



CVCC™ for Education

Full Function Hosted Contact Center Services

Designed for the Unique Needs of Higher Education



Improve Service to All Constituents with Lower Costs and More Flexibility

Colleges and Universities take a tremendous amount of calls in a year, but have unique needs in comparison to commercial call centers. Unlike commercial contact centers where call volume is typically handled by a dedicated group and somewhat predictable, several higher education departments may see large amounts of calls but only during specific time periods. Aastra OnDemand™, a leader in Contact Center applications has designed a solution specifically to meet the needs of the “non-traditional” contact center environment.

CVCC for Education is the only Contact Center Solution designed specifically to:

- » Seamlessly allow multiple departments to handle widely varying call volumes efficiently
- » Measure and manage your service performance to allow for continuous improvement
- » Provide flexible service tools that are easy to learn, manage and deploy

Trying to force commercial call center applications to function effectively in a higher education environment is frustrating and expensive. CVCC for Education solves this dilemma by packaging Centergy’s world-class contact center capabilities to meet the special requirements found only on College and University campuses.

Contact Center Solutions for the Unique Campus Environment

Special Requirement

- » Calls handled in a variety of departments across campus and volume varies widely as the term and academic year progresses.
- » Call volumes not only vary throughout the year, but also by time of day. For example, administrative departments often dominate during the business day and others such as sports, events and service dominate in the evenings and at night.
- » With widely varying call volumes in each department the call handlers, some of whom may be students or volunteers, may only act as agents for a few days or weeks and need to be trained in a short time period.
- » Call management tools may not be in place due to cost or complexity or there may be no standardized call management applications thus leaving no means to measure or manage workload or effectiveness.
- » Call management tools tied to the University telephone system can impose limitations to those who work in branch campuses, off-campus, at home or in multiple locations. This may prevent the most qualified person from addressing the needs of the caller.

CVCC for Education Solution

- » CVCC for Education is sized to meet your typical monthly need. As the volume drops in one department, the agent licenses are available to meet increasing needs elsewhere. When volume increases beyond normal levels for short periods, additional capacity can be added and then reduced back to the normal level.
- » CVCC for Education allows use of the same agent license by any agent across multiple shifts to minimize licensing cost and maximize flexibility and performance.
- » CVCC for Education is easy to learn and use. It takes only 40 minutes for call handlers to review the easily accessible web-based training course and become a proficient user. This quickly enables your agents to focus on their caller and not on how to use the tool.
- » All data and statistics, regardless of location are collected into a single database. The comprehensive reporting package makes it easy to understand each caller's experience across the institution and provides managers the insights required to plan and staff effectively.
- » A telephone and an internet connection is all you need allowing agents to sign in from anywhere you authorize, an office, home, remote facilities — even dorm rooms.



CVCC for Education is a service:

You buy what you need when you need it.

There is no hardware or software to buy — ever!

Aastra OnDemand has been providing telephony solutions to some of the most respected higher education institutions for over 25 years. Our unique insight into the specific business challenges of the industry allows us to design practical and effective tools for the campus environment.

About Aastra OnDemand™

Aastra OnDemand is the new hosted service of Aastra Technologies, Ltd., 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.