

Multi-Channel Contact Center



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RIVR - Ring Interactive Voice Response

The Ring Interactive Voice Response RCAS subsystem is designed as a VoiceXML browser/parser enabling quick and easy creation of complex IVR session scripts.

PRI ISDN Connectivity

The RCAS IVR uses industry standard Dialogic technology and supports single, dual and quad span E1 boards

Scripting language

The IVR uses standard VoiceXML scripting and is implemented as a VXML browser/interpreter. The interpreter accesses scripts using standard HTTP syntax, i.e. script location is not limited to one network node but can be distributed on different servers with different platforms (UNIX, NT...). The browser/interpreter integrates a standard ECMAScript (JavaScript) language interpreter as defined by the VoiceXML standard.

Creation of scripts from other applications

In RCAS IVR, using HTTP protocol, standard cgi (Common Gateway Interface) server applications or ASP (Active Server Pages) applications can be used to create on-the-fly scripts offering unlimited scripting possibilities and variations.

ANI Recognition

The standard "session.telephone.ani" VoiceXML session variable is accessible in any script.

DNIS Recognition

The standard "session.telephone.dnis" VoiceXML session variable is accessible in any script.

Database Integration

The IVR has two proprietary built-in VoiceXML objects that simplify database integration of the IVR with any other Oracle database. These are used as standard VoiceXML <object... tags with CLASSID "builtin://select" and "builtin://sql". The database connection string is a configuration parameter.

Multi-language support

Different language messages can be used depending on various criteria (for example the country code prefix in the ANI number).

Personalized IVR messages

The agent has a possibility to leave a temporary message for a specific subscriber. For example, if the agent cannot give the answer to the subscriber's request, he/she can ask the subscriber to call a specific number in a while that will give the subscriber the requested information.

Caller identification by PIN recognition

If the caller is not recognized by his/hers MSISDN the IVR can offer a possibility to the subscriber to enter a PIN

number. If information about the PIN – MSISDN mapping is available the call can be routed to an agent with the subscriber's MSISDN.

End-call processing

The agent has a possibility to enter a value on his/hers desktop and transfer the call to the IVR that will read the value entered and terminate the call. For example: if a subscriber requested information about another subscriber's number, he is connected to the IVR with the announcement: "The requested number is..."

Black list processing

The IVR can recognize that a subscriber has called more than xx times in the last 24 hours and can be transferred directly to a specific IVR script (calls without reason).

FAX on request possibility

If a fax gateway is available a subscriber can get a fax on request (for example handset prices).

E-mail on request possibility

If an e-mail gateway is available a subscriber can get an e-mail on request (for example handset prices).

Interruptible announcements

This is a VoiceXML standard attribute "bargain" in the <prompt... tag that is set to "true" by default.

RCAS – Ring Call Assistant

Ring Call Assistant (RCAS) is a software package dedicated to providing the highest possible level of computing support for a large scale call centre environment with multi-skill agents and multi-access channels (phone, e-mail, web-chat, web-collaboration, web-co-browsing, SMS etc).

The RCAS modular design allows implementation tailoring according to the operator's specific needs and business rules of a Customer Service department and Call Centre in particular.

The modules of the RCAS software package are deployed on a database server, an application server, and an IVR system. The database server and the application server software can be installed on the same system. Ring RCAS uses Oracle as a database platform.

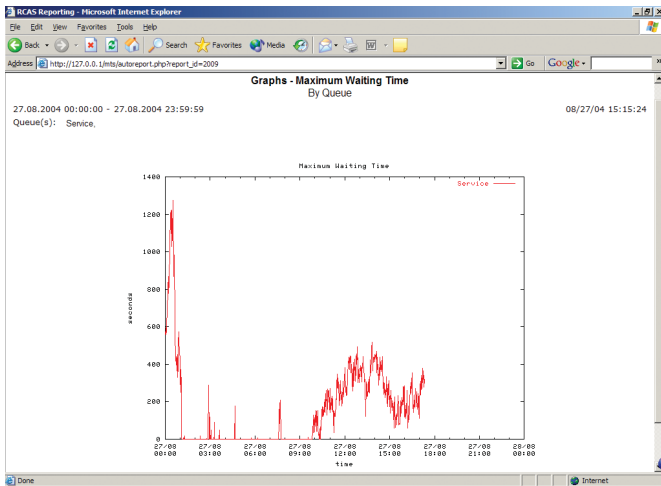
Call Routing and Handling

PBX CTI Integration

RCAS uses standard CSTA or TSAPI protocols for PBX CTI integration.

Segmented Service Level

The RCAS package supports different subscriber



IVR

The IVR statistics and performance indicators include:

- Maximum time spent on the IVR
- Average time spent on the IVR
- Minimum time spent on the IVR
- Number of offered calls
- Number of answered calls
- Number of abandoned calls
- Number of abandoned calls in the following time intervals: 10, 20, 30, 60, 90, 120, 150, 180 and more seconds after IVR session start
- Number of menu choices made by subscribers

Client-Side functions

Pop-up screen with subscriber data

In RCAS, the client side module is implemented as a DLL that monitors the agent's extension number and throws an event when an incoming call is detected, with the information about the caller's MSISDN (or ANI). This information can be used by other client applications on the agent's desktop (e.g. the billing system client application)

Agent CTI cockpit application

The RCAS agent cockpit application enables the agent to log onto the system and monitor the state of different queues. An optional field can be presented for IVR terminated calls. It can also include buttons and input fields for screen based telephony if required.

Miscellaneous

Internet Connectivity

For full web co-browsing, application and/or desktop sharing and web call through (voice over IP) features in the contact centre a Microsoft NetMeeting™ UI ActiveX

Universal Queue

If a multi-channel, multi-skill environment is used, a Universal Job Scheduler RCAS module can be installed that distributes all jobs to agent from a single job queue.

Workforce Management

RCAS can supply all necessary information required by an external workforce management package that enables call centre administrators to schedule, forecast and analyse optimum workforce requirements to handle customer inquiries. Data needed for calculations are taken from the logs created by the CTI and other modules of the RCAS package.

Outbound campaigns

The outbound call suite from RCAS is an optional package that allows creation and execution of outbound calls to subscribers. A typical example is the welcome call for new subscribers. When outbound call suite is used, the blending of inbound and outbound calls can be automatic or manual.

Multi-site support

RCAS modules handle common database structures for multi-site installations. So, the only limitation is the WAN throughput on the data connection between two (or more) RCAS modules and the capacity of the QSIG / ISDN link between two (or more) PBX-s when the calls received on one PBX to the agents that are connected to another PBX have to be routed.

Database connectivity

The RCAS program package is Oracle based. Integration with the billing system is possible providing that the billing system database is also Oracle based, that the RCAS server modules are granted read access to the billing system database and that a WAN TCP/IP connection is available from the RCAS server to the billing system server.