables agents to respond accurately to customer inquiries over the Web through text chat. Agents are prompted with appropriate answers from the knowledge base for more accurate and efficient handling of queries. The agent can select the number of simultaneous chat sessions allowed and whether or not to accept incoming voice calls at the same time.

IP Agent

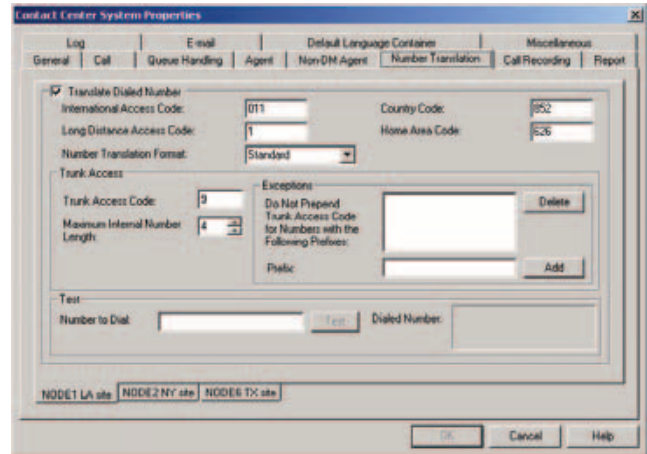
IP Agent enables Desktop Manager agents to use the built-in IP softphone for all call control features, thereby eliminating the need for agents to have a physical telephone.



Agent Messaging. Provides assistance by allowing agents to send text messages to other agents or groups



Configuration Manager window



Centralized management for multiple sites

Management Group: Centralized management minimizes costs levels

This suite of applications provides contact center managers and supervisor with superior tools to develop and manage the contact center operations. The applications enable an organization to compare and contrast the use of different resources, analyze media inquiry processes and over all contact center efficiency.

Configuration Manager

A centralized management tool for Solidus eCare™. By using a graphical user interface, Configuration Manager provides an integrated environment to manage all configuration information within a contact center regardless of the number of sites there are.

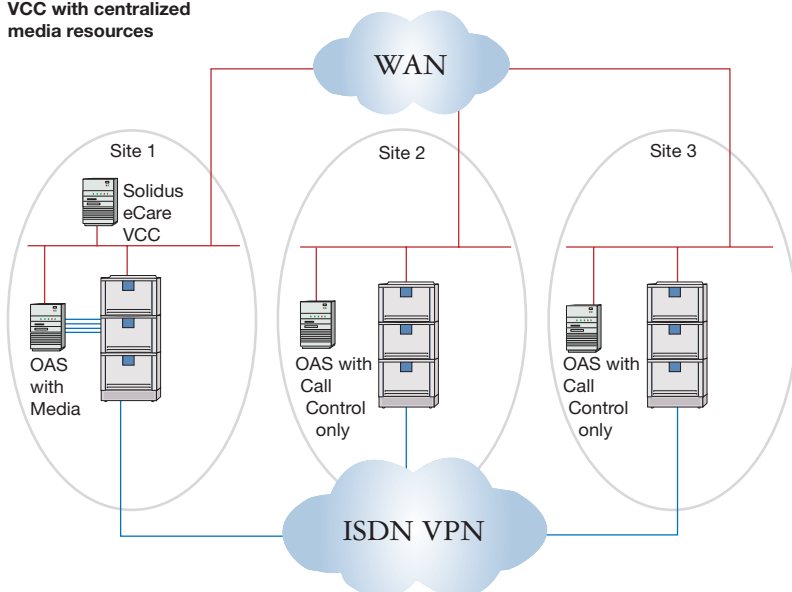
Features:

- Highly intuitive interfaces and wizards guide the user through set-up and configuration, thereby enabling:
 - Centralized management for a Virtual Contact Center
 - Setup of Contact Center system properties
 - Configuration of service accesses
 - Establishment of service groups

- Setup of skill sets
- Setup of users
- Definition of Call Qualification Codes
- Definition of Not Ready reasons
- Creation of call campaigns
- Verification of configuration
- Access other applications

- Campaign Script Builder develops questions and answer flows to support agents in outbound campaigns that provides consistency and increases productivity.
- On-Hook Call Waiting allows the customer to be advised of their estimated waiting time and gives the caller the option to hang up while still retaining their position in the queue. The agent will call back once the customer reaches the top of the queue that saves cost by reducing high rate call charges.

VCC with centralized media resources

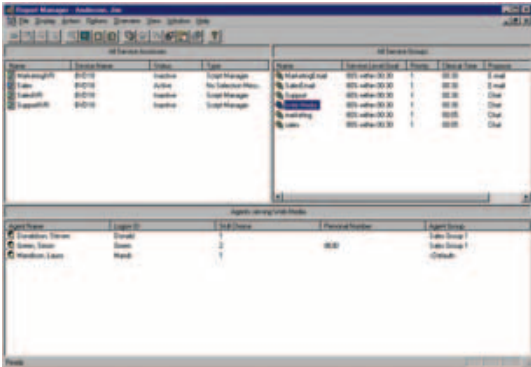


Real Time Interface

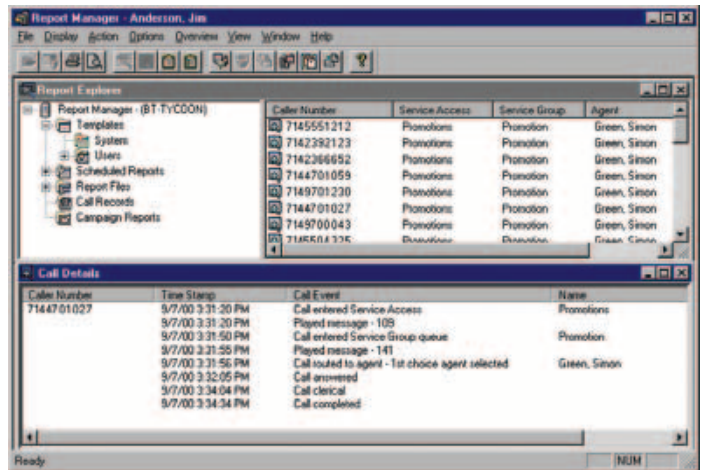
Provides the ability for individual Solidus eCare™ systems to be networked together and function as one virtual center

Features:

- When call volumes become high enough in one center to trigger hold time alarms, user-configured threshold settings will enable the call to be diverted to another contact center.



Report Manager - System Overview window



Report Manager - Call Details window

Internet Suite Creator

The Internet Suite Creator (also known as the Knowledge Base Manager) is an intuitive management tool that enables users to create and edit the knowledge base, thus providing relevant information to their customers. Many types of content can be added to the knowledge base, including text, diagrams, links to Web pages, advertising messages and multimedia pre-sentations. The knowledge base becomes an increasingly valuable resource for both customer and staff with the possibility to update and extend it without disruptions of service.

Features:

- Provides the mechanism to deliver quick, consistent response to customers through text, diagrams, link to web pages, advertising messaging, and multimedia presentations.

Information Manager

Allows users to view real time information on services accesses, groups and agents. Information Manager enables managers to configure and save viewing preferences for services and staffing.

Features:

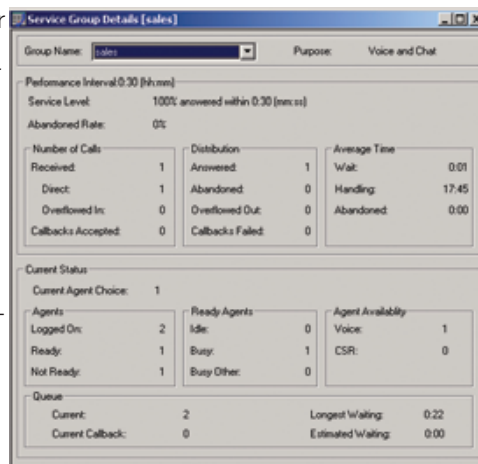
- Multimedia real time information where supervisors can view contact center activity across voice calls, web chat, and e-mail, as well as performance and traffic alarms, as it happens.
- Wall Display Management ensures that the staff is aware of the current contact center activity status.

Report Manager

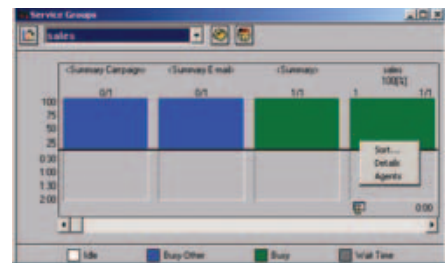
Compiles and generates reports pertaining to all aspects of a contact center's activities.

Features:

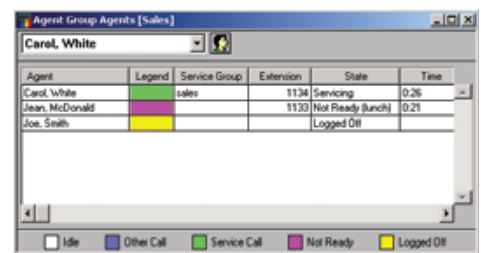
- Generates historical reports to plan for the highest quality of service.
- Standard templates of agent activities, agent status, call qualification codes, call-by-call type, call flows, abandoned calls, and outbound campaigns ensure that key information is available quickly.
- Customizable templates are available to receive the most relevant format for business needs.
- Scheduled reports reduce the management time and cost used in initiating reports manually.
- Cradle-to-grave reporting.



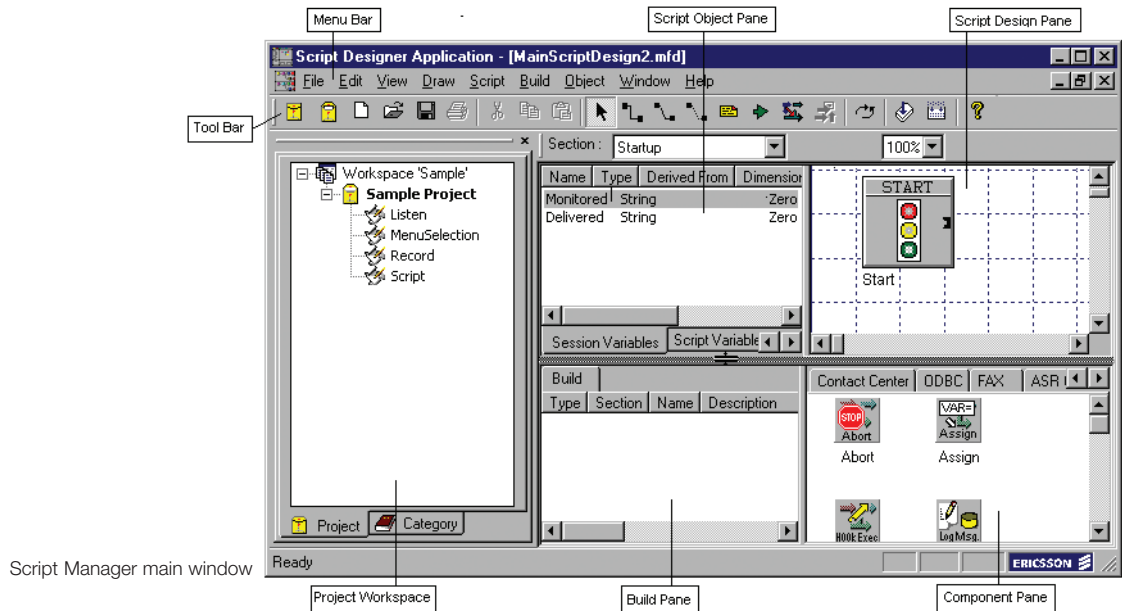
Information Manager - Service Group Detail windows



Information Manager - Service Groups window



Information Manager - Agent Groups Agents window



Script Manager main window

Self Service Group: Serving customers with flexibility and options

This unique group of tools provides customers with outstanding operations while bringing self-sufficiency to the contact center, enabling organizations to create customized interaction flows to suit their needs, at the same time provides 24 hours round-the-clock service, while allowing valuable agent resources to focus on premium customers.

Script Manager

Interactive Voice Response (IVR) is one of the most powerful telephony applications available today. IVR enables callers to access an organization's database via their telephone. Script Manager is an integrated Interactive Voice Response application that is used to build and manage scripts that can accurately identify the needs of the customer prior to the customer being allocated to a Solidus eCare™ agent.

Features:

- Automatic Speech Recognition provides faster and more efficient phone based interactions.
- Text-to-Speech offers text-based content over the telephone resulting in increased productivity and customer service.
- Enables calls to be routed based on historical stored data.

- Easy to create complicated call flows with Graphical Call Flow Presentation.
- Call Flow Templates to aid in application development.
- Provides integration support with Back Office through database access via ODBC, Basic and Java scripting as well as C-hooks, and complete component libraries.
- Information derived through IVR and sent to agents through Screen Pop. This improves the quality of each transaction by presenting relevant customer information to the agent.
- Input Information Format: ASR, Dial Pulse Detection, DTMF for increased flexibility.

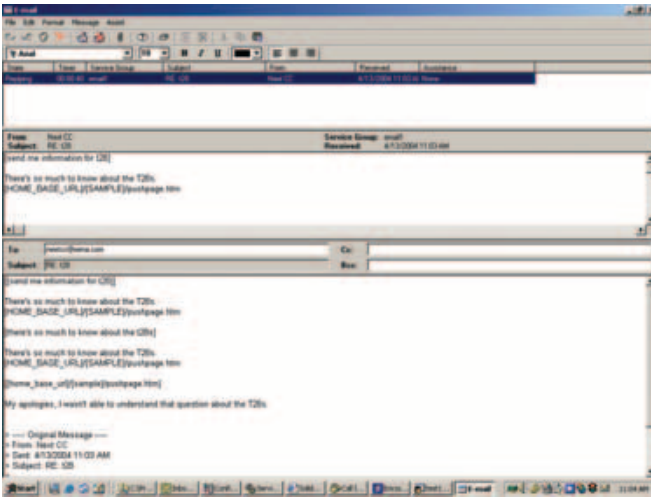
Virtual Agent

Allows the contact center to automatically answer customer inquiries quickly and accurately using a knowledge base of answers, minimizing costly agent interaction. The Virtual Agent integrates seamlessly with any Web site, enabling customers to type their queries in natural language (English only), with the Virtual Agent responding instantly with relevant, accurate answers. The Virtual Agent is not confined to text-based response; it has the ability to push web pages or stream multi-media demonstration that will enhance the customer's on-line experience.

Customers get fast, efficient customer service and the security provided with optional password authentication.



Control Windows for the Virtual Agent floating client



Auto E-mail Response

By resolving the bulk of routine inquiries, live agents are free to provide more value-added services to premium cus-tomers.

Features:

- Ability to push web pages, files, presentation material and advertising information so the customer can receive the most comprehensive information.
- Fully customizable client to maintain the look and feel of the company's existing web site.
- Natural Language, Pull down menu, and Keyword Interface.
- Automatic Escalation to Human Support with Skills-based routing.

Auto E-mail Response

A big complaint today is that e-mails sent to companies are either not answered or take days to respond. With Solidus eCare automatic e-mail response, customer inquiries can be responded immediately, with accurate information, minimizing the need of more costly live agent contact.

Features:

- Intuitive knowledge base that is capable of performing intelligent content search of incoming e-mails. The content of the e-mail is analyzed and a proposed answer from the database is automatically issued.

Solidus eCare™ Minimum Requirements

PBX

MD110
(BC11 with SP13, BC12 with SP2)

Platform

Open Application Server (OAS) 2.5 with Service Pack 5 or later

Open Application Server (OAS)

The Open Application Server 2.5 is an advanced multimedia platform for Enterprise CTI that combines call and media control. It allows CTI applications to monitor telephones as well as media resources through one single API. Windows applications that are compliant with TSAPI can execute call control commands to the MD110 PBX in the same manner as with ApplicationLink.

Capacity and Limitations

For agent outbound calls, it is recommended that no more than 3 concurrent campaigns and 5000 customers per campaign be run. It is also recommended that the master customer list does not exceed 15,000 customers.

Hardware Requirements

Solidus eCare™ Server

* A Pentium 4 2.4 GHz Windows 2000 compatible PC.

An SVGA monitor that can be configured to display in High Resolution

Mode (1024 x 768 recommended) with 256 colors

1 GB RAM

A mouse or other pointing device that is 100% Microsoft compatible

DVD-ROM drive

Hard disk space of at least 4 GB

Ethernet Network Interface Card

Solidus eCare™ Client

* A Pentium III 800 MHz or better, Windows 2000/XP compatible PC

An SVGA monitor that can be configured to display in High Resolution Mode (1024 x 768 recommended) with 256 colors

256 MB RAM (Note: Desktop Manager can also run on a PC with 128 MB of RAM)

One communication port available for wall display connections if wall displays are to be used

A mouse or other pointing device that is 100% Microsoft compatible.

DVD-ROM drive (If not installing from a network drive)

Hard disk space of at least 2 GB

Ethernet Network Interface Card.

Microsoft Exchange Server for E-mail Requirements (Based on average configurations)

Pentium III 800 MHz with 256 MB of RAM and a 4 GB hard drive

Solidus eCare™ Internet Suite Exchange Service

Pentium III 800 MHz with 256 MB of RAM and an 8 GB hard-drive

Solidus eCare™ with Knowledge Base Manager

Pentium III 800 MHz with 256 MB of RAM and an 8 GB hard-drive

**** Software Requirements**

Solidus eCare™ Server

Microsoft® Windows® 2000 Server with Service Pack 4** or Microsoft® Windows® 2003 Server Standard or Enterprise Edition***

Microsoft SQL Server Version 2000 with Service Pack 3 or later ****

Microsoft Exchange Client if Exchange e-mail is used: Microsoft Outlook 2000 with Office 2000 SP3 or later, Outlook 2002 with Office XP SP2 or later, Outlook 2003

Lotus Notes if Domino e-mail is used: Notes 5.0.6, Notes 6.0

Solidus eCare™ Client

Windows® 2000 with Service Pack 4, Windows XP Professional with Service Pack 1 or Windows NT 4.0 Workstation with Service Pack 6

Microsoft Exchange Server for E-mail Requirements (Based on average configurations)

Windows 2000 Server with Service Pack 4 or Windows 2003 Server

Microsoft Exchange Server 5.5, Exchange Server 2000 or Exchange Server 2003 with latest service pack

Lotus Domino Server

Domino 5.0.6 and 6.0

Solidus eCare™ Internet Suite Server

Windows 2000 Server with Service Pack 4 or Windows 2003 Server

Solidus eCare™ Internet Suite Web Server *****

Java 2 SDK, Standard Edition, Version 1.3.1_09

New Atlanta ServletExec 5.0

Seagate Software Crystal Reports Professional or Developer Editions 8.0 or later.

* For higher traffic performance, a higher-grade machine will be required.

** Microsoft SQL Server 2000 Desktop Engine can also be used by Solidus as the database server. When Desktop Engine is used, the Solidus Server may be installed on Windows 2000 Professional. Note that this configuration is for demonstration purposes only and is not supported for a customer installation.

*** Solidus eCare™ has been verified with Windows 2003 Server Standard and Enterprise editions. The Datacenter Edition was not verified. The Web Edition is not supported.

**** For Solidus eCare™ installation, Microsoft SQL Utilities must be installed on the machine where Broker Service is to be installed. For other client applications, SQL Utilities are not required.

***** The required software is included on the Solidus eCare™ Application DVD. However, licenses for the ServletExec 5.0 must be purchased separately. Consult <http://www.newatlanta.com> for more details.

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