

## Remove growth barriers

Globalisation and new automated customer interaction capabilities have changed the requirements for the agent and his work environment, the desktop application.

To satisfy clients the agent needs more information from more systems at a higher speed and the possibilities to communicate on different channels at the same time.

A specialised open and modular software application is the key to deliver this service, while increasing the agent productivity and parallel utilize the automation and information possibilities of today as well as in the future.

## CCT ContactPro®

CCT ContactPro® is exactly this single, coordinated interface for the agent. It streamlines information and guides the customer service representative through all inbound and outbound interactions.



## CCT ContactPro®

## Intelligent Omni-Channel Desktop Automation

## Unified Omni-channel desktop— The central gear for automation

CCT ContactPro® (CP) is the perfect solution for automation and the agent desktop in an omni-channel contact center environment. ContactPro® empowers agents to efficiently serve customers in today's demanding world of omni-channel communication. The state-of-the-art technology solution helps leverage existing infrastructure while decreasing contact center costs and increasing customer satisfaction.

CCT ContactPro® is a powerful and scalable omni-channel contact center solution for agents, supervisor and customer service managers. CP expands the Contact Center functions with a flexible and modular client server omni-channel interaction management environment. By using modern web based customer-one-click functionality it provides integrated omni-channel inbound and outbound functionality.

**“The flexible and adoptable desktop in combination with automation and integration capabilities enables efficient services at the right time for an excellent customer experience (CX)”**

The CCT ContactPro® automation engine is enhanced by universal queuing, enterprise work assignment and simplified agent management. This way the solution provides a perfect omni-channel service level and customer experience management environment.

Those functionalities combined with the adoptable open interface-concept to connect with other information resources and applications assure high quality and efficient customer service.

CP Supervisor and CCT ContactPro® Analytics are modules designed to provide a flexible and modern contact and agent management. They provide real-time and historical information which can also be send to other data storages or WFM/ WFO systems.

CCT ContactPro® can be used as intelligent desktop in combination with a single routing system or it can serve as a hybrid middleware layer to combine exiting channels with new services like chat-bots, voice-bots and social media- or SMS-services like Whats-App.

A flexible licensing model supports the scalability of CP. It enables on premise, managed service and cloud based implementations.



# Omni-channel desktop solution for an outstanding customer experience (CX)

## Higher agent productivity

The right information for a successful customer dialog and reduced overhead through automation increase the agent productivity

- Customer history
- CRM / ERP support
- Reporting & Analytics

## Increased customer satisfaction and CX

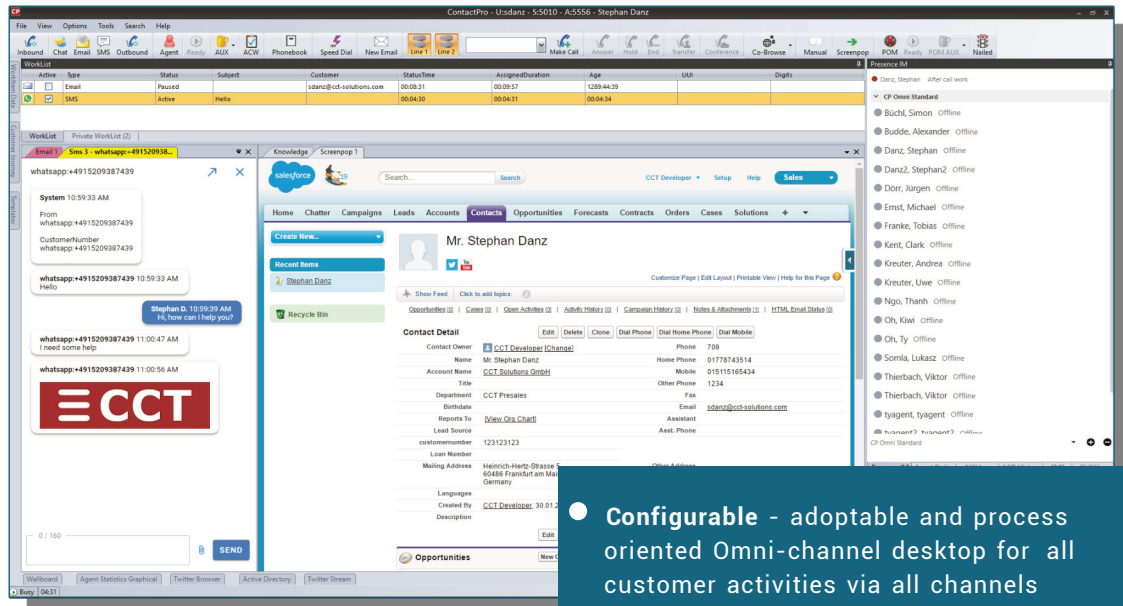
Consistent information through all media channels and integration of self-service systems with AI driven automation increase customer satisfaction.

## Optimized workflows and new services

A Worklist concept and configurable functions provide a flexible alignment with desired workflows. It enables an easy implementation of new services.

## Inbound, outbound, call-back and multi media handling

CCT ContactPro® supports blended inbound and outbound interactions including call-back. To optimize the customer experience CP offers full multi media capabilities.



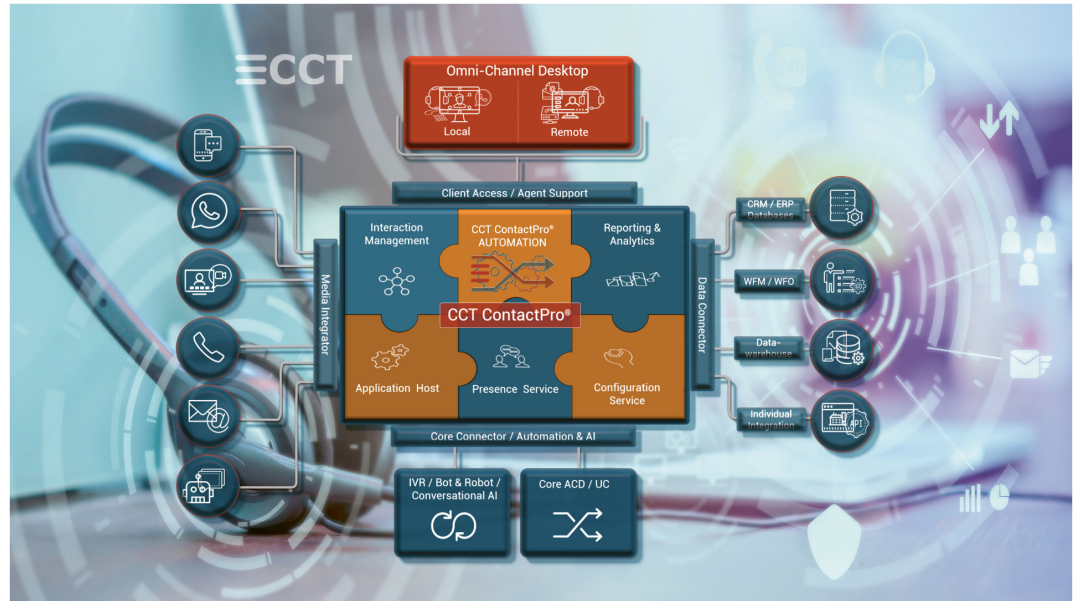
Savvy customers control the method they want to use for interactions. Sometimes a quick answer in a bot dialog is what they want, while next time an agent interaction with assisted service like co-browsing would be the preferred choice to solve an issue. That means, if outstanding customer experience (CX) is an important factor in an organisation's business strategy it will be necessary to realign people, process and technology within the organization to ensure that excellent customer service becomes the key differentiator.

To deliver a remarkable interaction client communication will need synchronized information through all channels including automation systems and a versatile desktop application that is capable to support the agent with context driven data and the capability to operate in an omni-channel environment.

Therefore, the omni-channel desktop needs adoptable interfaces and connections to support the agent to respond faster and with greater accuracy and consistency. With CCT's ContactPro®, company representatives can now deliver this perfect experience for every single customer interaction through all channels.

- **Configurable** - adoptable and process oriented Omni-channel desktop for all customer activities via all channels including bots and IVR
- **Automation Support** – take over from conversational chatbot / voicebot / IVR systems – configurable outbound notification (SMS / Email / social-channel)
- **Improved agent support** – content driven knowledge systems or advise from conversational chatbots - integrated presence to ask an expert / supervisor
- **Optimize resources** - worklist concept for parallel dialogs (Chat,WhatsApp) and blending with other channels
- **Customer-One-Click** - history view through all inbound and outbound channels including open items in queue and bot / IVR activities
- **CRM / ERP view and update** - based on digital ID, or customer input
- **Transfer option** - rule based transfer to experts or supervisors
- **Improved productivity** - multi language support and searchable dialog templates
- **Effective control** - configurable reporting, analytics and dashboard

## Open architecture



### A configurable and scalable software that enables affordable omni-channel communication

Due to its modular architecture, CCT ContactPro® (CP) allows close integration with communication platforms. Skill- and case-based routing can be done in the application or via appropriate connections. CP includes a presence module but it can also be linked with external solutions to get real-time information or to communicate with team-members, supervisors and experts.

Configurable connectors provide a high level of agility to adjust workflow and processes to offer new services and to optimize the agent support. They link CCT ContactPro® with data-sources and automation applications like voice- and chat-bots.

The multi-tenant design of CCT ContactPro® makes it easy to integrate and connect distributed call centers or outsourcers. Modern work-environments with free-seating or a remote worker concepts are also supported. The multi language and auto-translation capabilities help the agent to communicate with an international client base.

CCT ContactPro® is developed according to strict security guidelines, PCI Compliance. Therefore it is

possible to use the CCT desktop with sensitive customer information or credit-card transactions.

The desktop can be customized, depending on the permission settings. Design, size and position of task and information panes can easily be adjusted and moved to provide a logical workflow on the screen.

The CCT ContactPro® architecture ensures close integration with the Avaya Aura platform. A focused view shows only those modules and functions on the desktop that are required for the specific tasks of the agent, the team or the department. CP's database module has comprehensive access to the data in the Avaya environment and at the same time serves as the interface to other enterprise databases. Therefore, the agent is supported with a view to the complete historic and real-time customer data.

**AVAYA**  
DevConnect  
Select Product - Tested

### High availability architecture

CCT Contactpro® can be configured to operate as high-available system. The desktop application can connect to alternative servers. CP and its databases can be configured for fault tolerance too.

### Individual reporting and analytics

ContactPro® Analytics is a web-based solution to provide enhanced Omni-channel real-time and historical reporting and comprehensive agent support through quality monitoring, individual dashboard with supervisor and team assist function

### Flexible integration with CRM / ERP

The open connector concept of ContactPro® guaranties fast and flexible integration of different information and knowledge resources.

### Plug-In concept to work with leading automation tools

Through plug-ins ContactPro® can communicate with other intelligent systems like chat-bots, content driven machines, robots and social media applications like WhatsApp.

# CCT ContactPro® Omni-Channel Desktop

## Produktiv agents, improved CX

Multi-tasking, optimized system support and flexible options to interact with clients make agents more productive while improving the customer experience at the same time.

## Channel transparent history

The call center representative and the supervisor have access to the complete customer history and the open items in the queues.

## Time saving with templates

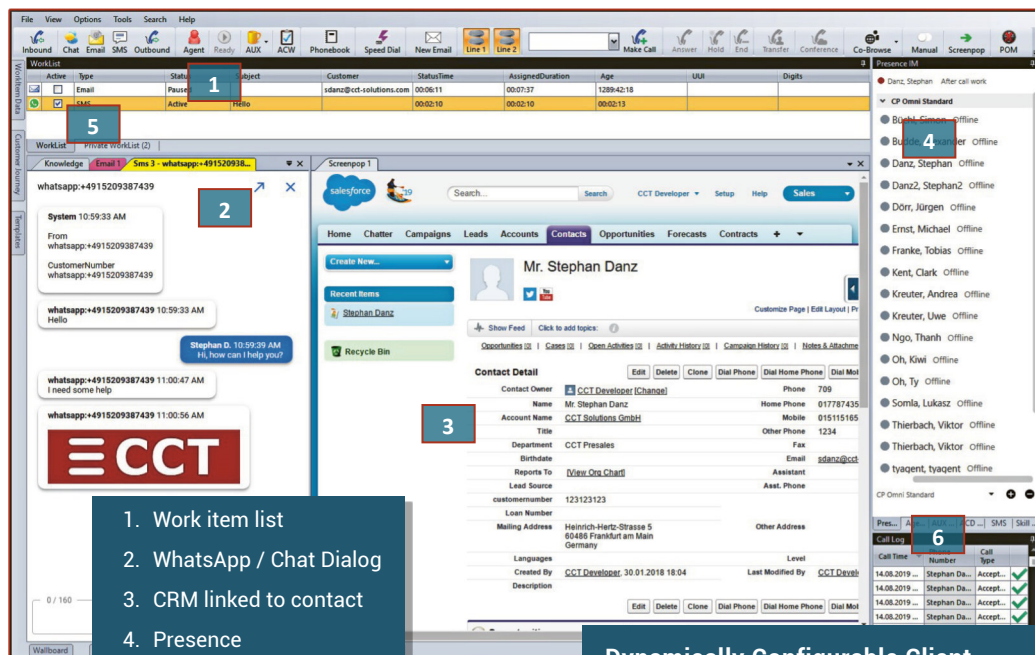
The agent may use a variety of search-able templates to fill in recurring phrases or approved wording.

## Transfer to the expert

Easy transfer of the dialog to a colleague, expert or supervisor. Transfers are part of the reporting and controlled by rules.

## Adoption through configuration

Communication behavior and technologies are constantly changing. ContactPro offers the flexibility to adjust work-flows and processes because of it's configuration capabilities.



1. Work item list
2. WhatsApp / Chat Dialog
3. CRM linked to contact
4. Presence
5. Tabs for other channels and knowledge-base
6. Customer history

The CCT ContactPro® work-list / work-item concept is perfectly tailored for blending and non-real-time services like e-mail, chat and social channels like WhatsApp. It allows the work on multiple streams or to switch back and forth between channels if a customer response is delayed.

CP takes care that all statistics show the right agent activity figures. That includes also the postponed actions and transfers. The number of parallel activities is configurable.

All windows belonging to an interaction are linked in tab-groups that have different colors. With a change of the active task in the work-item-list, the corresponding tab-group is displayed / activated too. This technique assures that the agent always works with the correct support information like CRM entry and / or knowledge base information that corresponds to a specific dialog. Furthermore it allows to work with different information-systems for different customer groups.

## Dynamically Configurable Client

- Customized or preset based layouts
- Rights-based configuration
- Display only those modules and functions that are needed
- Tenant specific set-up
- Multi-language support
- Online assistance with customer-specific input

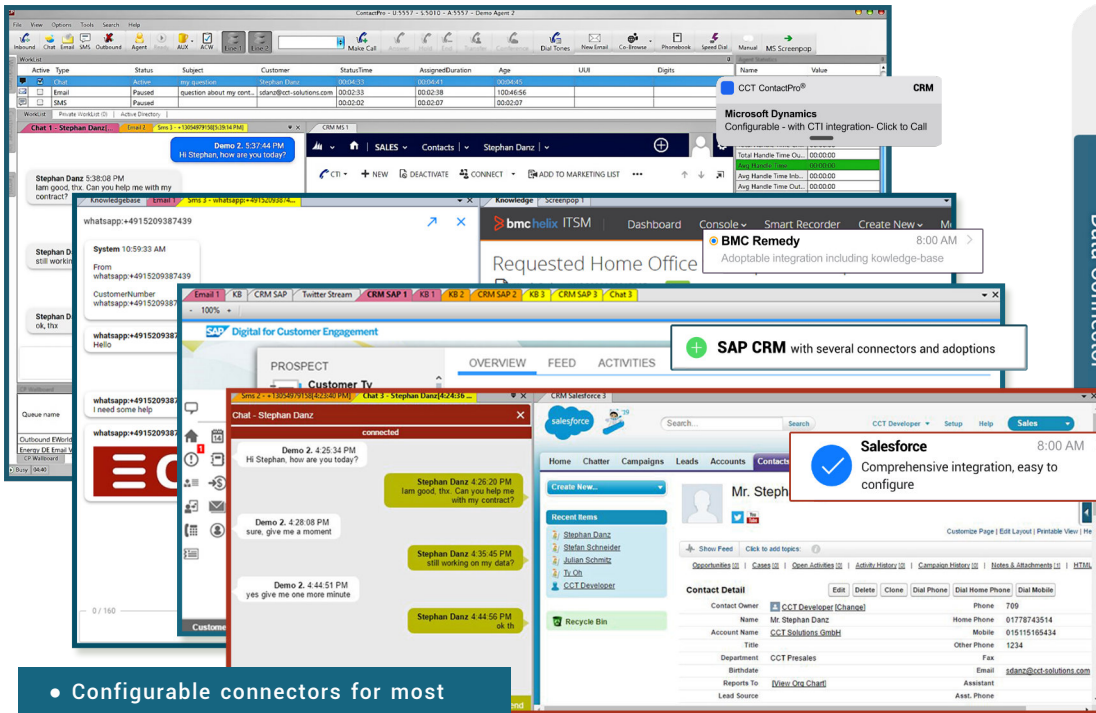
## View all Customer Activities

- Over all channels
- Including closed and open events
- Including chat and bot conversations
- Closing all open events referring to the same query with one click (Customer-One-Click)

## UC and Collaboration Integration

- CCT ContactPro® presence, Avaya and Microsoft Teams
- Engaging experts (ask questions, forward)
- Chat with supervisor and colleagues
- Quality monitoring

# Flexible Integration of Data-Sources

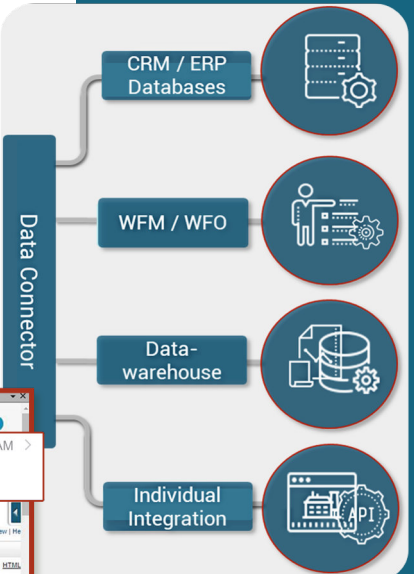


- Configurable connectors for most common CRM / ERP and knowledge-base systems
- Flexible data exchange with WFM/ WFO systems
- Reporting and analytics information as well as other communication and contact information can be stored in a data warehouse system for global evaluation
- Individual adaptations offer the integration of special databases and data tables
- Variable search parameter to select data-records, from fix values like customer number to content driven information
- Rule-based properties for different screen pops. Linked with information and context of the interaction
- Transfer contact with CRM record

A total view of all customer and/or case activities, together with pre-selected information from CRM / ERP or knowledge-base-systems, ensures improvements in customer satisfaction scoring and first time call resolution.

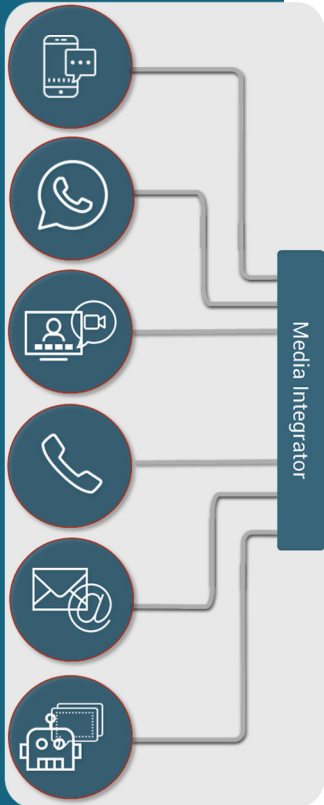
The CCT ContactPro® open Data-Connector offers integration and information exchange with the leading CRM / ERP solutions as well as individual adoption to specific applications and databases. Search, update and display parameters are flexible and easy to configure so that always the right information is available to support the agent in the best possible way.

CP can open several parallel applications for a customer interaction, for instance Salesforce for general contact information and SAP for specific accounting details and if needed a Remedy knowledge-base window. Application windows can either be opened content driven, e.g. IVR, e-mail address and subject, or with pre-chat information or manually through the agent.



RESTful Web-Services,  
JSON, SOAP, SQL

## Multimedia handling with integrated automation



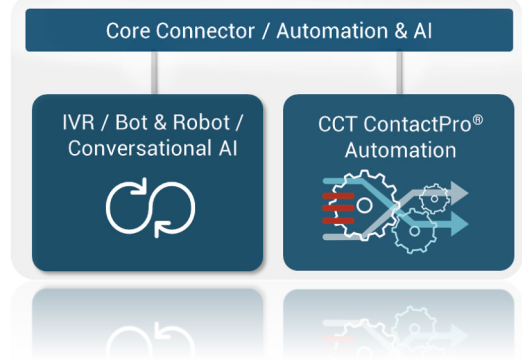
CCT's Omni channel desktop offers flexible multimedia handling to improve customer satisfaction and CX. Agents can now leverage innovative communication methods to improve productivity and business results.

The combination of CCT Contactpro® Automation, intelligent bot-solutions and flexible agent desktop lead to a very effective handling of customers inquiries. The close link between CP Automation and conversational driven bot applications for voice or text chats assure that incoming interactions are treated according to the customer value, available resources and best path to solve the issue.

If an interaction is passed from the IVR or bot system to the agent, CCT ContactPro® displays all information from the automated dialog together with relevant CRM-Records and other customer data. The representative can simply take over from the robot system and close the case.

With CCT ContactPro® organizations can now offer customer communication on a new level. Sending confirmations via SMS or E-mail, sending links to point to detailed documents or simply sending some PDFs while in the conversation - that is just a click on the desktop. If the client agrees the agent can offer screen sharing or co-browsing to get better results in complex but valuable conversations - examples are closing contracts or solving technical problems a service desk. To make a transaction more personal or to get deeper insight of a local situation the video channel can be activated if available on the client side.

This rich functionality is available for different channel and application types, like WebRTC driven communication or integrated services like WhatsApp. Some services are offered together with CCT partners like Twilio's Whatsapp for business, a cloud-based integration that is charged on on a per

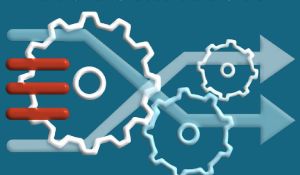


- Chat, SMS and social media support. Configurable number of parallel sessions, spelling and text-modules support with auto-translation
- Fully integrated per use based multimedia WhatsApp support
- Inbound and Outbound voice interactions with full CRM integration. IVR and automation support
- Web and Mobile application services with co-browse and live assist functions
- Email / White-Mail support in multiple languages, with configurable text modules and full customer history
- Automation interaction with Bots and conversational AI driven systems

use model. The modular design of CCT ContactPro® and the flexible adoption of new services allow organizations to build a long term customer communication strategy and execute it step by step.

Rules, permissions and actions are fully configurable and allow granular control how interactions are treated and which resources will handle the conversation with which capabilities.

**CCT ContactPro®**  
**AUTOMATION**



# CCT ContactPro® Manager / Configuration

## Web based configuration

Over >1000 properties to customize CCT ContactPro®. Multi-tenant and multi-language

## Powerful contact management

Enables full control how interactions and resources should be aligned. Connects resources in a hybrid environment where automation, bot-systems and channel based routing work together.

## Flexible Import

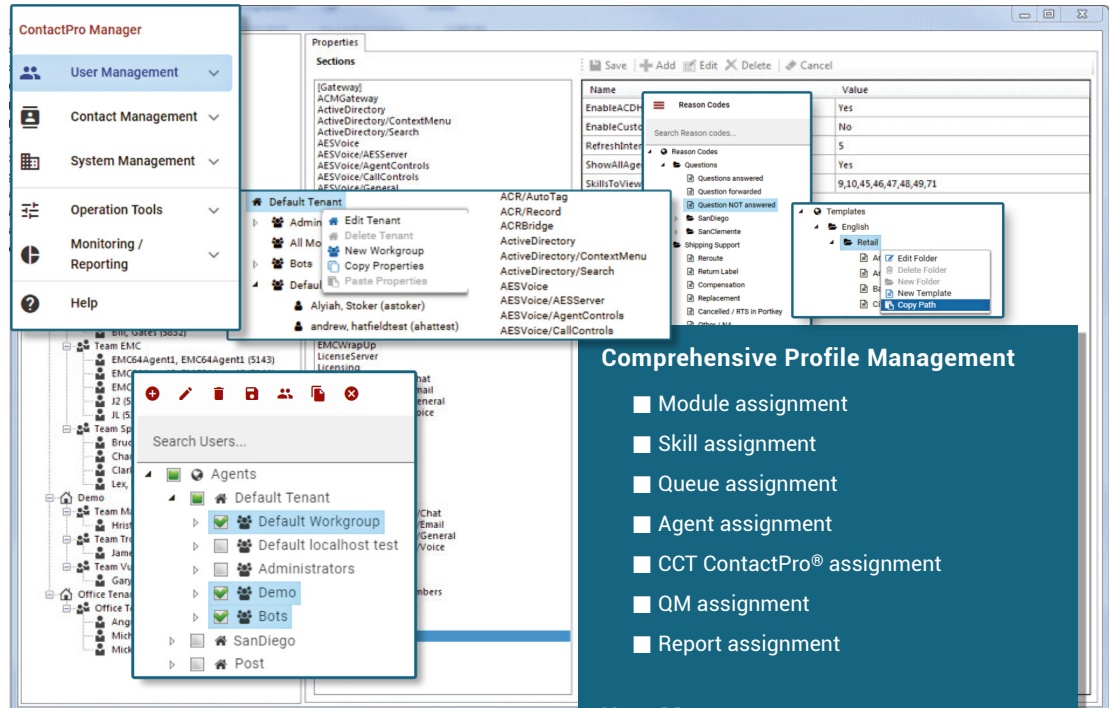
CP manager can load user rights from AVAYA Control Manager

## Up to date user information

CCT ContactPro® manager can be linked with active directory to assure that personal information is always synchronized.

## Template and tool management

Provide a central rights based administration for templates, reason-codes and auto-answer text.



### Comprehensive Profile Management

- Module assignment
- Skill assignment
- Queue assignment
- Agent assignment
- CCT ContactPro® assignment
- QM assignment
- Report assignment

### User Management

- Secure rights based access
- Configuration on different layers
  - ▶ Root
  - ▶ Tenant
  - ▶ Work-group
  - ▶ User / Agent

CCT ContactPro® Manager is the administrative tool to manage all server, configuration and clients for CCT ContactPro®. It allows administrators, supervisors, operators and managers to configure the modules, properties and translations of the CCT ContactPro® client, as well as the management of contact assignment and skills.

CCT ContactPro® Manager also provides configuration for alarm notification and the control of all CP Server software components. The CCT configuration and management application includes layering capability for users, work-groups and tenants enabling configurations and properties for multiple locations, departments and agents.

Additionally, the CCT ContactPro® Manager application framework allows licensing options used for the integration of additional tools such as: agent scripting, supervisor assist administration, open ACD, open vector, etc.

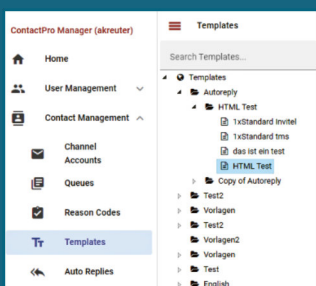
Properties can be specified for each level in the ContactPro Manager tree structure, global settings, per tenant, per work-group or per agent.

CCT ContactPro® grants assignment of customer

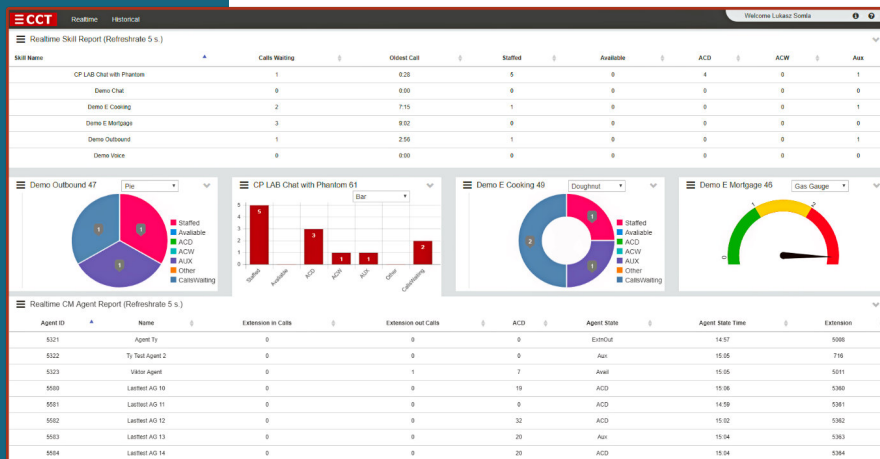
contacts in both, a standalone fashion or in a hybrid fashion. With that a portion of the assignment can be handled by an integrated external application (e.g. AIC, EMC. or Bots). This flexibility provides optimized customer interactions because the workflow is controlled by customer category or value, customer status, demographic group, skills required to resolve the call, and many more parameters.

The CP management application is linked with the Avaya environment and a Breeze snap-in is also available.

The functionality of ContactPro® Automation in combination with the configuration capabilities allows to mix and match indicators and properties to create the most efficient handling of customer contacts to offer a best in class customer experience.



# CCT ContactPro® Analytics and Reporting



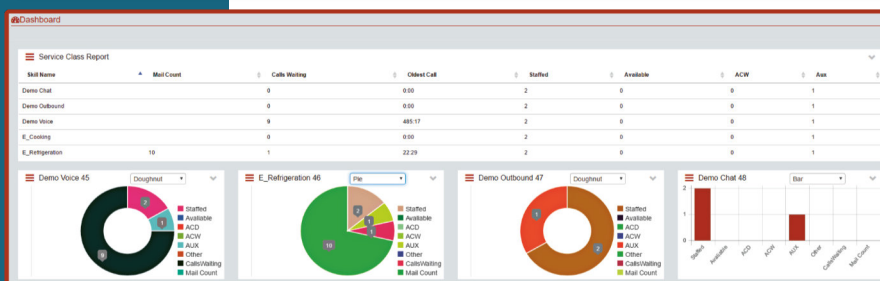
Designed to support optimization of processes and to generate a clear overview of interactions and resources the CCT ContactPro® Analytics module enables effective business decisions.



CCT ContactPro® Analytics is a web-based solution to provide management, supervisor and agents with enhanced omni-channel real-time and historical reporting. CP Analytics can access all relevant systems such as CCT ContactPro® Automation, Avaya CM, Avaya Oceana, Avaya Interaction Center Database and/or Avaya OA Database, as well as Avaya Elite Multi-Channel Systems to create a complete and comprehensive omni-channel reporting.



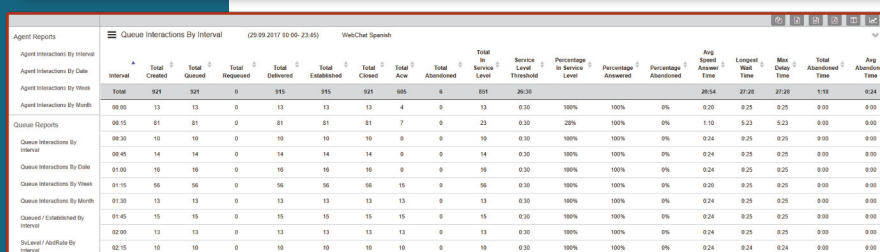
Controlled by the configuration in the CCT ContactPro® manager, reports are generated in a specific interval and are accessible by the selected groups or team-members. Reports can be exported to data-warehouse systems or for use in office tools like Excel.



Based on the property configuration in CP Manager selected agent statistics are available as an embedded dashboard-tab within the CCT ContactPro® Client window.

## Meaningful reports to optimise results

- Connection to multiple reporting sources
  - ▶ Avaya Interaction Center database only and/or Operational Analyst database
  - ▶ Avaya Elite Multi-channel database
  - ▶ Avaya Breeze/Oceana Analytics
  - ▶ Avaya Communication Manager / BCMS and CMS Interface
- Consolidated reports for all channels
- Multiple reports on only one web site
- User-friendly configuration and administration
- Create your own layout
- Optimized for mobile and tablet devices
- Open for 3rd Party external sources
- Flexible export capabilities





## Support Integration Information



Independent of the sales channel, our Omni-channel experts will assure that concept, design and a project driven implementation of ContactPro<sup>®</sup> is executed against the high quality standards of CCT solutions. Our partnership with Avaya and specialized system integrators is based on a deep bi-directional knowledge transfer and aligned processes. This is the foundation for an excellent 24x7 support without finger pointing.

Because our systems and solutions work in the hard of the customer communication infrastructure, CCT offers tailored support and managed service options. Additionally ContactPro<sup>®</sup> can be configured and implemented as a high available solution. The CCT pro-active service and monitoring helps to identify bottlenecks and issues in advance.

**Call us to get your individual proposal!**

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## Success with integrated solutions and automated services

As a leader in Omni-channel customer engagement solutions, CCT provides systems and services that help customers to offer flexible and scalable interaction capabilities to their clients. The modular design of CCT's ContactPro<sup>®</sup> allows a step by step implementation of new services to increase productivity like additional channels or automation- and bot-applications .

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### Profitability



### Productivity



### Flexibility



### Reliability

