

HiPath ProCenter Client Desktops



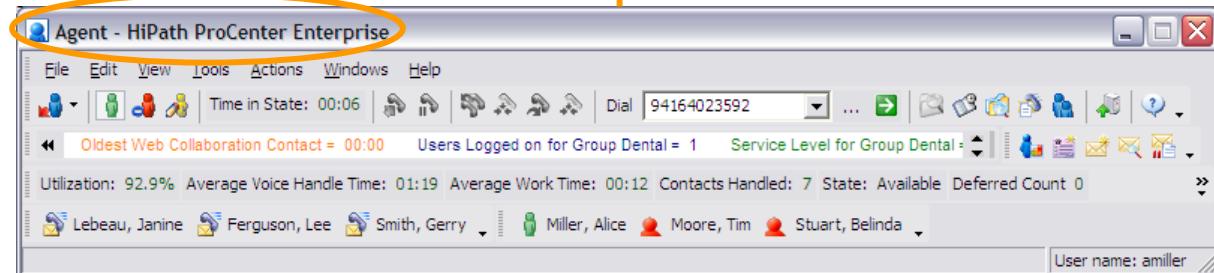
HiPath ProCenter Agile and Enterprise – Client Desktops

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- The content of this presentation applies to both the HiPath ProCenter Agile V7.0 and HiPath ProCenter Enterprise V7.0 Client Desktops unless otherwise noted.



HiPath ProCenter Client Desktops



Overview: HiPath ProCenter Client Desktops



Client Desktop: Agent

- “Look and Feel”
- Usability Features

Agent Desktop Capabilities

- Contact Handling
 - Voice Calls
 - Email Contacts
 - Web Collaboration Contacts
 - Callbacks
 - Blended Contact Handling
- Presence and Collaboration
- Performance Feedback and Productivity

Continued: HiPath ProCenter Client Desktops



Client Desktop: Associate

- Overview
- Agent - Associate Collaboration
- Agent and Associate Feature Profiles

Client Desktop: Attendant Console

Overview

Usage Scenario: Attendant Console

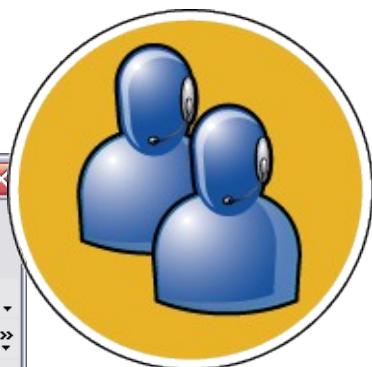
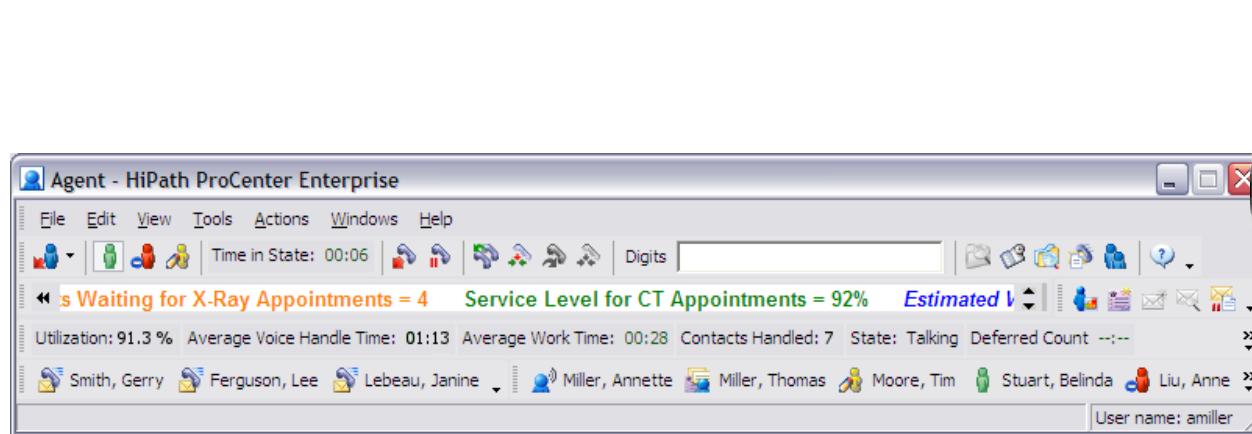
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Agent Desktop



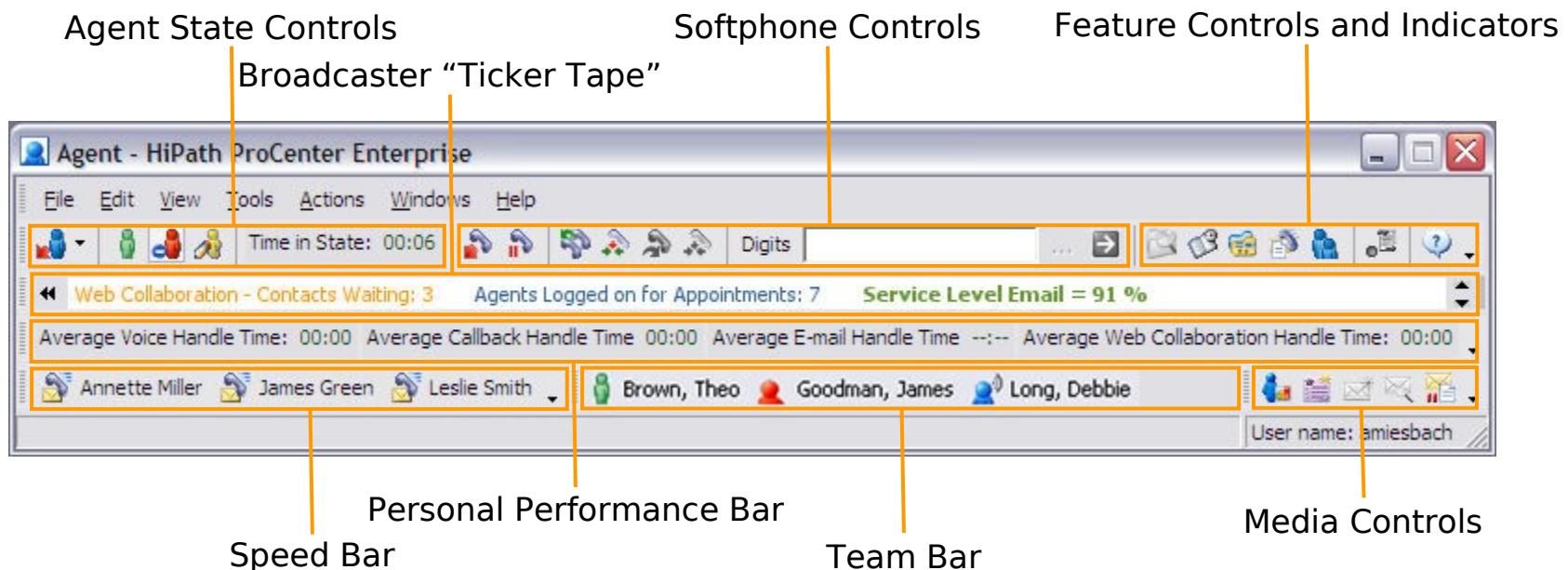
Agent Desktop Overview

- The HiPath ProCenter Client Desktop streamlines customer interaction handling:
 - Blended multimedia desktop for handling voice, email, Web collaboration and outbound/callback interactions
 - Unique presence and collaboration tools
 - Empowering performance feedback and productivity tools



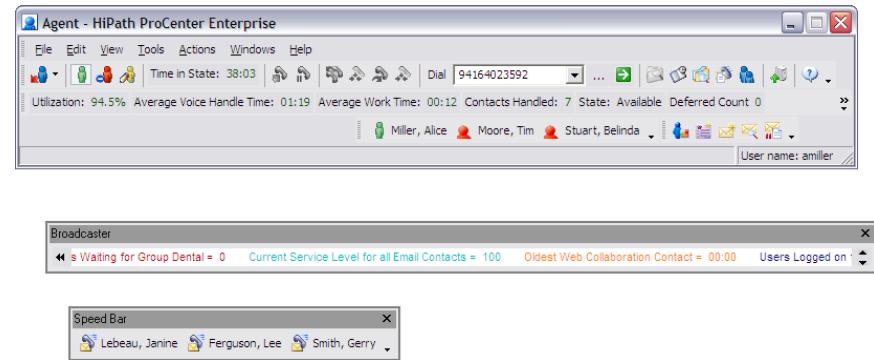
Agent Desktop “Look and Feel”

- Handle voice, email, web and outbound/callback interactions in one flexible, intuitive user interface
- One-click access to all important features
- Innovative and flexible user interface for optimized usability



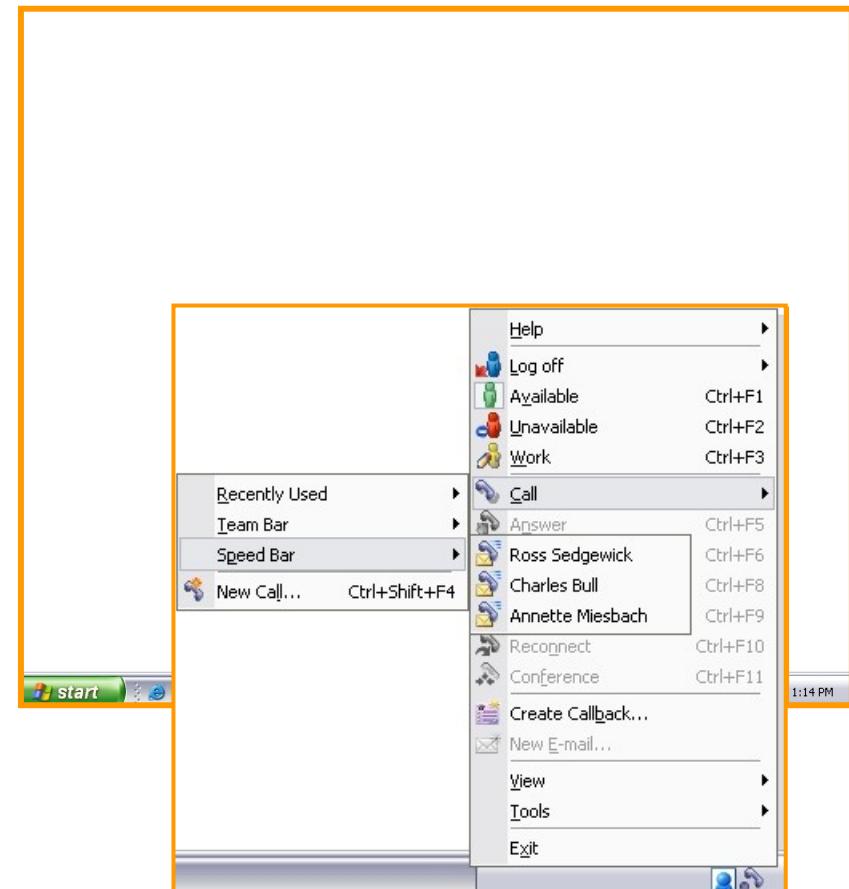
Usability Features: “Tear-off and Park” Toolbars

- Agent desktop with customizable individual display preferences
- Dock and undock toolbars by dragging on and off the launchpad or double-clicking
- Place undocked toolbars wherever convenient on screen
- Reformat, resize and move undocked toolbars (e.g. as required by other applications)
- Display settings are saved for the next time the user logs on

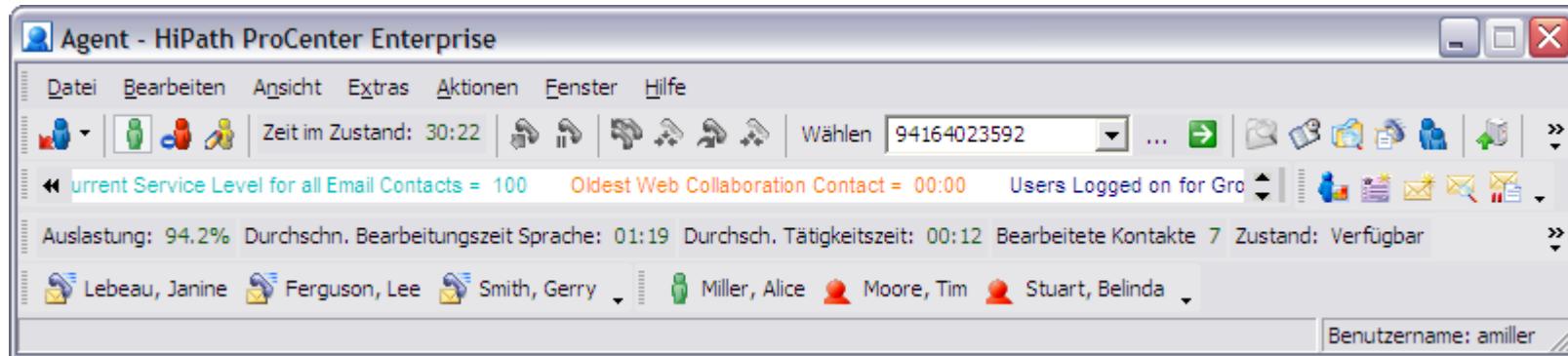


Usability Features: Icon Mode Display

- Use HiPath ProCenter Icon Mode to:
 - Maximize the screen work area for the user
 - Optimize productivity with a streamlined, less cluttered desktop
- Icon Mode allows access to all features through the Windows system tray
- The user can revert back to “Full Mode” anytime, on-the-fly



Usability Features: Multiple Language Support



- The HiPath ProCenter Client Desktop offers multi-language support for:
 - German, English, Spanish, French, Italian and Brazilian Portuguese
- Agents can change the language in the Client application “on-the-fly”
- Improved usability in multi-language environments

Features and Benefits

Features

- Innovative GUI design, utilizing familiar Microsoft conventions
- Reformat and resize “Tear-off and Park” toolbars as required
- Customize views or switch to Icon Mode to maximize screen “real estate”
- Switch over to multiple display languages “on-the-fly” from the client desktop

Benefits

- Optimizes contact handling efficiency for all media, minimizes the need for end user training
- Enhances agent productivity and satisfaction
- Increases flexibility for personalizing desktop settings
- Allows running the application with a reduced footprint on screen, if required

Agent Desktop: Contact Handling



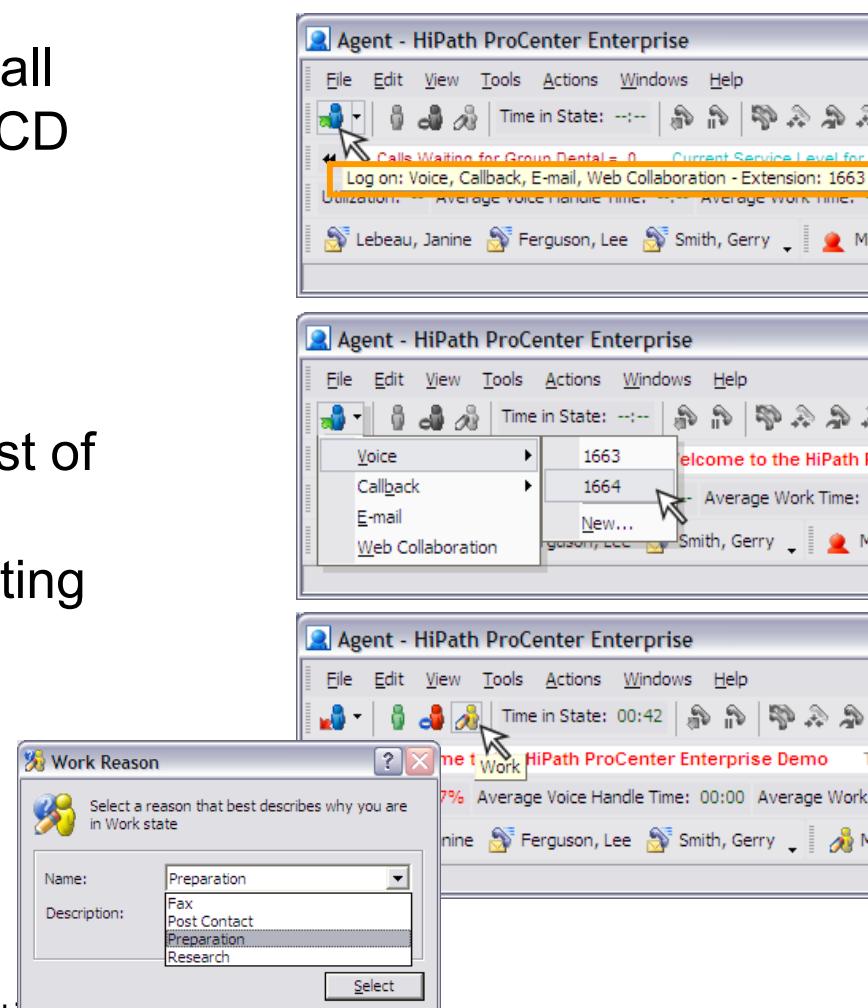
Contact Handling

- Intuitive, blended desktop for multimedia contact handling (voice, email, Web collaboration, outbound/callback)
- Media-specific logon to voice, email, Web collaboration and outbound/callback
- Easy-to-use softphone and agent state controls
- Real-time screen pop of contact information and customer data for all media
- One-click access to previous interactions via the Contact Log



Contact Handling: Login and Agent States

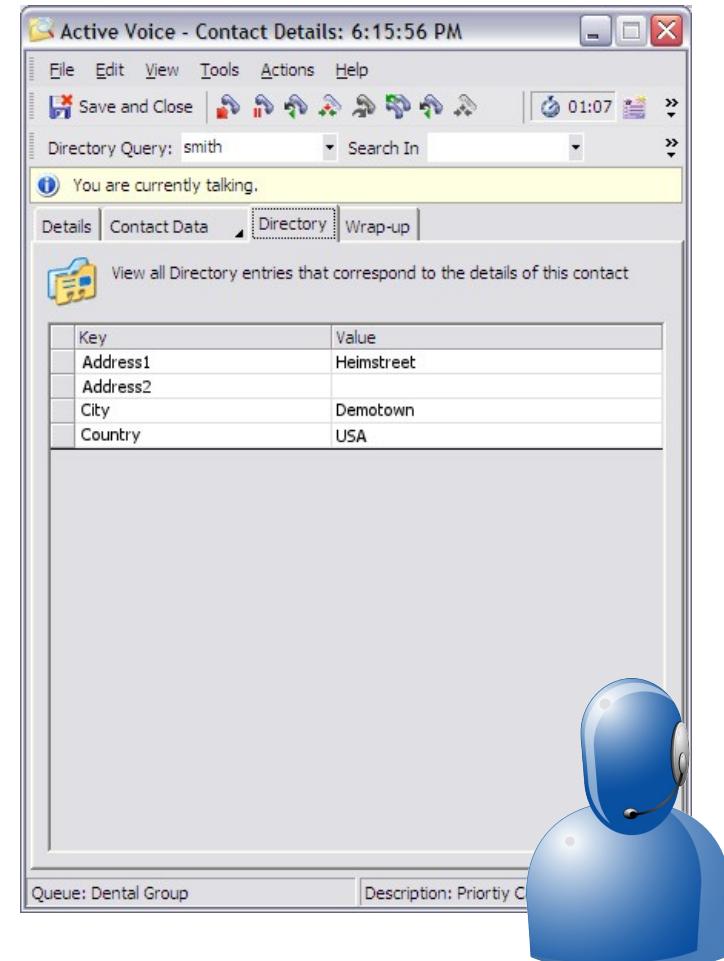
- One click access for logon to all media with previously used ACD extension, OR
- Media-specific login to adjust contact handling to current operational conditions
- Choose-and-pick login from list of previous ADC extensions (if applicable), enabling free seating
- User controlled agent states through intuitive icons
- Choose from configurable reasons codes for work and unavailable states*



* Reason codes configured in Manager application

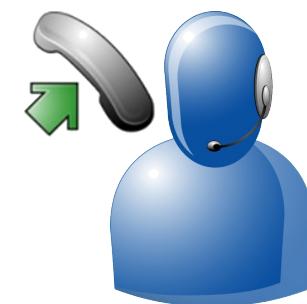
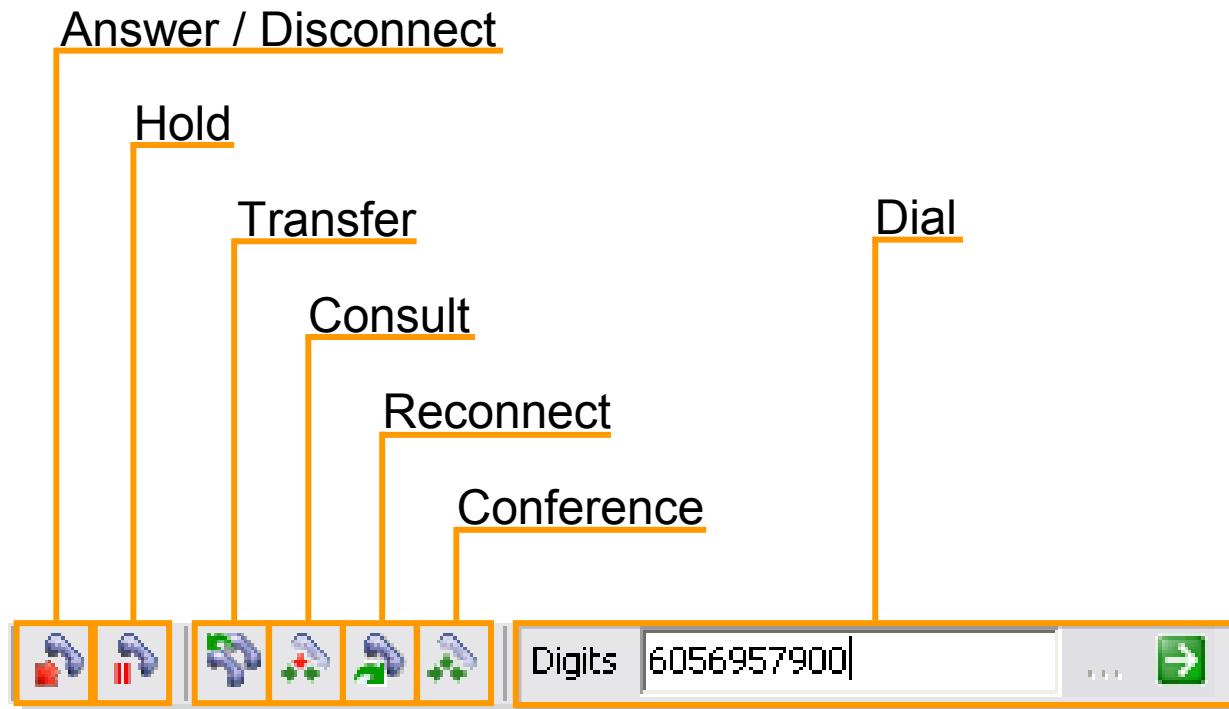
Handling Voice Calls

- Full set of telephony controls in an intuitive softphone to streamline voice interaction handling
- Screen-pop with customer data and contact details synchronized with each incoming call
- Contact data may contain data collected
 - With Call Director / an external IVR
 - From an external database lookup
- Directory tab with data from an LDAP directory lookup
- Convenient access to Wrap-up reason codes, before or after disconnecting



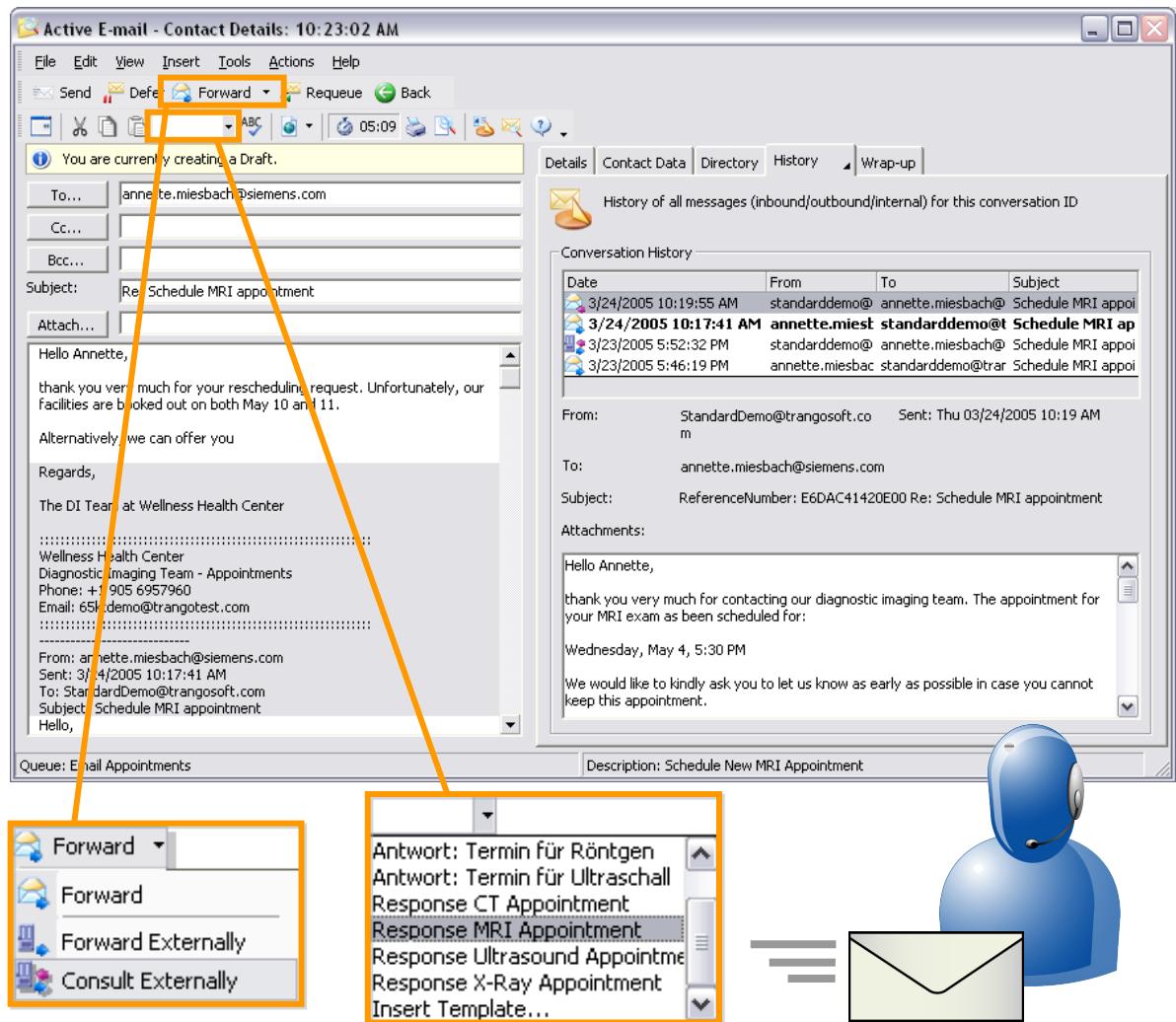
Handling Voice Calls: Softphone / Phone Controls

- One-click access to all telephony controls via softphone
- Alternatively, telephone keys can also be used



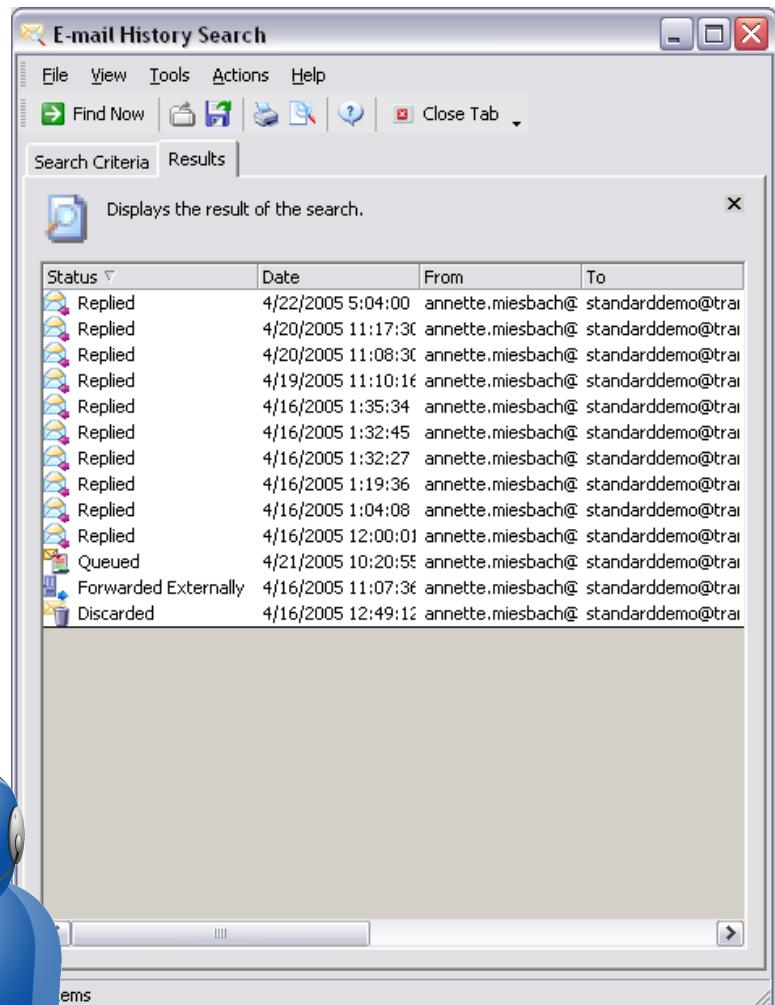
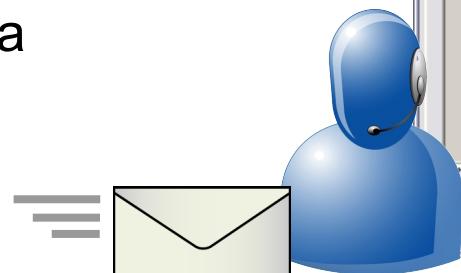
Handling Email Contacts

- Screen-pop with sender and contact details synchronized with each incoming email contact
- Internal and external email forwarding and consultation
- Auto-suggest templates library
- Initiate new emails that are tracked and reported on



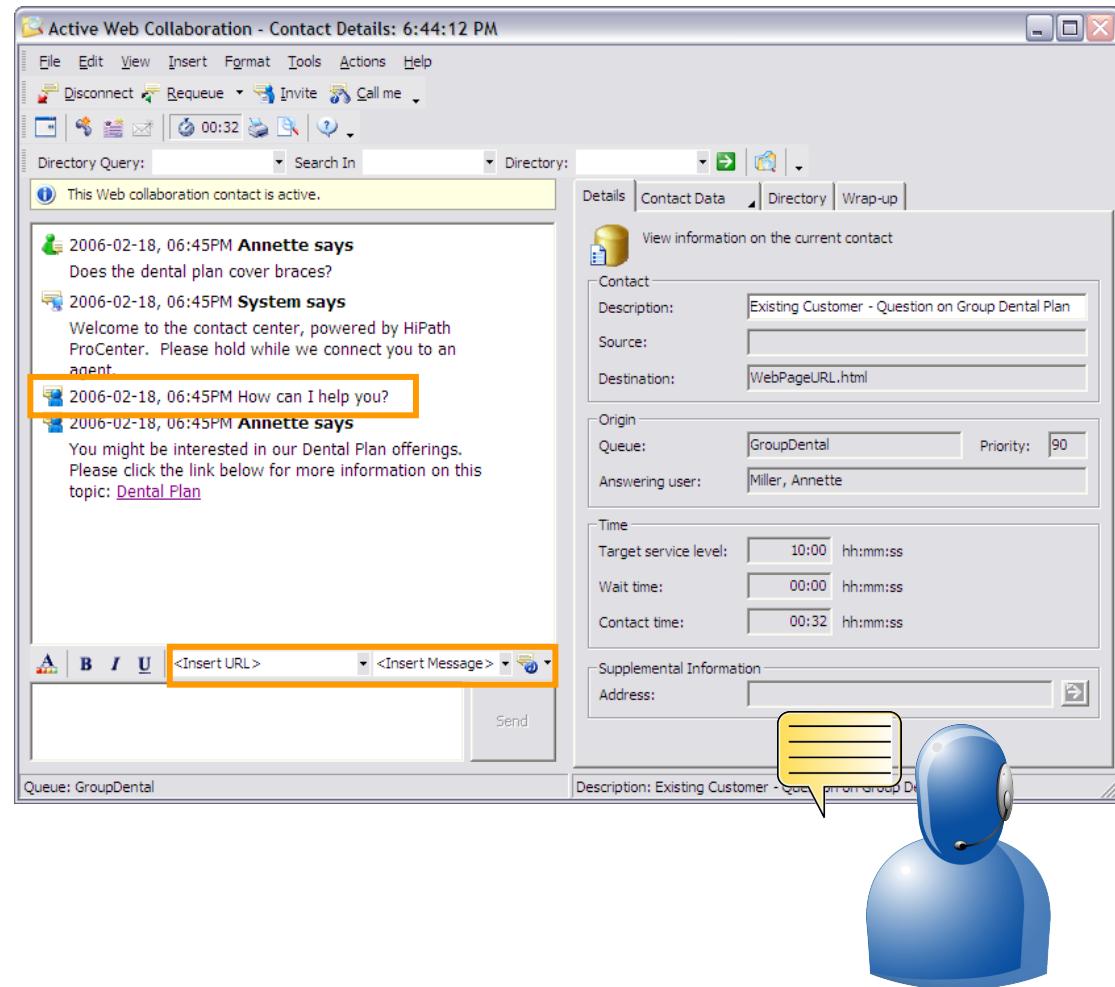
Handling Email Contacts: Email History Search

- Thread history for the interaction is displayed in contact details window for every incoming email (if applicable)
- Additional “Client Search” functionality based on various search criteria enables agents to review previous interactions with the customer
- Enables agents and supervisors to understand the sequence of interactions leading to a satisfactory resolution



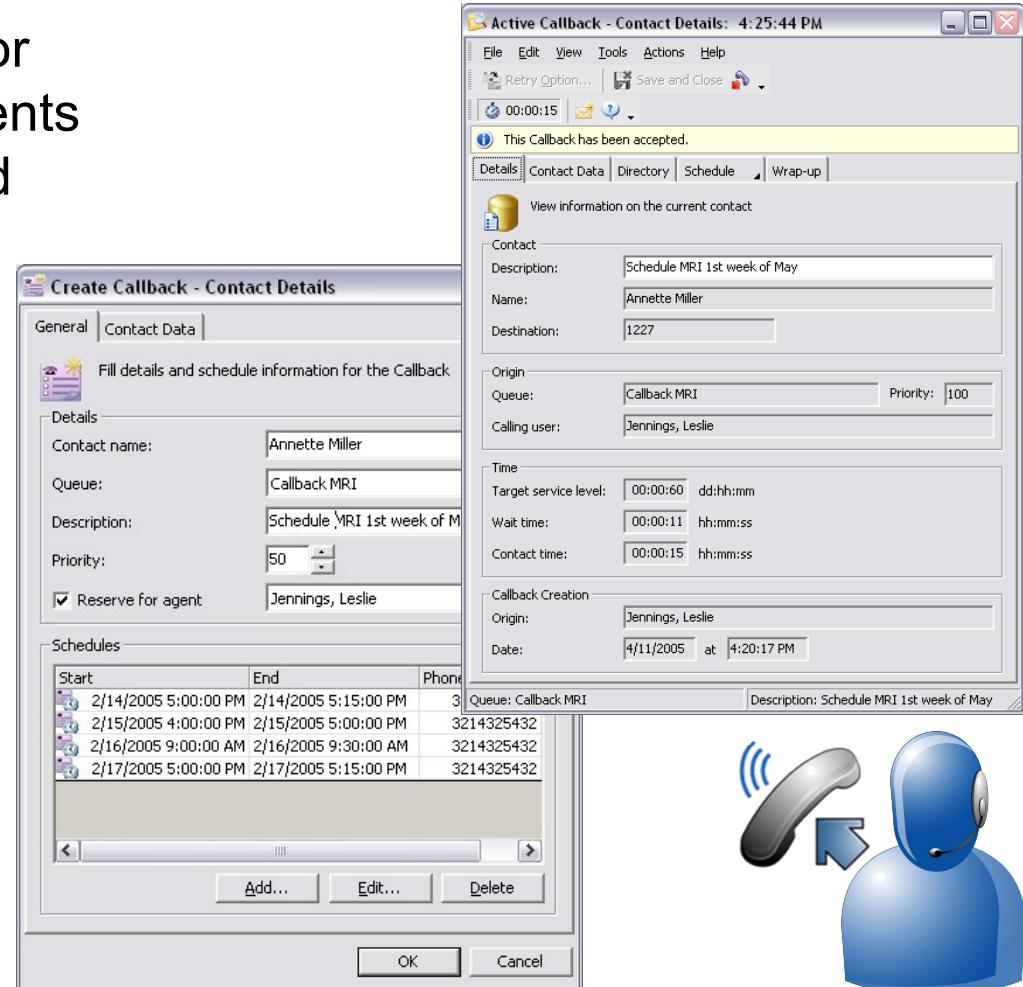
Handling Web Collaboration Contacts

- Web Collaboration screen-pop with key information on incoming contacts
- Automatically inserts standard agent greeting
- Library of standard phrases and URLs
- Web page push and escorted browsing
- Allows two (or more) parties to collaborate in a session



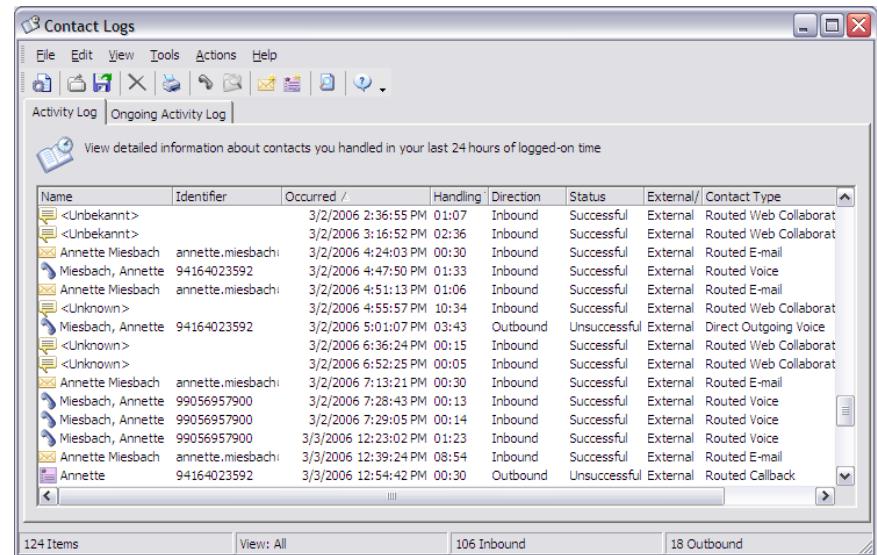
Handling Outbound Calls / Callbacks

- Automatically routes calls for outbound campaigns to agents based on agent skill set and availability
- Supports agent and Web initiated callbacks
- Offers an intuitive interface for defining callback schedules
- Screen-pop with customer data and contact details synchronized with the arrival of each callback



Contact Handling: Contact Log

- Fast and easy access to all contact center and non-contact center, inbound and outbound voice, email and Web interactions
- Access to previous Contact Details
- Initiate callbacks or new emails without search for contact information by a single click on stored contact information
- Sort entries by clicking on column headings

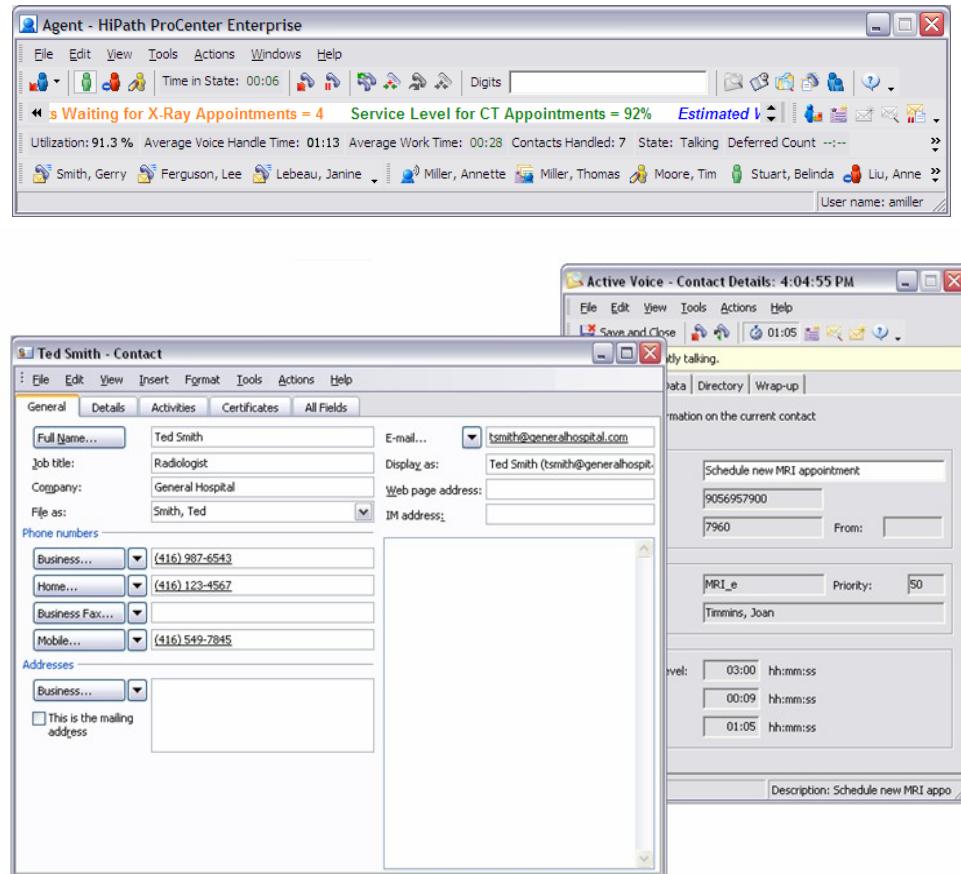


Name	Identifier	Occurred /	Handling	Direction	Status	External/Contact Type
<Unbekannt>		3/2/2006 2:36:55 PM	01:07	Inbound	Successful	External Routed Web Collaborat
<Unbekannt>		3/2/2006 3:16:52 PM	02:36	Inbound	Successful	External Routed Web Collaborat
Annette Miesbach	annette.miesbach	3/2/2006 4:24:03 PM	00:30	Inbound	Successful	External Routed E-mail
Miesbach, Annette	94164023592	3/2/2006 4:47:50 PM	01:33	Inbound	Successful	External Routed Voice
Annette Miesbach	annette.miesbach	3/2/2006 4:51:13 PM	01:06	Inbound	Successful	External Routed E-mail
<Unknown>		3/2/2006 4:55:57 PM	10:34	Inbound	Successful	External Routed Web Collaborat
Miesbach, Annette	94164023592	3/2/2006 5:01:07 PM	03:43	Outbound	Unsuccessful	External Direct Outgoing Voice
<Unknown>		3/2/2006 6:36:24 PM	00:15	Inbound	Successful	External Routed Web Collaborat
<Unknown>		3/2/2006 6:52:25 PM	00:05	Inbound	Successful	External Routed Web Collaborat
Annette Miesbach	annette.miesbach	3/2/2006 7:13:21 PM	00:30	Inbound	Successful	External Routed E-mail
Miesbach, Annette	99056957900	3/2/2006 7:28:43 PM	00:13	Inbound	Successful	External Routed Voice
Miesbach, Annette	99056957900	3/2/2006 7:29:05 PM	00:14	Inbound	Successful	External Routed Voice
Miesbach, Annette	99056957900	3/3/2006 12:23:02 PM	01:23	Inbound	Successful	External Routed Voice
Annette Miesbach	annette.miesbach	3/3/2006 12:39:24 PM	08:54	Inbound	Successful	External Routed E-mail
Annette	94164023592	3/3/2006 12:54:42 PM	00:30	Outbound	Unsuccessful	External Routed Callback



Screen-pop API

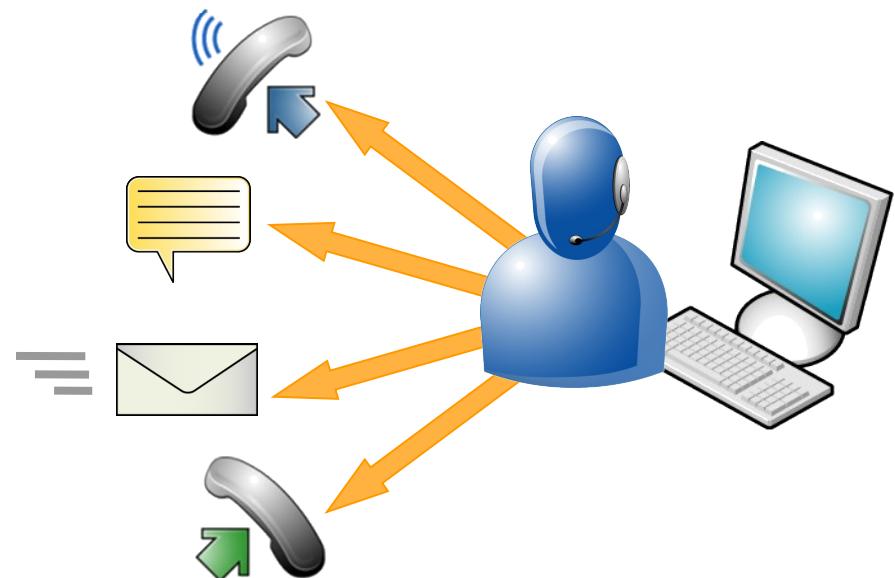
- Screen-pop API to connect to any third party CRM or in-house application
- Can be used to generate Screen-pops of customer files synchronized with the incoming call
- May require additional Services
- Screen-pop API may also be deployed without Agent Desktop



Blended Contact Handling

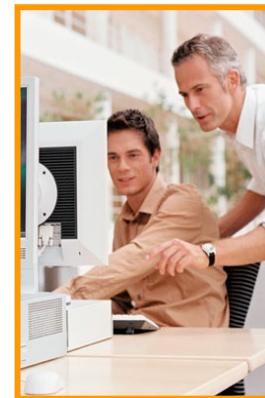
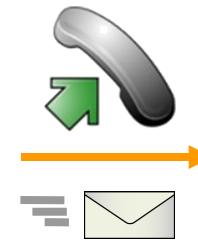
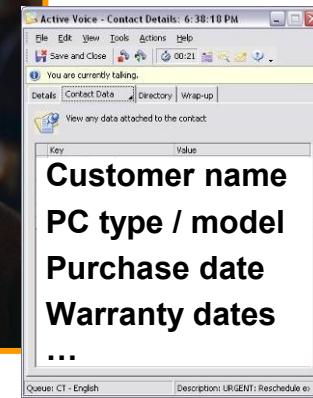
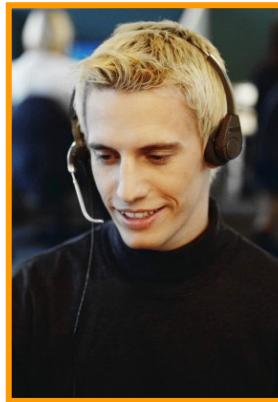
Blend media during customer interactions, creating richer customer contacts and improving quality of service

- Initiate emails to customers while being on a call or in a Web collaboration session to make additional information accessible beyond the real-time interaction
- Create callbacks based on incoming emails, calls or Web collaboration interactions, ensuring reliable and timely follow-up
- Initiate calls while processing incoming emails or Web collaboration interactions
- Ensure superior customer service and reduce the need for later follow-up by the agent



Blended Contact Handling: Usage Scenario 1

- A caller contacts the helpdesk with a computer problem. The agent needs to determine the caller's issue and quickly give instructions on how to solve it.



Caller contacts the helpdesk with a computer problem. He is prompted to enter his customer ID and connected to an agent.

The agent receives a screen-pop with caller / PC information from a data-base lookup based on customer ID.

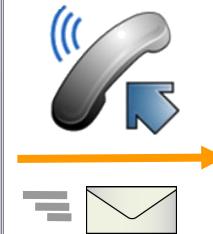
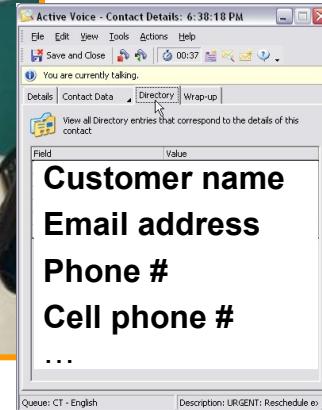
Talking to the customer, he is quickly able to identify a solution.

It requires changes that are documented in the PC admin guide.

The agent initiates an email to the customer with the document. When the customer has received the guide, the agent walks him through the necessary changes to solve the technical issue and wraps-up the interaction.

Blended Contact Handling: Usage Scenario 2

- A priority customer emails an urgent request to reschedule a medical appointment. The agent needs to clarify details and resolve the issue quickly.



A priority customer sends an email with an urgent reschedule request.

Technical details need to be clarified in order to process the reschedule.

The agent receives an email screen-pop with contact information for the customer from an LDAP directory lookup based on sender email address.

Since rescheduling is urgent, and technical details need to be clarified quickly, the agent initiates an outbound phone call to the customer.

The open issues are resolved during the phone call with the customer.

The agent reschedules the appointment and emails a confirmation to the customer.

Blended Contact Handling: Usage Scenario 3

- During a Web collaboration session with an insurance specialist, a customer requires written information and support on the phone to close an insurance contract issue.



A prospective client browses a website and starts a Web collaboration session, requesting information on different health insurance offerings.

The agent uses the HiPath ProCenter Escorted Browsing feature to guide the customer to more online information.

When the customer has narrowed down the choice to two offerings, the agent uses HiPath ProCenter Web Collaboration to initiate an outbound call.

When the customer decides for an insurance plan, the agent initiates an outbound email with the application form attached.

Features and Benefits

Features

- Blended agent desktop for handling voice, email, Web collaboration and outbound / callback interactions
- Screen-pop window with key contact information synchronized with each incoming interaction
- Initiate outbound emails and callbacks that are tracked and reported on
- Blend media to create richer interactions with the customer

Benefits

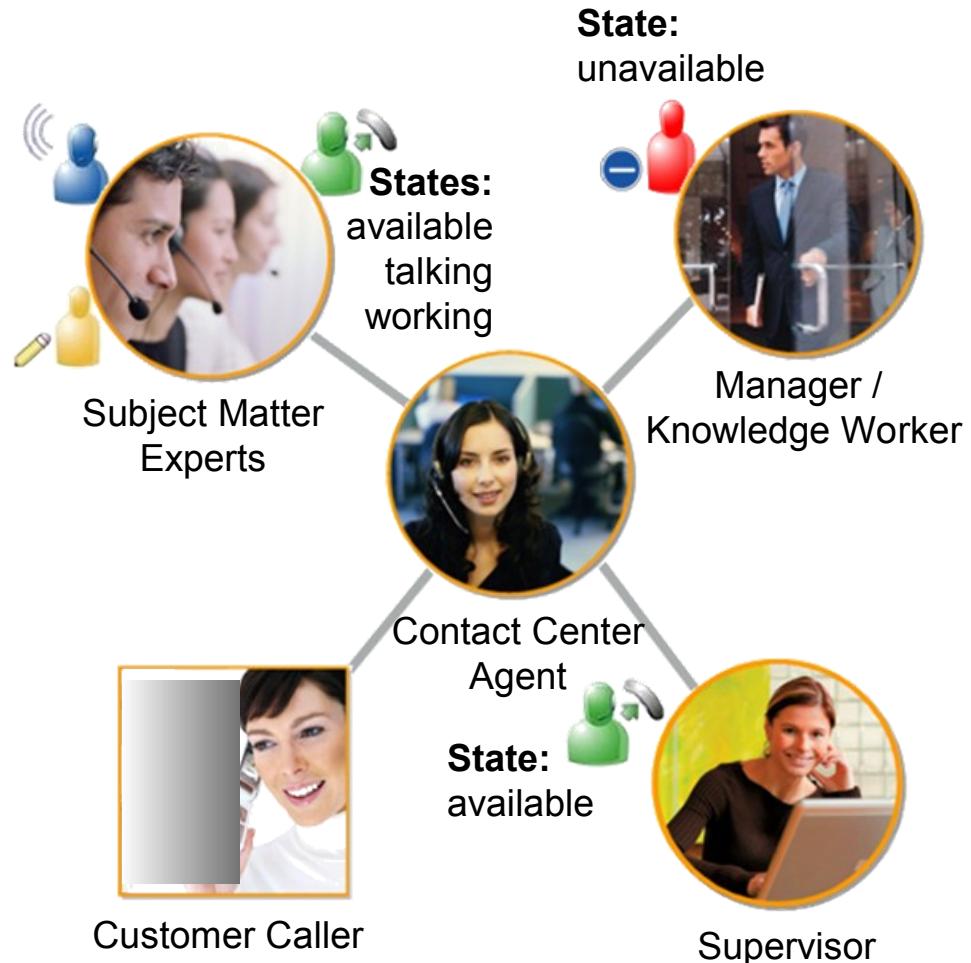
- Streamline multimedia interaction handling and improve agent utilization
- Enhance agent responsiveness and satisfaction
- Proactively reach out to customers to improve customer satisfaction and reactivate customer relationships
- Improve quality of service and minimize the need for follow-up interactions through multimodal customer contacts

Agent Desktop: Presence and Collaboration



Presence and Collaboration

- Give users the ability to “see” who is available to help resolve a customer issue in real-time
- Leverage the knowledge and expertise across the enterprise to provide higher value interactions
- Users in remote locations or home-based agents are visible with real-time presence information
- Increase first contact resolution, productivity and customer satisfaction

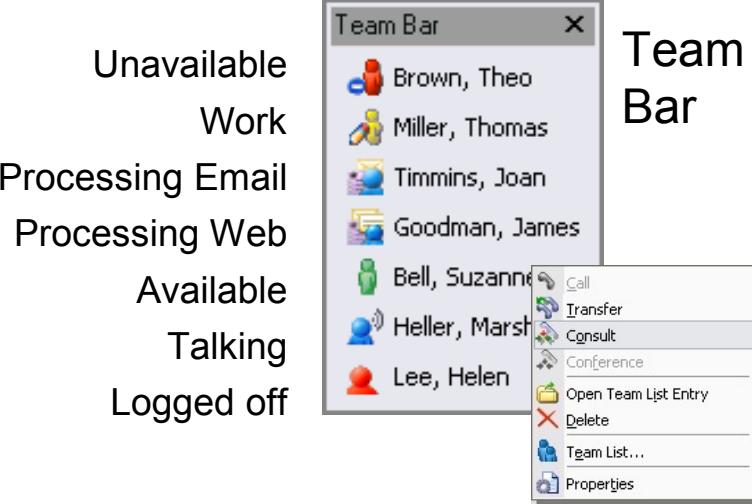


Presence and Collaboration: Team List and Team Bar

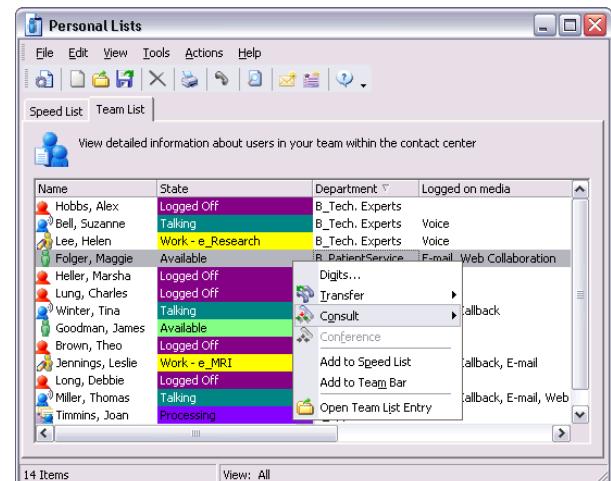
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- Presence-based multimedia communication tools for voice, email and Web channels
- One-click-to-communicate, within the Contact Center and beyond
- Facilitate first-contact resolution, enhance customer and agent satisfaction
- Avoid unnecessary callbacks and other follow-up activities
- Eliminate unsuccessful, unproductive transfer / consult / conference attempts, transfers to voicemail
- Display up to 25 users in Team List and Team Bar

Unavailable
Work
Processing Email
Processing Web
Available
Talking
Logged off

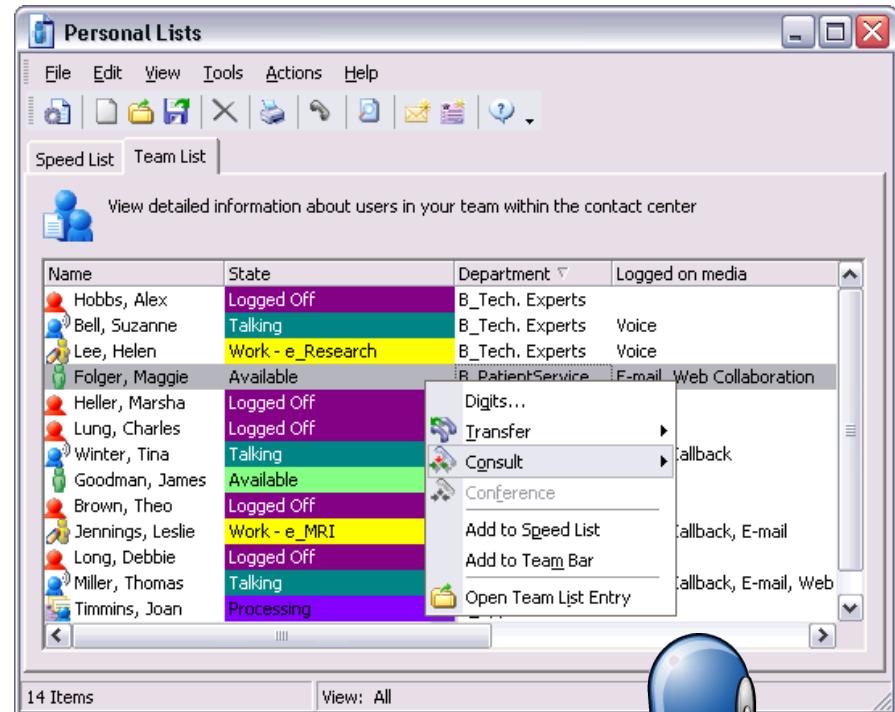


Team
List



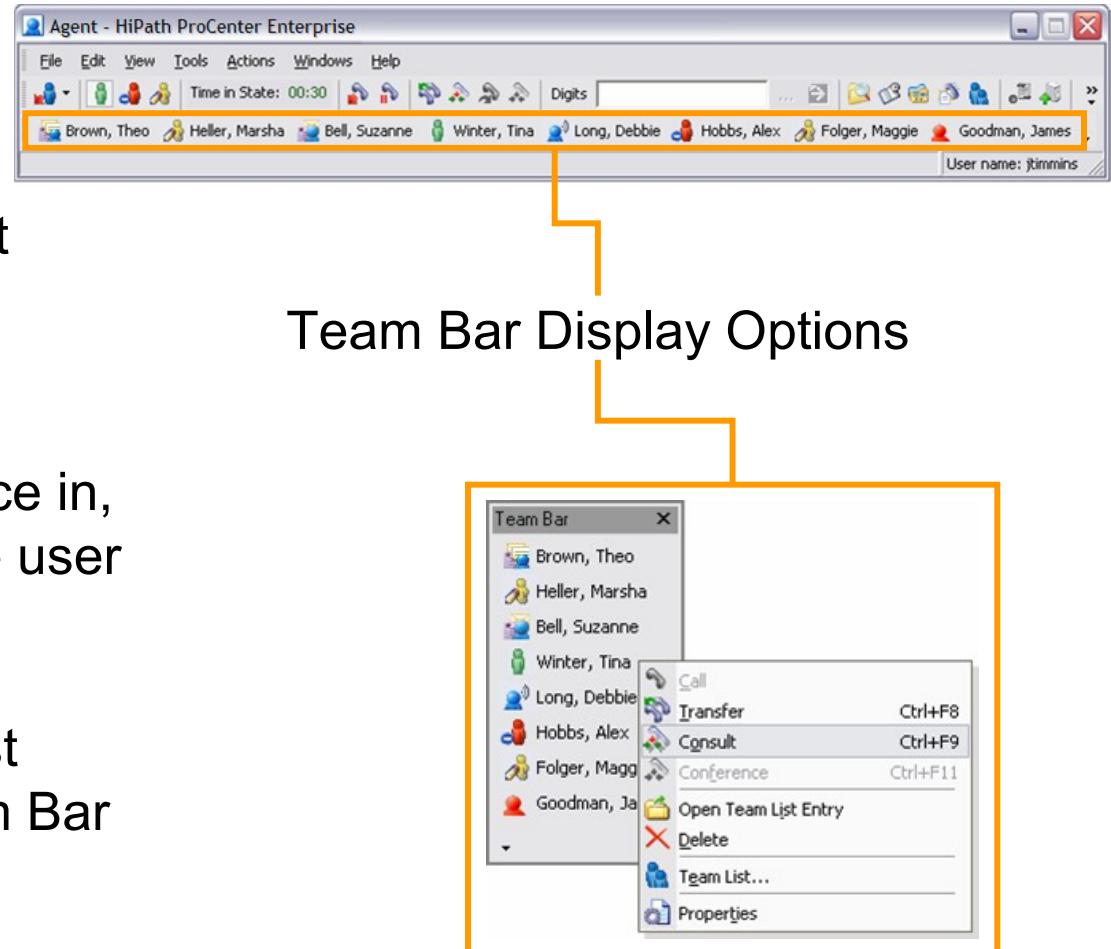
Presence and Collaboration: Team List

- One click to collaborate: call, transfer to, conference in, consult with any user in the Team List
- Sort users by job role, department, group or current status
- Display the media the user is logged on to / working on
- List of users to choose from is configurable in the Manager application
- Right click any entry to add users from the Team List to the Team Bar



Presence and Collaboration: Team Bar

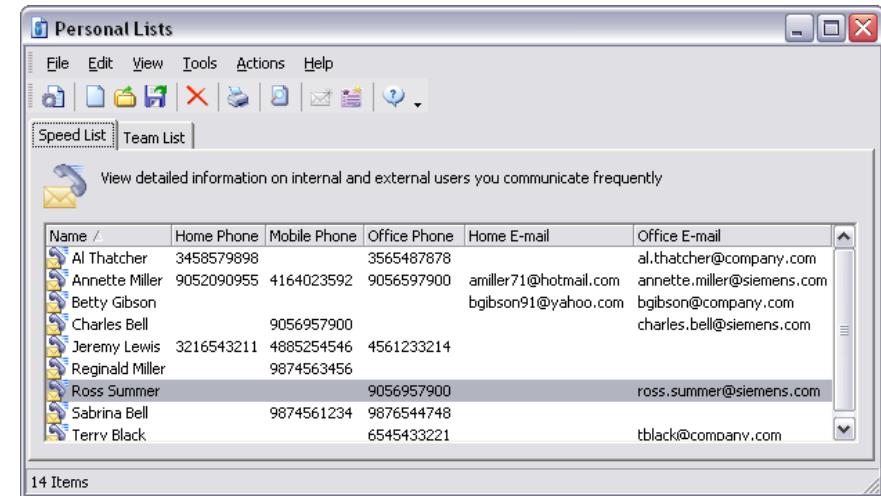
- Display real-time presence and availability information either as part of the Client Desktop or undocked, anywhere on screen
- One click to collaborate: call, transfer to, conference in, consult with any available user in the Team Bar
- User can choose which members of the Team List are displayed in the Team Bar



Presence and Collaboration: Speed List and Speed Bar

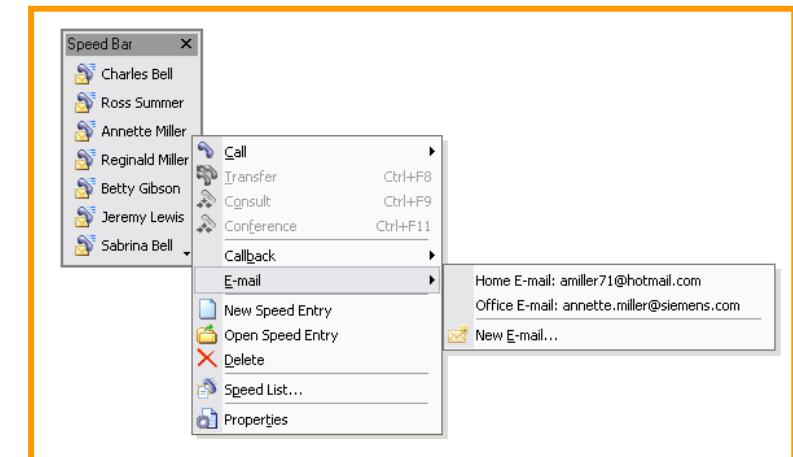
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- Maximize the efficiency of your users' interactions
- Fast and easy retrieval of contact information for frequent internal and external contacts (telephone and email)
- Up to 25 entries in Speed List and Speed Bar
- One click to communicate
- Choose from multiple telephone numbers (Office, Mobile, Home) and email addresses (Office, Home), if available



The screenshot shows a Windows application window titled "Personal Lists". The "Speed List" tab is selected. The interface includes a toolbar with icons for file operations, a status bar with "14 Items", and a message box at the top stating "View detailed information on internal and external users you communicate frequently". A table lists 14 contacts with columns for Name, Home Phone, Mobile Phone, Office Phone, Home E-mail, and Office E-mail. The contacts listed are: Al Thatcher, Annette Miller, Betty Gibson, Charles Bell, Jeremy Lewis, Reginald Miller, Ross Summer, Sabrina Bell, and Terry Black. Each contact has a small icon next to their name.

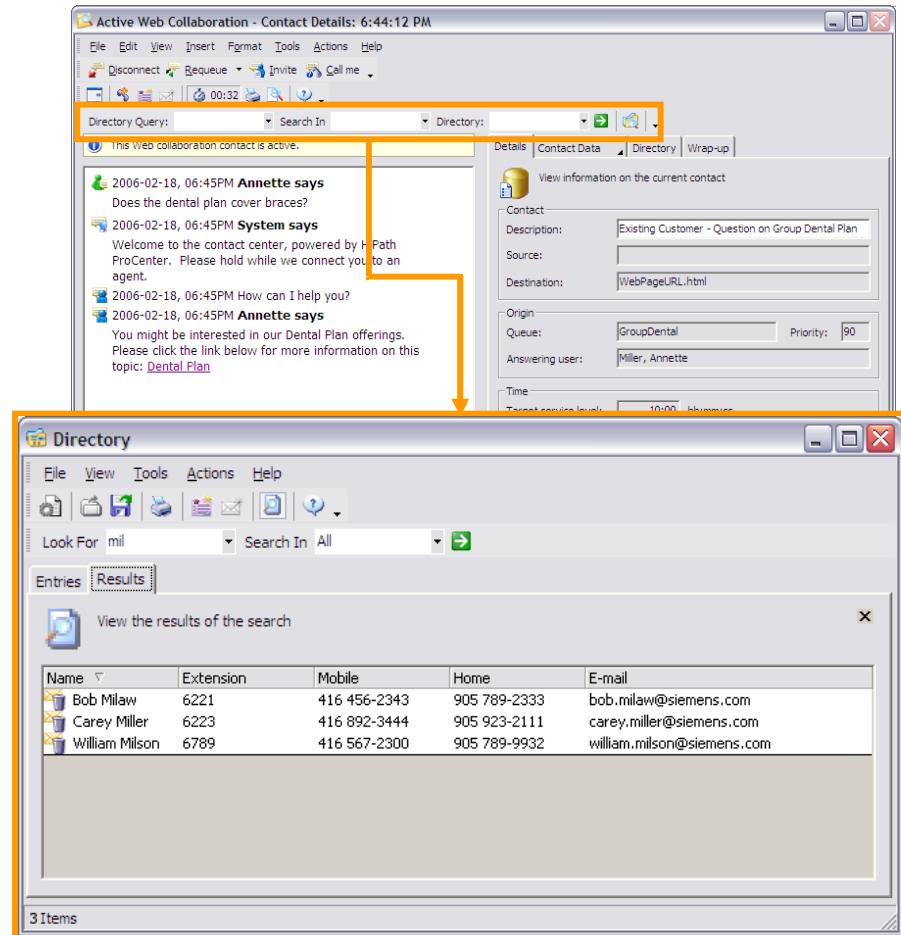
Name	Home Phone	Mobile Phone	Office Phone	Home E-mail	Office E-mail
Al Thatcher	3458579898		3565487878		al.thatcher@company.com
Annette Miller	9052090955	4164023592	9056597900	amiller71@hotmail.com	annette.miller@siemens.com
Betty Gibson				bgibson91@yahoo.com	bgibson@company.com
Charles Bell			9056957900		charles.bell@siemens.com
Jeremy Lewis	3216543211	4885254546	4561233214		
Reginald Miller			9874563456		
Ross Summer			9056957900		ross.summer@siemens.com
Sabrina Bell		9874561234	9876544748		
Terry Black			6545433221		tblack@company.com



Presence and Collaboration: LDAP Directory Integration

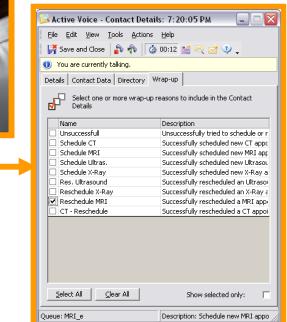
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- Access to unlimited LDAP data
- Convenient search functionality from the contact screen pop window and the Directory window
- Add directory entries to the Speed List
- Multimedia productivity features beyond the boundaries of the contact center



Presence and Collaboration: Usage Scenario 1

- An important customer calls with an urgent request to schedule a medical appointment. The agent needs to clarify medical details with a radiologist.



A priority customer phones with an urgent request to schedule an MRI appointment.

Medical details need to be clarified in order to schedule the exam.

The agent realizes she will need assistance from a radiologist.

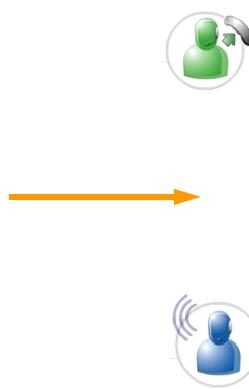
The agent uses HiPath ProCenter's Team List to identify an available expert and initiates a conference.

For added flexibility, the radiologist is reachable via a wireless voice over IP device.

Once the radiologist has firmed up the medical details with the customer, he leaves it to the contact center agent to schedule the appointment and wrap up the interaction.

Presence and Collaboration: Usage Scenario 2

- Presence and Collaboration tools facilitate first contact resolution because the agent can consult with the doctor to solve the patient call at the first attempt.



An agent receives a call from a patient, who is unsure about medication prescribed at his last appointment.



The agent needs support from a medical specialist to solve the question. In the HiPath ProCenter Team List, he checks the availability of doctors or nurses for a conference call.



The doctor, using the Associate desktop, consults with the agent in real-time, providing the information required to resolve the issue on the first contact.

Features and Benefits

Features

- Team List and Team Bar – real-time visual indicators of team member presence and real-time availability status for all media (voice, email, Web)
- Single click to collaborate on customer call (transfer, consult, conference) with shared “screen pop” of caller contact information
- Extend Collaboration beyond the traditional contact center with Speed List and Speed Bar and LDAP Directory Integration
- Targeted Associate desktop for the “extended” contact center user

Benefits

- Facilitate first call resolution by enabling experts, specialists or knowledge worker outside the contact center to make themselves available for collaboration
- Improve agent productivity by avoiding to manually “hunt” for an available party to assist in call handling
- Reduce customer hold time, re-queuing, blind/dead transfers or transfers to voicemail
- Minimize necessity for follow-up activities (e.g. callbacks)
- Improve customer satisfaction and retention

Agent Desktop: Performance Feedback and Productivity

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Performance Feedback and Productivity Tools

- Everything your users need to know – actionable real-time information and statistics streaming to their desktop



Personal Performance Statistics

- Inform your users about their current personal performance relative to their targets
- Actionable information to improve efficiency based on cumulative performance data

Broadcaster

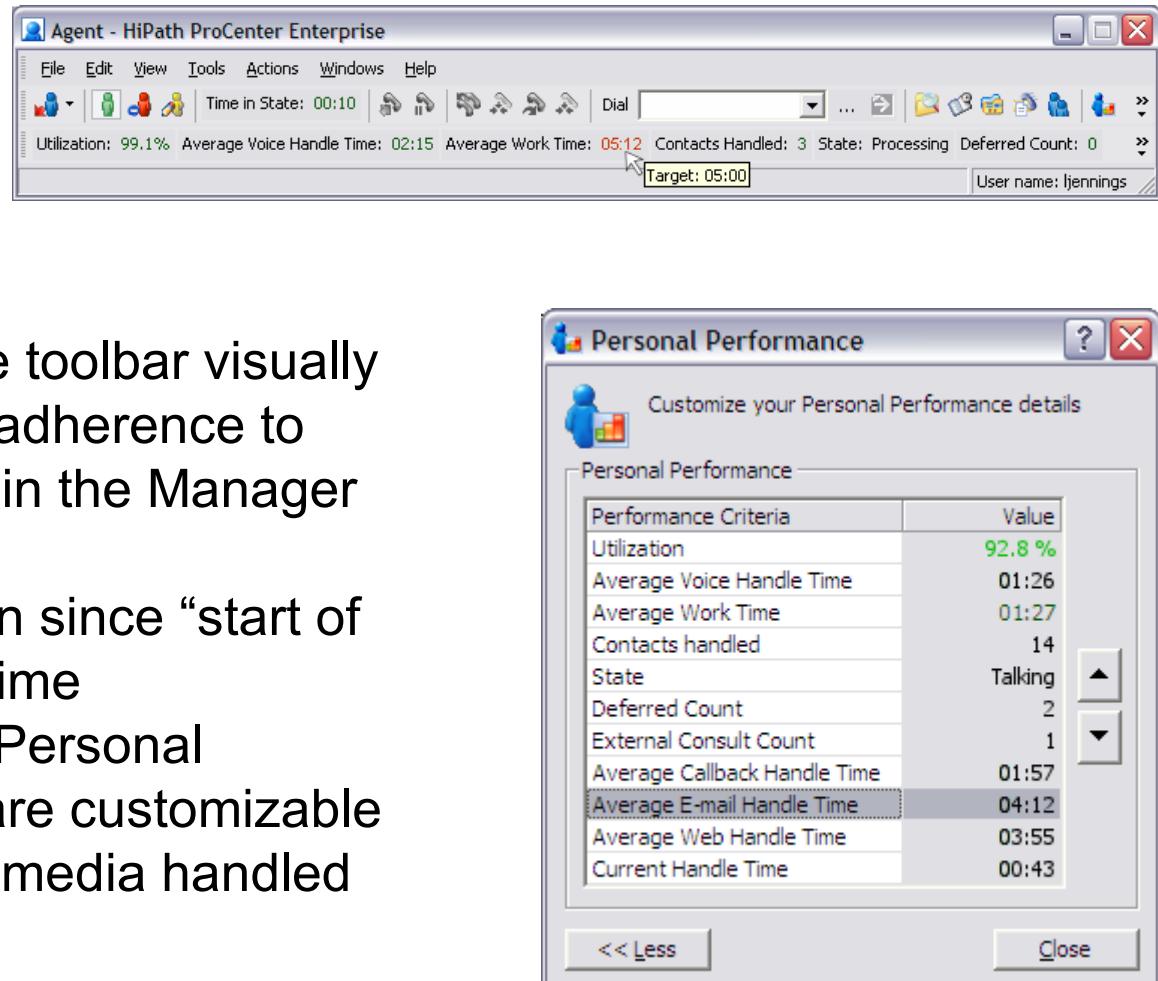
- Inform your users about the present status of contact center operations
- Real-time updates to a customizable “ticker tape” display on the user’s desktop
- Display real-time data and supervisor messages

Contacts Waiting Indicator

- Visual, real-time display of the number of contacts waiting for the user’s virtual group
- Real-time, media-specific information facilitating the adjustment of the pacing of contact handling, if necessary

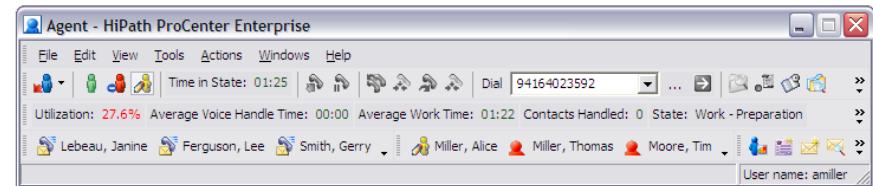
Personal Performance Statistics

- Statistics displayed either as part of the Client Desktop or as “Tear-off-and-Park” window
- Personal Performance toolbar visually informs users of their adherence to thresholds as defined in the Manager Application
- Cumulative information since “start of shift” updated in real-time
- Data displayed in the Personal Performance toolbar are customizable and adjustable by the media handled



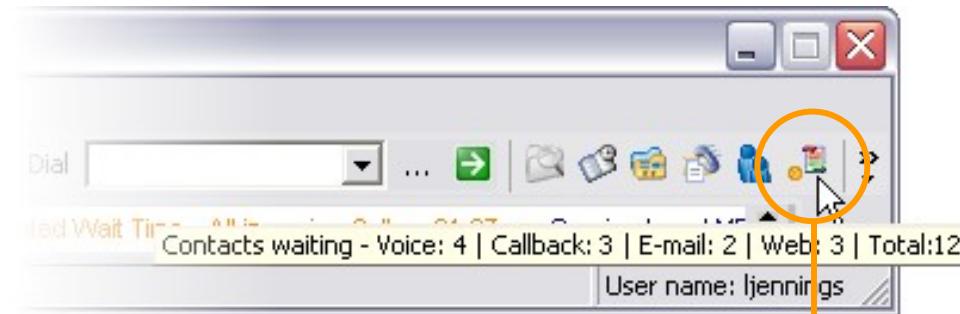
Broadcaster

- Integrated “ticker tape” display of real-time contact center operational statistics and supervisor messages
- Tear-off banner or dockable within the desktop
- User can control display, stop display, move, and size width, as well as control speed and direction of the display
- Like a “personal wallboard” streamlining user productivity



Contacts Waiting Indicator

- Visual indicator of all contacts waiting that the user is eligible to handle
- Users receive real-time status of contacts waiting for all media
- Customizable thresholds reflect urgency and service level targets
- Displayable in the Launchpad and/or System Tray



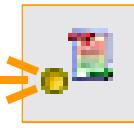
Steady Green

Queue service levels are within target



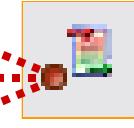
Blinking Yellow

Queue service levels approaching threshold



Flashing Red

Queue service levels exceeding threshold



Features and Benefits

Features

- Personal Performance Statistics – Real-time performance statistics for all media streaming to the user's desktop
- Broadcaster – A “ticker tape” to distribute real-time contact center information to every desktop
- Contacts Waiting Indicator – Visual, real-time indication of multimedia contacts waiting for the user

Benefits

- Improve user efficiency – Allows users to manage their own performance and compare to given thresholds or service levels
- Focus on the desktop – Real-time data and messages in a “ticker tape” in addition to or instead of a wallboard
- Visual indication of contacts in queue enables proactive response to high contact volumes anytime

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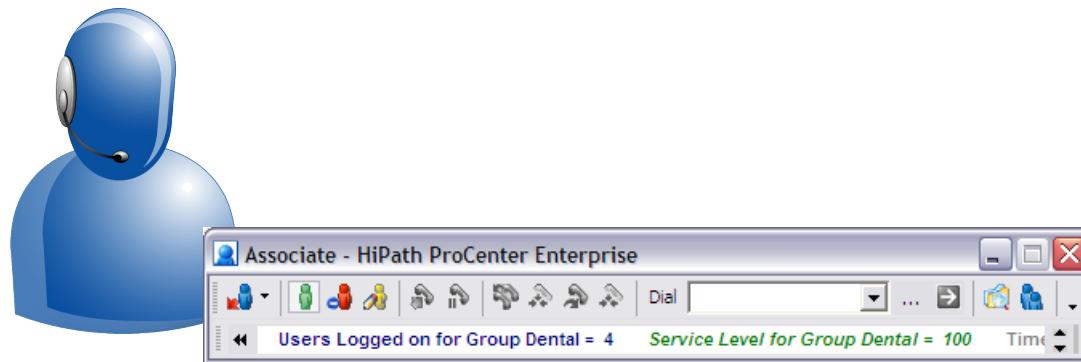
Client Desktop: Associate



Associate Desktop Overview

The HiPath ProCenter Associate Desktop

- Ideal desktop for informal or “part-time” contact center agents, experts or knowledge workers
- Enables the extension of the call center to the enterprise to drive first-contact resolution
- Provides communication and telephony productivity tools
- Streamlines the Agent feature set with smaller footprint on the client PC

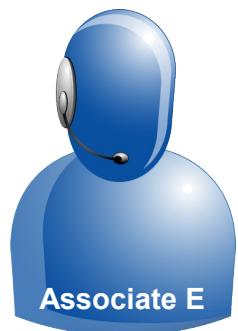
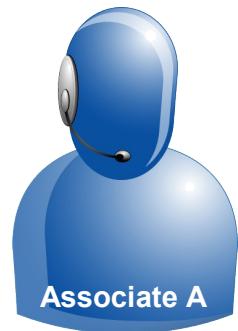


Associate A and Associate E

HiPath ProCenter offers two “flavors” of the Associate Desktop

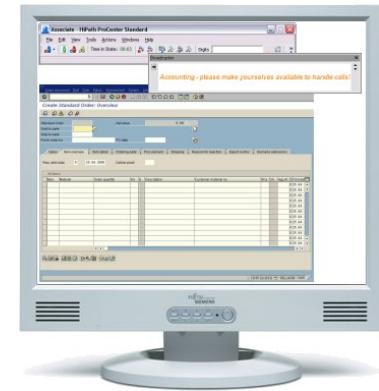
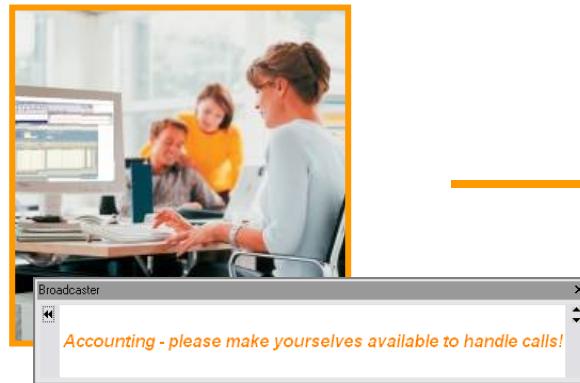
- **Associate A** – functionality for part-time / overflow agents:
 - Softphone controls
 - Contact Details Screen Pop
 - Wrap-up
 - Contacts Waiting Indicator
 - Ability to initiate and process Callbacks

- **Associate E** – functionality for managers, experts, knowledge workers anywhere in the enterprise:
 - Softphone controls
 - Contacts Waiting Indicator
 - Team List / Team Bar
 - Broadcaster



Associate Desktop: Usage Scenario 1

- The supervisor in the contact center for a medical services company needs to quickly activate “part-time” agents to handle to higher than usual call volumes.



In contact center, more calls than usual arrive on billing and insurance related questions.

There are calls in queue and longer wait times for the customers.

The contact center manager, seeing that compliance to required service levels is threatened, activates a group of “part-time” agents.

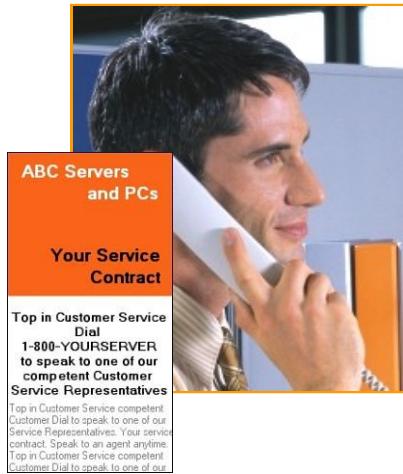
He sends a message to the selected team of agents using the Broadcaster “ticker tape” asking them to make themselves available to handle calls.

The part-time agents work in the internal Accounting group.

Since their focus is on other business applications, they use the Associate Desktop, with key functionality to take calls while saving screen real-estate for the accounting software.

Associate Desktop: Usage Scenario 2

- The agent in a helpdesk for PC related issues in a computer company needs support from an expert beyond the contact center to resolve a customer issue.



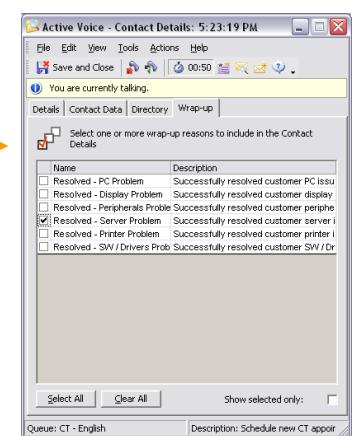
A customer calls the Company's helpdesk with a support question on a recently bought server.



The agent identifies the question as highly technical. He cannot resolve the customer issue on her own, and consults with a technical expert.



The available expert, a server specialist, is conferenced in via ProCenter's Associate Desktop, running in icon mode. He can resolve the customer's problem right away.



The expert disconnects from the call when the technical issue is resolved. The helpdesk agent wraps up the call with the customer.

Feature Summary: Client Desktops

Features	Agent	Associate A	Associate E
ACD Logon	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Soft phone	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tracking / Reporting	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
LDAP Directory	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Wrap up	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Contact Details Screen pop	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Re-queue Calls	<input checked="" type="checkbox"/>		
Speed Dial	<input checked="" type="checkbox"/>		
Contact Log	<input checked="" type="checkbox"/>		
Personal Performance	<input checked="" type="checkbox"/>		
Contacts Waiting Indicator	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Team Bar	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
Broadcaster	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
Callback	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Email	<input checked="" type="checkbox"/>		
Web Collaboration	<input checked="" type="checkbox"/>		

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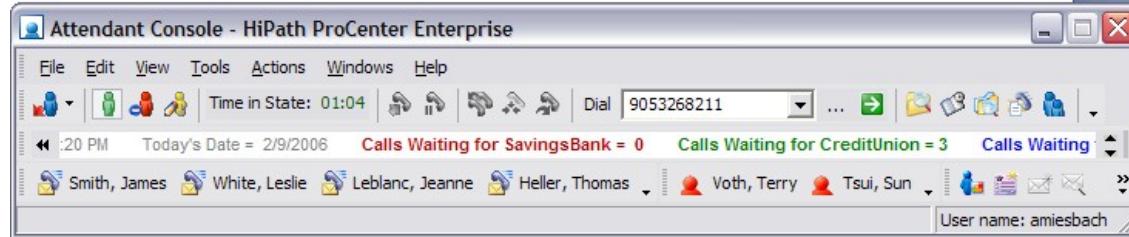
Client Desktop: Attendant Console on HiPath 8000



Attendant Console Overview

HiPath ProCenter Attendant Console

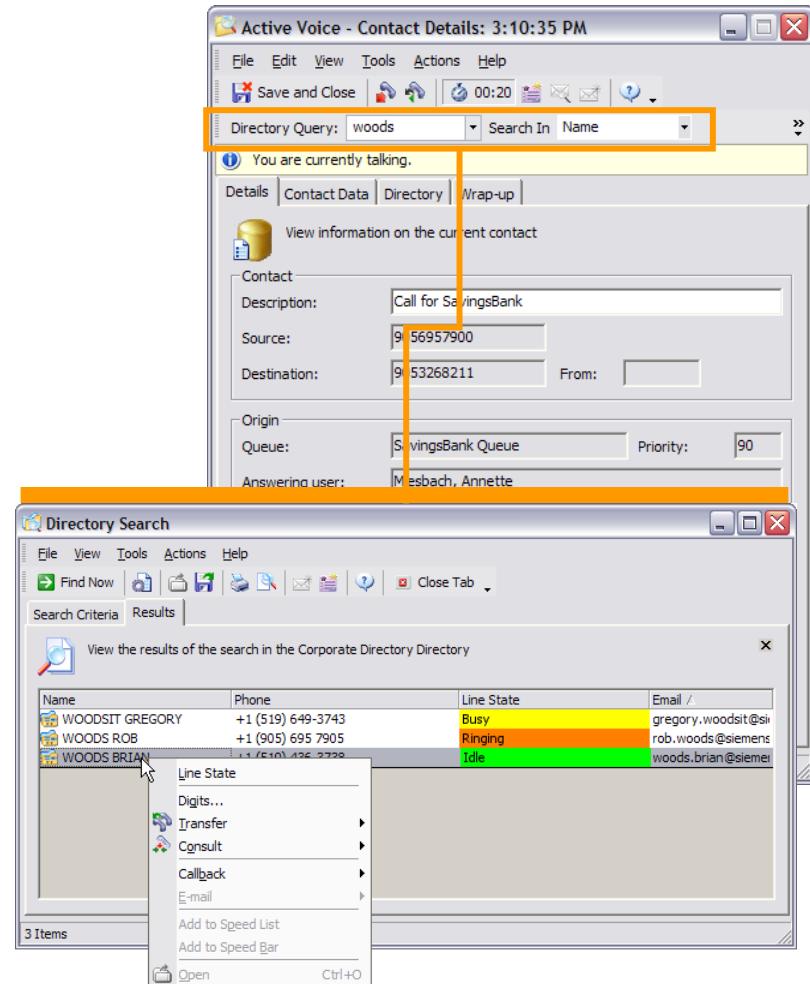
- New Client application on HiPath 8000 only*
- Provides Attendant Console functionality such as
 - Call transfer, conference and consult
 - Transfer to voicemail
 - Directory integration for LDAP search
 - Recall handling
 - Extended telephony line status for all subscribers



* HiPath 8000 integration planned availability 4Q 2006

Attendant Console Features

- Enhanced LDAP search capabilities
- Indicates the device status of every user on a HiPath 8000
- Enables one-click collaboration with transfers to user extensions or voicemail
- Supports recall handling to avoid unsuccessful transfers
- Broadcaster “ticker tape” with real-time performance statistics for Attendant Groups
- Overflow routing rules as well as additional attendants
- Full contact center functionality for handling multimedia contacts



* HiPath 8000 integration planned availability 4Q 2006

HiPath ProCenter Client Desktops

