



# Centergy Virtual Contact Center<sup>®</sup>

## Hosted Contact Center Solution



**Centergy Virtual Contact Center<sup>®</sup> (CVCC<sup>®</sup>) puts the power in your agent's hands wherever they are, with the flexibility and support you seek in a hosted service.**

### Key Features:

- » **Scalability** — 1 to 10,000 concurrent Agents in an unlimited number of locations supporting up to 10,000 concurrent Voice Calls
- » **True thin-client user interface** — Encrypted for security, requiring no additional hardware or applications beyond the web browser
- » **Interoperability** — Works with any phone or phone system, whether IP, digital or analog
- » **Reliability** — Carrier-class uptime, redundant components, and automatic fault recovery, as well as a unique capability to test and monitor the Agent's Internet connection
- » **Flexibility** — Offered as part of a complete hosted solution, as an Application Service Provider (ASP) engine, or as a Managed Service Provider (MSP) solution
- » **Ease of use** — With as little as 40 minutes of web-based training, an agent can be ready to receive calls
- » **Rapid deployment** — System is pre-configured for quick addition and deletion of agents
- » **Powerful reporting** — Real-time and historical reports allow quick identification of problem areas and enable increased service levels
- » **Native Multi-tenant Architecture** — Maximizes resource efficiency and provides completely secure partitioning of tenant's business rules, call flows, and databases

*"After a five-minute demonstration of an agent being established with merely a cell phone, a laptop and an internet connection, we saw a clear opportunity based on flexibility to support our long-term business objective."*

Ron Johnston  
Global IT Infrastructure  
Manager  
Smiths Medical

# CVCC® Technical Specifications

## Multimedia ACD

- » Skills-based routing of voice calls
- » Intelligent routing based on dialed number, calling line ID, customer lookup, time-of-day, business rules, CTI conditions, etc.
- » Virtual agents can be located anywhere and can use any type of phone
- » Broadcast messages to Agent pools
- » Intelligent CTI screen pop

## Call Recording/ Monitoring

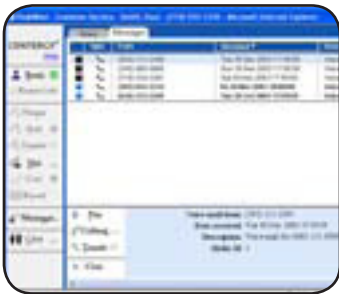
- » Agent initiated monitoring
- » Supervisor initiated monitoring
- » Silent monitoring
- » Supervisor "Whisper" coaching
- » Supervisor take over call
- » Scheduled recordings based on business rules or statistical sampling
- » Playback from any web interface
- » Supervisor to Agent live chat
- » 30 day archival storage (longer storage available)

## Auto Attendant/ IVR

- » Intelligent voice messaging
- » Customizable greetings
- » Customizable prompts
- » DTMF key input
- » Optional Speech Recognition
- » Real-time updates to call flows
- » Music-on-Hold capability
- » Customer database integration

## Reporting

- » Real-time and historical reports
- » Thin-client report interface
- » Extensive variety of system statistics & metrics available
- » Comprehensive set of standard reports
- » Crystal Reports tool for custom reports
- » Complete historical view of customer contacts and agent activity
- » Readerboard-like ticker on Agent desktop



## System Requirements

For full access to the CVCC® suite of capabilities, the following is recommended:

### Operating System:

- » MS Windows
- » MS Windows XP

### Internet Browser:

- » MS Internet Explorer

### Network Connection:

- » An Internet or secure intranet connection
- » 56K or faster (Agent)
- » Broadband or faster (Supervisor)

### Telephone:

- » Any telephone with a dedicated phone line that can receive Direct Inward Dial (DID) calls, including those on a public telephone network or behind a PBX/ACD

## About Aastra OnDemand™

Aastra OnDemand is the new hosted service of Aastra, a global leader in IP communications products including IP-PBX systems, standards based telephones, unified communications and contact center applications. Aastra OnDemand is dedicated to serving the needs of customers taking advantage of the dramatic shift toward the software as a service delivery model. With over 25 years of experience delivering PBX and contact center systems to some of the largest and most demanding companies in the world Aastra OnDemand is now bringing that expertise to companies of all sizes.

You can now take advantage of the dramatic productivity improvement and cost savings to be found in the hosted service model with the confidence that the service is delivered by an organization that truly understands what quality, reliability and service mean.