

Flexible solutions helping you manage your business!



Polty's Portfolio 2010

# Call Center Solutions

## CCPro

Powerful call management tool that provides all the functionality of CCView plus adds agent functionality improving overall performance:

- Built-in CRM integration for Outlook, Act! And Goldmine
- Agent call control
- Instant messaging
- Customer information repository
- Optional TAPI desktop control
- Delivers Agent screen pop for quick customer identification
- Simple CRM database for tracking customer calls and adding notes. Application is ready for integration to CRecord Pro, CCIVR and CCasrIVR.

## Desktop Assistant

Simple yet versatile call management tool derived from CCPro that provides:

- Agent dialing from any Windows application
- Agent screen popup for quick customer identification
- Comprehensive real-time and historical statistical information

Desktop Assistant enables comprehensive 3rd-party CRM/ ERP system integration as follows:

- Direct integration with Outlook, ACT! and Goldmine CRM systems
- Direct integration with Maximizer, and Tigerpaw by using Polty's 1st -Party TSP add-on

### Benefits

- Monitor up to 8 PBXs on single server via intranet
- Help improve customer service quality through Agent call recording and proactive staff coaching
- Increase Agent productivity from customer pop-up window
- Monitor all queues, groups or Agents

## CRM Integration for CCPro

Middleware that easily integrates CCPro with any Microsoft 1<sup>st</sup> party TAPI compliant CRM application including Maximizer and Tigerpaw.

### Benefits

- Provides screen pop to 3<sup>rd</sup> party CRM TAPI applications
- Enable collaboration and performance improvement
- Increase work-force productivity
- Improve customer satisfaction

## CCView Lite

PBX monitoring and call accounting tool that provides a single supervisor with:

- Comprehensive real-time and historical tools for Agent tracking/ recording/ coaching and Queue statistics
- Historical reporting for Trunks and Extensions
- Call accounting information

### Benefits

Generate reports to support business decisions and evaluate Agents each week

Proactive decisions based on real time information

Lowering telephone bills by estimating outgoing call costs

Improve budget planning

## CCView

End-user call management tool with all the functionality of CCView Lite plus has 5 supervisors and expandable to 15 with new features include which are:

- Abandoned Call Reports
- Graphical real time monitoring
- Optional Queue Wait Time
- Optional multi-site capability
- Threshold alarms
- Global Filtering of groups and extensions
- Queue Performance graph

### Benefits

- Monitor up to 8 PBXs on single server via intranet
- Identify and avoid past Call Center service problems
- Proactive real-time call monitoring
- Improve customer management

## Queue Wait Time

Optional solution for CCView or CCPro application solutions that tells the caller the estimated hold time they can expect in the Queue. Using the DISA/OGM board, calls are answered and the IVR plays the estimated hold time based on the current statistics and past performance.

# Call Recording

## CCRecord Pro

Standalone or integrated call recording solutions for digital or analog extensions, digital or analog trunks. This application is designed with special audio tapping hardware that is passive to ensure performance of the device it is connected to is not impaired.

### **Historical voice recording management and playback**

- Ability to sort historical recordings to focus on specific areas of interest

### **Non-intrusive architecture**

- Automatic mode or manual control when integrated with call centers
- Optional Integration to CRM application handing off call recording record information

### **Extension based (Analog or Digital)**

- Records all conversation of a physical extension including intercom calls

### **Trunk based (Analog or Digital)**

- Records both Incoming and Outgoing Calls
- Ability to select extensions recorded by:
- DID number exclusion table for call recording (PRI/E1 only)
- Extension transfer exclusion table for call recording (Analog or Digital) used with or without VM/AA

### **Benefits**

- Avoid "he said/she said" dispute
- Increase customer confidence, increase productivity while improving employee performance
- Improve customer satisfaction and employee performance
- Helps evaluate and analyze customer interactions
- Perfect aid for new employee training
- Scalable to meet any size system from 8 ports to hundreds

# IVR Solutions

## CCIVR (Interactive Voice Response)

Leveraging decades of knowledge and experience in working with this technology, we designed the core of the product with greater flexibility allowing us to deliver solutions rapidly with a broad range on functionality. Deployment speed coupled with proper planning in building these solutions is key to achieving or surpassing customer expectations. Our proven method of integrating databases to obtain information and deliver interactive responses to customers frees valuable resources. You can also have the capability to transfer a caller to a live person at any time to prevent customers from getting frustrated, or stuck in a path they don't want. This is part of the overall design and deployment capability of our team.

The IVR coupled to a database can provide automation of both inbound and outbound calls. Resources like a sales group, technical support area, or other departments that contact customers can utilize their free time and maintain an even work load. A good example of this is a call center that balances inbound call traffic with outbound traffic when inbound call volumes drop. This is a great way to leverage your resources and improve overall performance of your company.

No matter how large or small your need or vision to change or automate information delivered to your customers an IVR solution is an excellent place to start.

## CCasrIVR (Speech Recognition)

Today people use cell phones as their personal communication tool and frequently have it combined in a PDA for email. The transmission quality of these devices varies by device and network provider and can fail when sending touch tone information due to poor connectivity. The fact that any cell phone user also has to enter information into the handset for dialing the numbers is cumbersome and at time difficult to be truly interactive. Providing speech recognition in addition to touch tone capability for call handing improves user's ability to reach you or obtain the information they are calling about.

Our IVR solutions with Voice Recognition can support multiple languages making it even easier to reach the right people in an organization or provide information back to them that they can understand. You tell us the call flow required and we design the scripts to provide a truly nice experience for your customers.

The potential applications that we can build using speech recognition are very broad; in a call center it can increase agent performance while improving the customer experience. An example of this technology is: When call traffic is high and queue wait times are getting long it can be activated to obtain the customer contact information, maintain the customer's position in queue, call the customer back prior to connecting it to the agent. It can also be used to obtain information up front from a customer and populate a CRM application with this information saving the agent's time in gathering it after they answer a call.

# SIP IVR Solutions

## SIP IVR (VoIP)

SIP (Session Initiated Protocol) is a text based protocol, similar to HTTP and SMTP and used to establish communication between multimedia devices. This protocol started almost 10 years ago driven from a need to improve and simplify VOIP communication. Using this protocol greatly simplifies how calls are setup in software providing the means for a solid core. Poltys SIP based IVR solutions are designed to provide added functionality allowing it to adapt to a wide range of applications required by a customer.

Examples of how the SIP IVR can be used are:

- Confirmation of appointment schedules
- Confirmation that service was completed
- Outbound sales calls
- Service call follow-up
- Abandoned calls call back

The Poltys SIP IVR contains a text to speech engine so it can read data from a file or database and tell the person it called the appropriate information.

When it is used for confirming an appointment schedule it can play a greeting message, read the name of the person called, Play a message saying your appointment is scheduled for and read the time from the file. The IVR can transfer the called person for the appointment reminder to a person or voice mail box if a conflict or schedule change is needed.

Another example of the SIP IVR is importing a file for sales leads that it can call people and transfer the call to the agents in the queue at the point the person answers the call.

Coupling this application to our CCView and CCPro application you can take the abandoned call report, sort the data by unique number and import them into the IVR to call people back that did not get through to you previously.

The Poltys SIP based IVR a pure software solution keeps the costs down but delivers big on solutions used or needed by customers.

### Benefits

- Increase business productivity
- Effective ROI in just a few months after installation
- Expands a business's hours of operation
- Couples easily to TDE or NCP products using SIP extensions
- Delivers a personalized call experience
- Improves customer service levels
- Includes Text to Speech for playing messages to callers
- Scalable starting from 4 ports

# Voice Solutions

## Conference Bridge

The Polty's meet me conference solution works standalone or integrates to Panasonic KXTDA/TDE/NCP systems and provides true audio conferencing capability. Connecting the Polty's Conferencing system to the Panasonic KXTDA/TDE/NCP PBX is accomplished by using PRI, SIP based extensions.

This solution contains many built in features including; audio files used to tell callers that they entered the conference and music while they wait for the conference to begin.

Conference room availability is based on schedules with authentication codes and DID numbers assigned to call establishing a conference.

### Key features

- Easily scalable in-house meet-me and dial out audio conference services
- Audio mix of multiple types of extensions/ trunks:
  - SIP phones
  - SIP/ PRI Trunks
  - SIP/ MGCP/ digital proprietary extensions provided by the IP-PBX
- In-house meet-me and dial out audio conference services
- Automatic Gain Control for Audio Levels
- Meet me Conference with pin code for entry
- Easy to use Web based administration menus
- Calendar scheduling for recurring meetings
- Recordable message for attendees waiting
- Built in call recording of conference calls
- Availability of conference features 24 X 7

### Benefits

- Turn key platform included to ensure easy installation
- True Meet Me conferencing for Panasonic KX-TDA/TDE/NCP systems
- Fast and inexpensive alternative to travel
- Collaboration tool delivering improved business performance

### System Specification

- 23 Party conference attendees in basic unit 55 Port capacity
- Expansion to over 100 Party conference attendees\*
- Maximum 50 conference rooms per unit
- Industrial Server 4U platform
  - Default 500 Gig Hard Disk Drive
  - Optional 500 Gig Mirror Drive & Redundant Power
- Recording time based on disk size: 17,000 Hours Approx.

\* Note: Requires Higher End Server configuration

# Voice Solutions

## VM Connect

The Voice Mail Connect application is designed to allow users to establish and coordinate people they want to have contacted for after hour support using a single company mailbox. The Panasonic Voice Mail system after receiving a message has 3 numbers assigned to call and notify a person that a new message was taken. This application is used to redirect the Voice Mail notification numbers to a new set of numbers the user enters in a calendar with a schedule. This easy to use calendar based application provides an easy way for people to maintain or change their coverage team as required. Users no longer need to know difficult programming codes to make changes in the voice mail system and can easily see the current status of who is covering the calls on any day of the month and for that matter any day within a year or more.

### Benefits

- Easy confirmation of person assigned to cover calls
- Built in calendar with schedule building tools
- Easy to establish recurring coverage schedules
- Reduces administration costs associated with administrating the call notification schedules
- Improve staff satisfaction by avoiding miscommunication
- Can couple to CCAccounting to see history of called numbers and occurrences
- Can be used with Trunk based call recording
- When coupled with trunk based call recording and the call back is initiated from the Voice Mail System will capture actual call back

## SIP Soft Phone

IP telephony (VoIP) solution that provides audio connectivity throughout the enterprise network or internet. CCTalk is designed for Panasonic KX-TDE IP-PBX series.

### Benefits

- Enhance Panasonic KX-TDE usability
- Reduce telephony infrastructure burden
- User mobility via Remote Voice Connectivity
- Easy to use by anyone
- Easy access to multiple phone numbers for the same customer

# Voice Solutions

## Direct Care Connect

Unified communications solution that helps the Assisted living Facilities and Nursing Homes managing the customer interactions and the care giving personnel effectively.

### Benefits

- 3rd-Party Nurse Call Systems integration
- Quick and direct access to caregivers and staff
- Higher level of patient care outcomes
- Increased medical staff efficiency
- Workflow optimization
- Seamless integration with the best Panasonic digital telephone devices
- Keep track of personnel performance

## Direct Care Monitor

Powerful call monitoring tool designed for Assisted Living Facilities and Nursing Homes providing:

- Real-time monitoring and reporting of patients alarms and emergency calls delivered to caregiver personnel
- Comprehensive real-time and historical tools for Patient/ Caregiver tracking and Queue statistics

### Benefits

- Real time monitoring of the quality of service delivered to the patients
- Higher level of patient care assistance
- Increased care giving staff efficiency
- Optimized workflow

# Call Accounting

## CCAccounting

Call Billing Tool that provides:

- Call costs and call charge reporting
- Call logging
- System and Extension reports

### Benefits

- Lower organization telephony bills by estimating outgoing calls
- Prevent misuse or abuse
- Allocate costs between departments
- Improve budget planning

# CTI Tools

## CTIMUX

PCTI MUX is a middleware component that dispatches the CSTA protocol messages back and forth between multiple CSTA CTI Client Applications and one KX-TDA/ TDE/ NCP IP-PBX. The software component is designed and implemented as server (CTIMUX Server) having the CTI applications as clients.

### Benefits

- CTI MUX is the answer to having more than one CSTA CTI Client applications working on the same PBX
- Does not affect the normal PBX functionality over the CTI link
- Client CTI Applications operate as they would be connected directly to the PBX
- The user know the CTIMUX status and the number of connected CSTA CTI Client applications

# Professional Services

## Save Both Time and Money

Productivity of your people is increased by automating simple processes. Opening the contact window (screen pop) in an application for the customer calling using Caller ID, or other information obtained in our IVR solutions. Even with a small group of people taking calls the ROI to integrate and automate usually pays for itself in weeks not years. With just 10 agents and a loaded labor cost of \$45 per hour adding the screen pop for an application can save \$78,000 per year.

Customers that call looking for information that your employees typically query a database and are just simple tasks can be automated, freeing time up to service customers that really need your help on more complicated issues. Taking the same small group of agents that handle 20 calls per hour each if just 2 of these calls per person could be handled by our integrated IVR the cost savings per year is \$124,800.

## CRM Integration

CRM (Customer Relationship Management) applications provide intelligent sales, marketing, and support tools designed to improve communication and contact with customers. Integration with our Call Center applications deliver:

- Reduced hold time
- Increased agent efficiency
- Eliminates gathering of common information from customers
- Rapid ROI based on time saved

Our products are designed to quickly integrate with other applications using Microsoft ActiveX technology, information is passed to the CRM application when an incoming call arrives and the agent answers the call. The window is then opened in the CRM application when the call is answered.

Populating a screen based on account information or the Caller ID can easily be accomplished, using our optional fully integrated IVR solution, with either touch tone or voice recognition can obtain any information required to automate and interact with your customer, including the notes related to the call they were on by eliminating the need of the agent to type notes.

Leverage our professional knowledge and capabilities to integrate CCPro with your CRM application and get an edge on your competition.

## Open Webinars

We are committed to permanently present you the current products and the major features you can take advantage of by Polty's Open Webinars.

The one-hour live Webinars are scheduled every week within the following timeslots:

- Every Tuesday, 8-11 AM EST
- Every Wednesday, 8-11 AM EST
- Every Thursday, 8-11 AM EST

The Webinars are powered by WebEx MeetMeNow.

## Remote Installation Services

Our support engineers provide the following remote services via Webex upon request:

- Remote Product Installation
- Product Configuration
- Product Testing within the Customer's specific environment

Please refer to the [Technical Support For Installation.pdf](#) document for more information about Polty's Remote Installation Services

**Polty's, Inc.**

[www.polty's.com](http://www.polty's.com)

3300 N. Main Street , Suite D

Anderson, SC 29621-4128

Phone: +1 (864) 642-6103

Fax: +1 (864) 752-1568

[sales@polty's.com](mailto:sales@polty's.com)