



Business
Applications



AEONIX
contact center

Easy to Integrate
Easy to Operate
Easy to Maintain



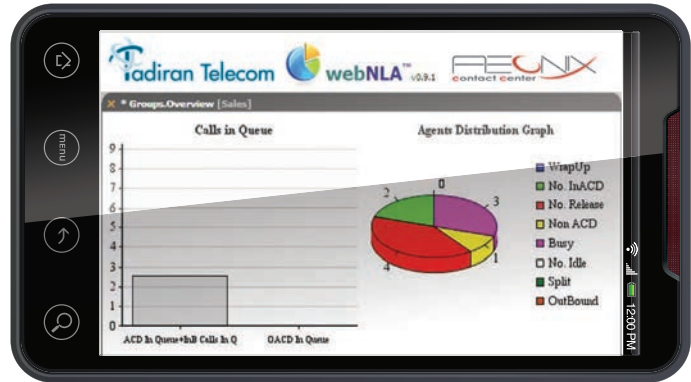
Enterprise Grade, Multimedia, Contact Center Solution

Overview

The Aeonic Contact Center lets organizations offer their customers comprehensive multimedia capabilities that enhance contact choices, while ensuring fully managed, auditable customer communications sessions. The Solution integrates with business application databases, so contact center agents can view relevant information (with real time screen pops), including recent business history. Aeonic Contact Center software supports outbound dialing campaigns allowing simultaneous call handling, and call initiation by agents. It delivers immediate ROI by allowing contact center managers to measure, track, and optimize agent time and contact center use.

Key Benefits

- **All in one solution** - Aeonic Contact Center provides a **one server solution** for UC&C and Contact Center applications and feature sets. Single server deployment with intuitive and central management capabilities reduces time, footprint, and resources required to manage the system.
- **Easy to operate and easy to maintain** - The Aeonic Contact Center applications were developed with the end user in mind. No IT specialist is required to make changes or to generate reports; the ACC can be managed with ease by the contact center supervisor.
- **Up scaling requires license changes only** - Simple upgrade process allows customers to upscale quickly, Simple licensing changes allow customers to add more agents or applications on their system seamlessly and intuitively. No additional hardware is required.
- **Total Cost of Ownership** - Customers are looking for solutions that can provide “more for less”, something that the Aeonic Contact Center is especially well-positioned to do. With minimum hardware required, simple implementation and maintenance processes, customers will experience the lowest possible total cost of ownership.



Solution Highlights

The base package includes the Aeonic Contact Center Engine for establishing call-routing rules. An Administration application allows for the creation of contact center profiles and parameters. System administrators and managers can generate and customize real time, historical, and cradle-to-grave reporting to quantify and optimize contact center metrics. In addition, a powerful and intuitive agent application desktop tool allows agents to manage calls through simple on-screen icons.

Optimize Contact Center Resources with Intelligent Routing Capabilities

Aeonic Contact Center software uses intelligent routing to ensure calls are handled by the most qualified agent. An intuitive GUI interface is available to configure user defined routing rules and priorities, which are designed to ensure the best use of available resources while optimizing customer service. Statistical routing rules allow:

- Expanded routing options when the predicted waiting time exceeds a pre-defined threshold (multiple overflows options)
- Routing calls to an alternative destination (e.g., IVR, VM) if predicted wait-time exceeds pre-defined thresholds (interflow functionality)
- Call handling by the agent group that can provide the fastest service
- Routing to the available agent whose ratio of calls answered/ log-in time is the lowest among all the available agents (agent performance) - this method ensures equal call load between all agents

Routing decisions can also be determined by:

- Skill groups
- ANI and DNIS information supplied with the call from a central office
- Information retrieved from an IVR, website or external database

Enhanced Customer Service

An Interactive Voice Response (IVR) system enables automated voice prompts/menus and caller input to be used to:

- Define the requirements of an incoming call
- Retrieve data from an external database
- Provide voice messages to callers waiting in queue
- Call back customers who chose not to wait in the queue

Should a caller be held in a queue, Aeonix Contact Center software offers options to ease the wait, including:

- Announcement of the predicted wait-time
- Music or personalized announcements
- Option via IVR prompting to request a call-back from an agent

Extend Value with Powerful Inbound and Outbound Campaigns.

Aeonix Contact Center software also supports blended routing that lets agents call contacts in response to:

- Abandoned calls - the system automatically returns calls based on an identified abandoned call.
- IVR call back - to help the contact center optimize its services without increasing the number of agents. This feature can return calls based on IVR information captured from a caller in queue that requests a return call at a particular time.
- Web call back - to allow business transactions to be completed that cannot be finalized on the web (such as payment). Agents can respond to a telephone number and preferred contact time message provided by a customer who has used the "Call Me" button on an organization's web site.
- Automatic dialing from a customer list - to expedite contacts, the software automatically generates calls according to a database-generated customer list and connects them to an agent for handling.

Enhance Communications with Multimedia Options

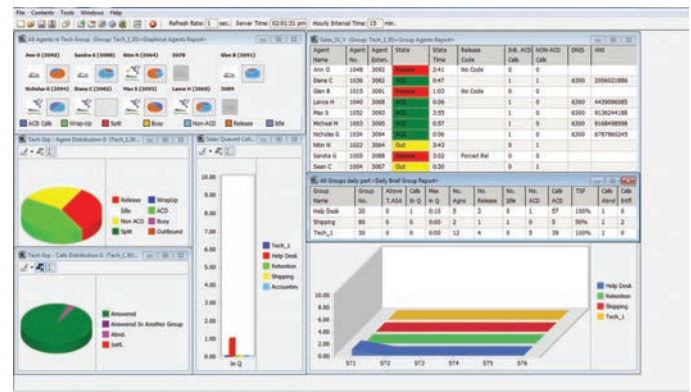
The Aeonix Contact Center solution delivers multimedia contact center functionality. Requests via email and webchat can be handled using the same business routing rules as voice calls. Web and email routing capabilities enable the most skilled agents to handle customers or sales prospects via their preferred media.



Increase Contact Center Control

Aeonix Contact Center Visor software enables real-time supervision, historical reports, and remote supervision to maximize efficiency and optimize the level of service provided to customers and prospects. The real-time supervision module provides a dashboard style view of the real-time status of the contact center including:

- Contact Center load analysis
- ANI and DNIS analysis
- Sliding window interval reports
- Trunk activities
- ACD and non ACD call activity
- Outbound and inbound call activity
- Calls-in-queue statistics
- Wrap-up time information
- Threshold reports



Real Time Agent Reporting

Aeonix Contact Center Reports

Real-time reports can be saved as public documents which are available to any supervisor, or as private documents which are available only to the supervisor who created the report.

Historical reports, allowing strategic analysis of the business, can be customized to provide records relating to almost any activity or functionality of the contact center or agent. An extensive set of available templates can be sorted by different fields and an intuitive report editor enables graphical or tabular reports. Reports can be scheduled to print automatically. They are easily exportable into other business management application tools.

Sample reports include:

- Abandoned call reports with caller ID information
- Email messaging reports
- Agent activity logs
- Group performance reports
- Wrap-up reports
- Agent performance reports



Lower Cost, Increased Revenue per Agent

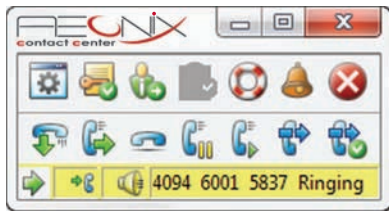
Using supervisor monitoring as a training tool, agents can be taught as they work. Relevant learning experiences decrease training time and increase effectiveness. In addition, statistics culled from real-time data produce actionable intelligence, helping managers better deploy agents, removing or adding them to a shift as needed. Hold times are also reduced, leading to increased call completions, and higher captured revenues.

Expand Management Flexibility for Remote Workers

A supervisor can activate a station from a remote location, either through the WAN or the Internet, so that managers can work from home or from alternate office locations. Remote management also lets consultants enter the system to monitor the organization's work.

Increase Agent Productivity

Aeonix Contact Center Agent gives contact center workers an intuitive, Windows-based, on-screen toolbar that can be customized by either the administrator or the agent to include the most frequently used features. Because minimal screen space is required by the application, agents can simultaneously view multiple PC applications, including tools such as CRM applications that are native to the contact center. Agents can easily continue performing logins/logouts and release and resume functions directly from their PC desktops while the toolbar is active and visible. Agent Board software enables real-time messages to be displayed on a PC screen to let agents and managers view vital statistics with ease.



Agent Toolbar configurable by supervisor and agent

Specifications:

Platforms

Aeonix Contact Center Agent runs on Win7
Aeonix Contact Center Software runs on Windows 2003/8 server with:
Aeonix - V1.0 or later
IPx - V16 or later
UCx - V2.5 or later

Interfaces

SIP-based integration

Capacity

ACD groups-maximum 256
Supported number of concurrent users:
IPx/UCx - 500
Aeonix V1.0 - 600



About Tadiran

Tadiran Telecom (TTL) L.P., part of Afcon Industries, is an established global leader, innovator, and supplier of IP business telephony and telecommunications solutions. For nearly 50 years, Tadiran has been serving businesses of all sizes, including some of the world's largest companies and organizations in various market segments across 41 countries worldwide. With more than 100,000 satisfied end users and over 14 million installed ports worldwide, Tadiran strives to lead the industry in providing superior support and service to our global customer base. Tadiran features a comprehensive family of products including IP PBXs, Softswitches, Contact Centers, IP phones, as well as Mobility and Desktop applications. This highly versatile offering is designed to serve an ever growing list of leading companies in multiple vertical markets as varied as government, healthcare, education, hospitality, utilities, finance, transportation and more.

Visit us at: www.tadirantele.com

12-2012 Catalog no. 77447100120 Copyright © 2012 Tadiran Telecom (TTL) L.P. Specifications subject to change without notice. All other products or services mentioned are the trademarks, service marks, registered trademarks or registered service marks of their respective owners.

Israel Tel +972-3-9262000
USA Tel 516-632-7200

Russia Tel/Fax +7-495-7750855
India Tel +91-11-25850446/25854212

China Tel +86-10-58696418