# CCT ContactPro®
## Omni-Channel Desktop

# Factsheet
## Outbound

## CCT ContactPro®
## Outbound Dialing & Agent Scripting for Avaya POM

### 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.

## Accelerate your business potential with an open unified agent desktop - "Outbound"

Digital transformation and automation as well as a change in customer expectation drives the change in outbound oriented communication with clients. Dedicated outbound centers with their traditional measurements will still be around for a while, but value oriented customer communication will need a smart and integrated approach - particularly for outbound activities. The agent desktop has a key role to drive results in your Avaya outbound solution.

Automation in outbound is no longer limited to an IVR dialog. A modern dialer utilizes different channels and in a delayed response, the client may answer on their channel of choice. Therefore the desktop solution must be able to handle all those channels within the campaign and also for call back and confirmation actions. As automation systems become more and more advanced in the dialog capabilities, it is important that the desktop is connected with those machines to inform the agent at which point in the automated dialog the client wanted to speak to a live person.
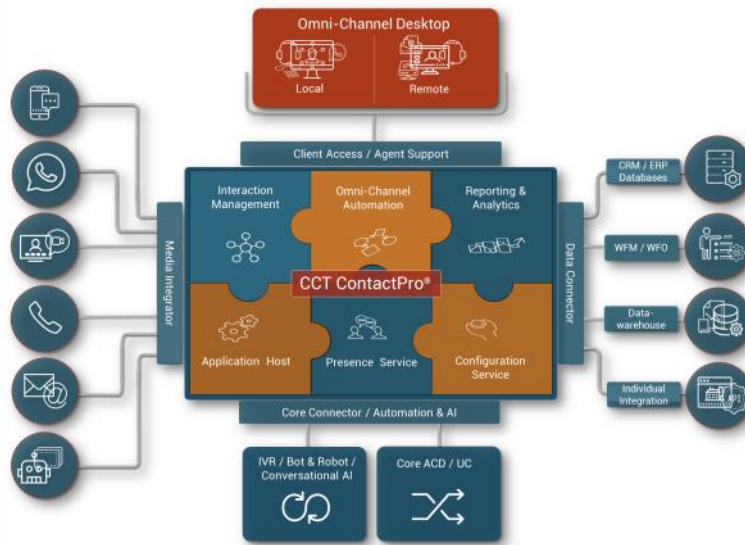
Customers that just want to postpone the conversation, need a smart follow-up process. A clever and efficient management of call-backs helps to optimize results out of this group and reminder or notification prior the call via SMS/Chat/ E-Mail can even further increase the efficiency.

The flexible integration of different CRM/ERP applications and knowledge base systems offers best support for the campaigns. In combination with the scripting tool, it gives the agent all necessary information and guidance for a successful interaction.

CCT ContactPro offers all this functions and many more additions like blending, and flexible reporting. Since more then 10 years the CCT desktop is available for the different Avaya systems and in use with thousands of agents around the globe. To assure best integration and support the CCT ContactPro desktop is Avaya DevConnect compliance tested and is also an Avaya DevConnect selected partner product.

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# Open desktop architecture

## Assuring quality customer interactions

Comprehensive agent support through quality monitoring, individual reporting with supervisior and team assist functions

## Individual reporting and analytics

ContactPro Analytics is a web-based solution to provide customers with enhanced omni-channel real-time and historical reporting comprehensive agent support through quality monitoring, individual reporting with supervisior and team assist functions

## Flexible integration with CRM / ERP

The open connector concept of Contact Pro 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 Apple chat or Whats-app.



### Scalable
### Configurable
### Modular

**AVAYA DevConnect Technology Partner**

**AVAYA DevConnect Select Product – Tested**

## Unified Desktop—The Central Gear for Automation

CCT ContactPro Omni-Channel is a powerful and scalable omni-channel contact center solution for agents, supervisor and customer service managers. ContactPro 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 the experience of the CCT omni-channel architects makes the difference"**

Both the ContactPro Supervisor and the ContactPro Web Reporter provide a flexible and modern contact and agent management.

The ContactPro Routing 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 assures high quality and efficient customer service.

ContactPro can be used as intelligent desktop in combination with a single routing system or it acts as a middleware layer to combine exiting channels with new services like chat-bots, social media- or SMS-services.

# CCT ContactPro for Avaya POM



## Integration with all Avaya platforms

Support for Avaya CM, Session Manager, AES, Elite Multichannel, Interaction Center and Avaya Breeze & Oceana

## Connects to Avaya POM

ContactPro POM –module integrates with the Avaya POM on the experience portal to manage :

**Preview campaigns**

**Predictive campaigns**

**Progressive campaigns**

## Blending and non-blending mode

Flexible control of blending options on team or group level and for selected channels based in dependency of the service level.

## CRM Information based on dialer record data

Based on the dialer record information ContactPro can display information from one or more CRM/ ERP system or provide additional knowledge base information.
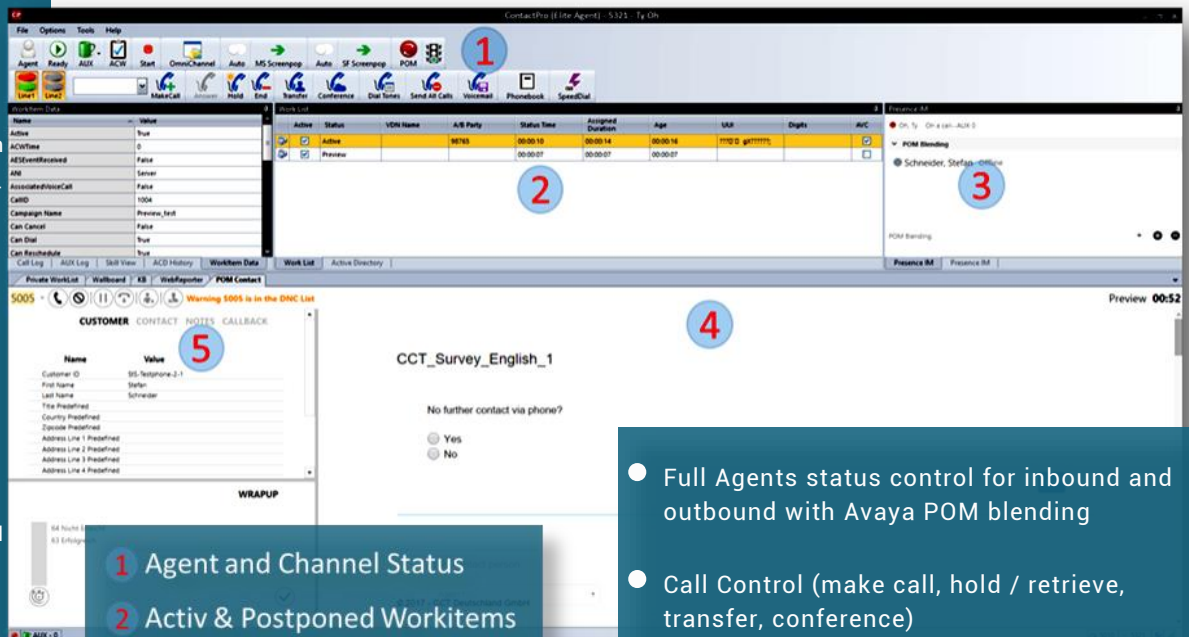
1. Agent and Channel Status
2. Activ & Postponed Workitems
3. Presence / Team-Collaboration
4. Agent Scripting & Information
5. Dialer Information & Callback

## Build for Avaya

CCT ContactPro for Avaya Proactive Outreach Manager (POM) is a scalable desktop solution for integrating the features for outbound telephony with Avaya POM into an omni-channel agent desktop with ContactPro for Avaya AES, ContactPro for Avaya Elite Multichannel EMC, ContactPro for Avaya Interaction Center AIC and Avaya Breeze/Oceana Platform.

ContactPro for POM expands the ContactPro client to support Avaya POM Agents in outbound campaigns.

The CP outbound module supports all POM dialing modes like preview, progressive and predictive campaigns.

- Full Agents status control for inbound and outbound with Avaya POM blending

- Call Control (make call, hold / retrieve, transfer, conference)

- Customer data display with all configured values

- Contact data with POM information of campaign

- Attach notes to contacts

- Customer-one-click history view through all inbound and outbound channels

- Callback (agent, campaign, standard) with date time selection and notes option

- All preview features of POM

- Display of the configured POM internal and external POM agent campaign script

- Possibility to integrate the CCT agent scripting

- Full CRM communication for outbound contacts in every mode before a call or with call connected.

- POM disposition codes with after call work (timed, unlimited, extendable)

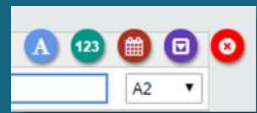- Close POM contacts while handling an inbound call of the contact

# CCT ContactPro agent scripting



## Flexible but controlled access

Generation and editing of scripts can be done via a web-browser or through the ContactPro Manager

## Easy to link questions and answers

ContactPro Scripter offers 4 different types of answers: text, number, date time and database query .



## Powerful operations within answers

Excel style feature to calculate the inserted answers and give out the results. Easy to use SQL statements based on the customer answer to get additional information from a database.

## Assign skills to a script

Assign or change skills to scripts by selecting skills from the list of available skills.

## Assign groups to a script

Assign or change agent groups to scripts by selecting the groups from the list of available groups.
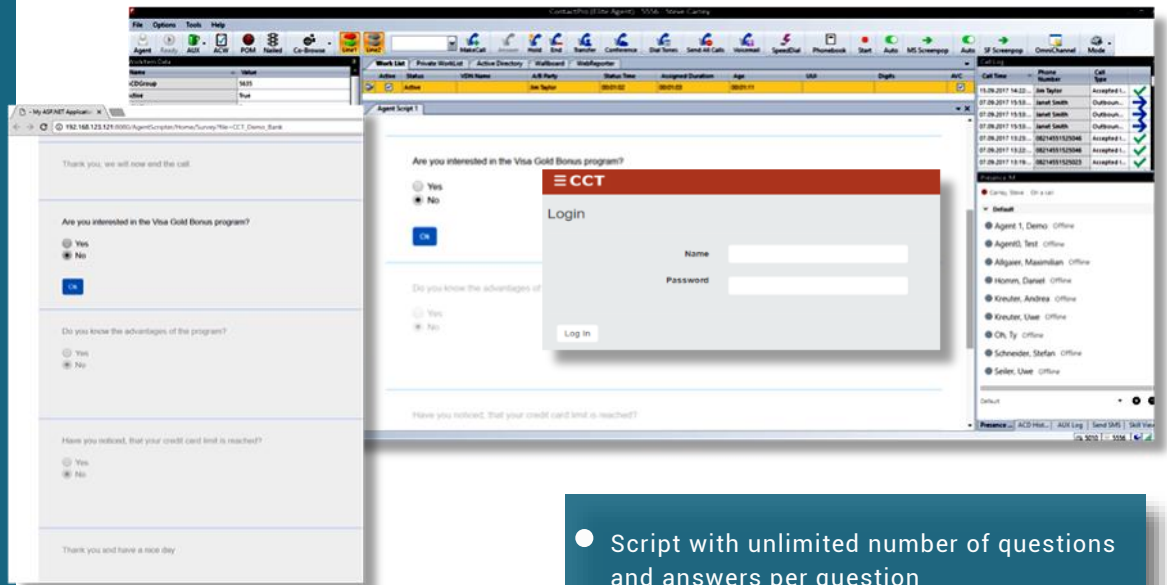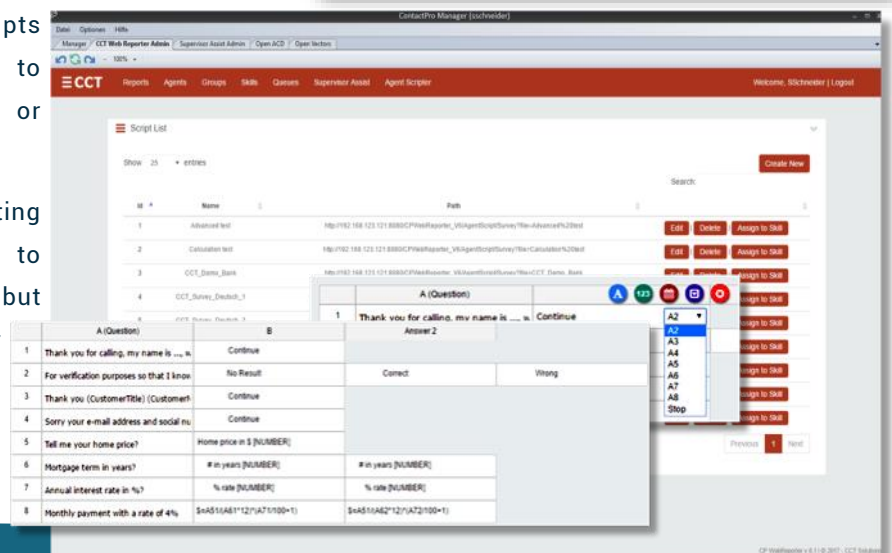
## Increased Productivity

CCT ContactPro for Avaya Proactive Outreach Manager (POM) offers a flexible option to support the agent in the customer interaction. CCT ContactPro Scripting provides a scripting tool across all channels to offer agents a guidance during handling of the contact. The web-based scripting can be embedded in the ContactPro client or run in a browser.

The scripting includes a web administration to create, edit and delete scripts. The scripts can be assigned to VDN`s, skills or agent groups.

ContactPro Scripting is not limited to POM outbound but can be used for all kind of dialog guidance and agent support.

- Script with unlimited number of questions and answers per question

- Different answer types
    - ♦ Text
    - ♦ Number
    - ♦ Date Time
    - ♦ Database Queries
    - ♦ SOAP or REST queries

- Dynamic results or questions based on database or SOAP or REST results (e.g. CRM lookup)

- Assign scripts to VDN`s, skills or agent groups

# CCT ContactPro®
## Omni-Channel Desktop

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## Support

## Integration

## Information

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Independent of the sales channel, our omni-channel experts will assure that concept, design and a project driven implementation of ContactPro 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 also the base 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. As the core systems like Avaya, ContactPro can be configured and implement as a high available solution.

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

## 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® allow a step by step implementation of new services, be it additional channels or automation- and bot-applications to increase productivity.

**Profitability**     **Productivity**     **Flexibility**     **Reliability**

# ☰ CCT