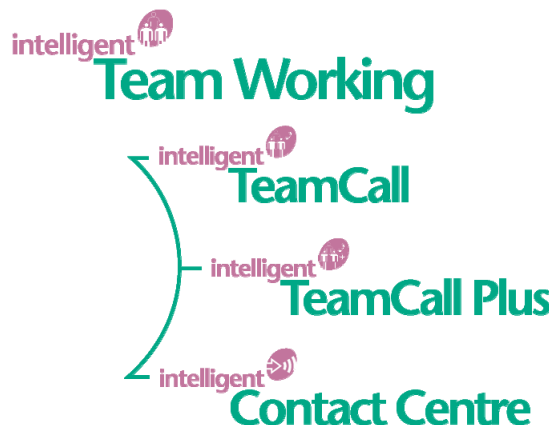




A suite of telephony applications supporting geographically dispersed groups of staff, from departmental, project-based and specialist teams to the small contact centre environment. Removes the restrictions of location and requires no special hardware for team members.

Applications included in the intelligent Team Working Suite:



**intelligent Team Working Suite**

**TeamCall**

Ideal for supporting departmental, project-based or specialist teams irrespective of staff location



**TeamCall Plus**

Enhanced version of TeamCall including support for call queuing, music-on-hold and call recording



**intelligent Contact Centre**

A solution for small departmental contact centres, helpdesks and contact centre overflow solutions. Ideally suited to supporting geographically dispersed agents and home-based staff



All applications are scalable to meet the customer's specific requirements and can be supplied pre-installed on a fully configured hardware platform and integrated into the existing infrastructure by accredited engineers.

Alternatively, applications can be provided for installation onto the customer's own platform or provided as a hosted service on a per-user-per-month fee basis.

# Key Features of intelligent Team Working

<b>Location Independence</b>	<p>Team members - whether part of a contact centre or an informal department, skill-set or project-based team – each have an intelligent Number (or intelligent Assistant) account whereby they can receive their share of team calls at any location, using any device, over any network - fixed or mobile.</p>
<b>No Special Hardware Required</b>	<p>Team members don't need any special hardware, just an ordinary landline or mobile phone. It's even possible to record their calls.</p>
<b>Call Distribution Options</b>	<p>Calls can be allocated to team members or 'agents' based on one of two options:</p> <p><b>Priority (linear) routing</b> - one person is defined as first choice and is always tried first if they're available. The person defined as second-in-line is always tried next if they are available and the first person is unavailable, and so on.</p> <p><b>Round robin (circular) routing</b> - every team member has equal priority and receives an equal share of calls. A person receiving a call moves to the end of the list of people to try and will only be given the next call if every other team member is unavailable.</p> <p>Where multiple team numbers are used, a mix of distribution options can be deployed – some priority-based, others on a circular distribution.</p> <p>Disruptions caused by simultaneous ringing and misplaced calls caused by Hunt Groups are avoided.</p>
<b>Teaming of Skills and Capabilities</b>	<p>Staff can belong to any number of teams. Used in conjunction with the intelligent Assistant 'Alternative Contact' feature, one team can be allocated as an alternative for another to create simple skills-based routine solutions.</p>
<b>Call Queuing &amp; Announcements</b>	<p>The ability to hold calls in a queue until someone is free to handle them reduces the number of dropped calls and avoids callers having to call back and try again. Comfort announcements, including position-in-queue, enhance the caller experience.</p>
<b>Agent Supervision</b>	<p>Supervisory features ( intelligent Contact Centre only) allow agent monitoring and control and Supervisors can listen to an agent's call, whisper to an agent or join their call. Both physical and 'virtual' wallboards are supported.</p>
<b>Deployment</b>	<p>intelligent Team Working applications can be deployed as an on-premise solution, integrated into an existing telecoms infrastructure. Alternatively, applications can be provided as a hosted service on a pay-as-you-go basis.</p>



# Supporting staff working in virtual teams

## What it is

TeamCall distributes incoming calls to available members of a team. Members of a team can be co-located within the same working environment but will, typically, be geographically dispersed.

## The proposition

TeamCall is an ideal solution for professional staff who are not part of a call or contact centre in the usual sense but who work as part of a departmental, project-based or specialist team. A key benefits of the solution is that staff can belong to multiple teams and receive team calls irrespective of their work location.

## How it works

TeleWare intelligent Number users (or intelligent Assistant users) may belong to one or more team, each team being associated with its own telephone number. Calls to a team number are distributed on either a linear or circular basis to an available team member and announced as being for that particular team. Users may make themselves available for team calls, in addition to personal calls, at any telephone, thereby forming a virtual team with calls distributed over the wide area.

### Call Distribution Options

Priority (Linear) Call Distribution - Each team member is assigned a priority level. The person with the highest priority will always receive team calls if they are available. The person with the lowest priority will only receive a team call if no other team member is available.

Round Robin (Circular) Call Distribution - Calls are shared evenly between team members. When a team member has answered a team call they become last in line for the next call and will only be passed the call if no other team member is available.

### Team Mailbox

If a call is unanswered by a team member it passes to the team's voice mailbox, enabling the caller to leave a message. Team members can be alerted and can access messages.

## TeamCall Plus

TeamCall Plus includes all the features of TeamCall plus plus the ability to hold calls in a queue when no-one is immediately available to take them. Comfort announcements, including position-in-queue, are played to callers waiting and music-on-hold can also be provided. TeamCall Plus also enables calls to be recorded in conjunction with the TeleWare intelligent Call Recording product.

### Key Benefits

Distributes calls to staff within a **Virtual Team** - team members can be at any location, using **any network** and **any telephony device**

Ideal for supporting **departmental, project-based** or **specialist teams**

Calls **distributed** on a priority or round robin basis

**TeamCall Plus** provides a basic level of contact centre functionality, including **call queuing** with **announcements, music-on-hold** and the option to **record calls**

### Delivery / Upgrade

All applications are scalable and can be integrated into the customer's existing infrastructure or provided as a hosted service on a pay-as-you-go basis.

# Features and Benefits of TeamCall

Feature	Description	Benefit
<b>Virtual Team Working</b>	Team members are intelligent Number (iN) or intelligent Assistant (iA) users and are able to work as part of a team irrespective of their location.	Supports flexible, location independent working. Operates over any network to any device.
<b>Distribution of Calls</b>	Calls can be distributed to a team member in one of two ways: priority (linear) or round robin (circular).	The way in which calls are allocated can be matched to a team's particular requirements.
<b>Support for Multiple Team Numbers</b>	Any number of teams can be set up, each team being associated with its own telephone number for inbound calls.	Enables unlimited number of teams to be created to support organisations of any size and structure.
<b>Multiple Team Memberships</b>	iN or iA users can be members of any number of teams. They can be automatically registered to their teams when registering available to their personal number or can register available to specific teams as appropriate.	Provides an adaptable solution to fit specific needs of the organisation.
<b>Whisper Transfer</b>	On answering a call for a team, the team member is informed of the name of the team called.	Allows users to distinguish between calls to their personal number and a team, enabling them to answer appropriately.
<b>Team Mailbox</b>	Where call queuing is not available and calls remain unanswered, the caller is able to leave a message in the team voice mailbox. Team members can be alerted to the arrival of new messages and access the team mailbox using TeleWare Web Assistant.	Ensures all calls are dealt with and saves callers from having to call back again.

## Additional Features Supported By Teamcall Plus

<b>Call Queuing</b>	Calls can be held in a queue when no team member is available to answer immediately. Announcements, including position-in-queue, can be played to the caller. The option to leave a message is available to the caller.	Announcements help reassure callers. Helps avoid missed calls and reduces dropped calls.
<b>Music-on-Hold</b>	Music can be played to callers who are waiting for their call to be answered personally. A number of royalty-free tracks are provided and custom tracks may be added.	Helps reassure callers that they are still connected and reduces dropped calls.
<b>Recording of Team Calls</b>	Calls can be recorded for future reference irrespective of users' locations, even when on a mobile or home telephone, and without requiring any remote recording equipment.	Provides an accurate record of what was said during a call.



# Creating Virtual Contact Centres

## What it is

intelligent Contact Centre (iCC) handles in-bound customer enquiries like a well-run call centre but without the need to have staff at a single location and without investment in centralised call centre equipment.

## The proposition

Agents spread across a wide geographic area can handle incoming calls as a virtual team, with the flexibility of using a wide variety of standard telephone handsets; internal, external, fixed or mobile, on any network at any worldwide location.

The ability to support wide area call distribution makes this contact centre solution a particularly attractive proposition for small departmental contact centre and helpdesks and for handling contact centre overflow situations or providing an out-of-hours service using home-based workers.

The solution supports a wide range of standard call centre functions, including call queuing and announcements, call routing that can allow for agent wrap up time and longest waiting agent, supervisor mode and wallboard support for monitoring and control, call recording and statistical reports for management cost accounting and performance evaluation.

## How it works

iCC can be configured to allow agents to register their availability to receive calls at any location, over any network, to any telephone handset.

The size of the contact centre can be scaled around the number of concurrently available agents.

Calls can be dynamically queued with the ability to customise queue details as announcements. An option to incorporate the position-in-queue of the caller is supported. Maximum queue length and additional time parameters can be applied.

Supervisor options include the ability to listen to an agent's call, whisper to the agent and join the call at any point. There is also a web-based application that displays productivity statistics for each team and team members.

All calls or calls for specific agent teams or inbound numbers can be recorded in conjunction with the TeleWare intelligent Call Recording (iCR) application.

## Key Benefits

Dynamically supports small professional contact teams **without investment in complex call centre solutions**

Works with **existing phone systems** – no new hardware needed

**Increasing choice** and **supporting flexible working**

**Location, network and device independent** contact teams

**Supervisory functions** for information and control

Supports physical **wallboards** and 'virtual' wallboards via browser interface

## Delivery / Upgrade

All applications are scalable and can be integrated into the customer's existing infrastructure or provided as a hosted service on a pay-as-you-go basis.

# Features and Benefits of intelligent Contact Centre

Feature	Description	Benefit
<b>Wide Area Call Distribution</b>	Calls are distributed to an available agent who may be registered at any location. The service is particularly suited to providing out-of-hours and emergency service cover utilising home-based staff.	Allows the customer to optimise costs by making best use of available resources.
<b>Flexible Teams</b>	Agents may be members of more than one team. Agents can log in and out of a team as required. Creates virtual teams without any restriction on geographical location.	Allows the customer to optimise costs by making best use of available resources.
<b>Call Queuing</b>	Calls can be held in a queue until an agent becomes available.	Avoids caller getting 'busy' tone. Reduces the risk of callers hanging up if not connected to an agent immediately.
<b>Announcements</b>	Customised service announcements and position-in-queue announcements can be played to callers while waiting.	Helps reassure callers that their call will be answered. Reduces the risk of callers hanging up if not connected to an agent immediately.
<b>Music-on-Hold</b>	Music can be played to callers while waiting. A number of royalty-free tracks are provided as standard and custom tracks can be added.	Helps reassure callers that their call is still connected and will be answered. Reduces the risk of callers hanging up if not connected to an agent immediately.
<b>Call Handling Controls</b>	Calls are distributed to agents using a variety of methods, including longest available agent, and agents can be members of multiple skill groups.	Ensures calls are handled efficiently and effectively in the way that best suits the business.
<b>Wrap Up</b>	Processing time after each call can be configured for team members with the flexibility of overriding if not required.	Allows agents time to complete tasks associated with each call before answering the next call.
<b>Supervisor Functions</b>	A web interface allows the team supervisor to listen to an agent's call, to whisper to the agent or to join the call.	Allows the team supervisor to monitor agents calls and offer assistance if needed.
<b>Call Recording</b>	Used in conjunction with the intelligent Call Recording application (iCR), calls can be recorded, even when agents are 'off-site'. No remote equipment required.	Cost effective solution to satisfying statutory requirements and corporate needs.
<b>Management Reporting</b>	A wide range of real-time management information and statistical data is available. Data can be displayed on virtual wallboards on any PC using a browser interface.	Enables managers to monitor and optimise performance levels to meet performance targets.
<b>Customised Solutions</b>	iCC can be front-ended with interactive voice response and auto attendant services, customised using the TeleWare intelligent Application Builder suite.	Solutions can be implemented and easily modified to meet changing operational requirements.

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