

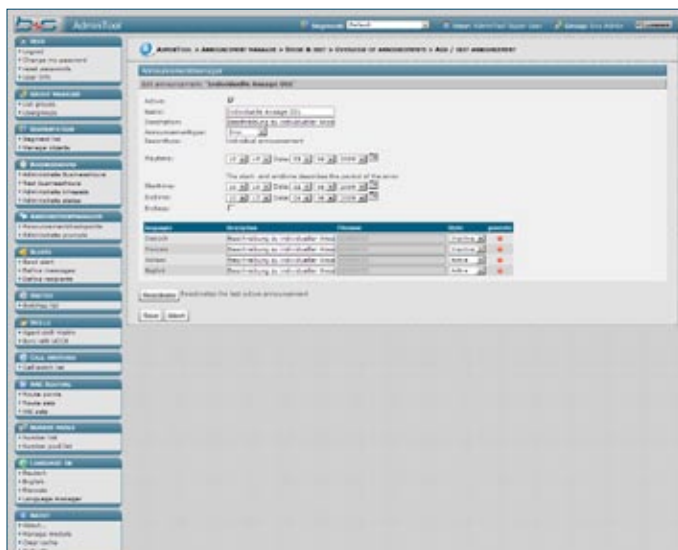
AdminTool by Bucher + Suter

User-friendly administration and configuration tool for contact center supervisors.

AdminTool is a highly intuitive Graphical User Interface for the non-technical supervisor who is responsible for contact center administration and management.

Supervisors can use AdminTool to manage agent passwords, segmentation, agent groups, holiday schedules, hours of operation, announcements, skill sets and number pools lists. Different authorization levels are supported for each supervisor. Using segmentation, administrators can grant certain users administrative access to certain departments.

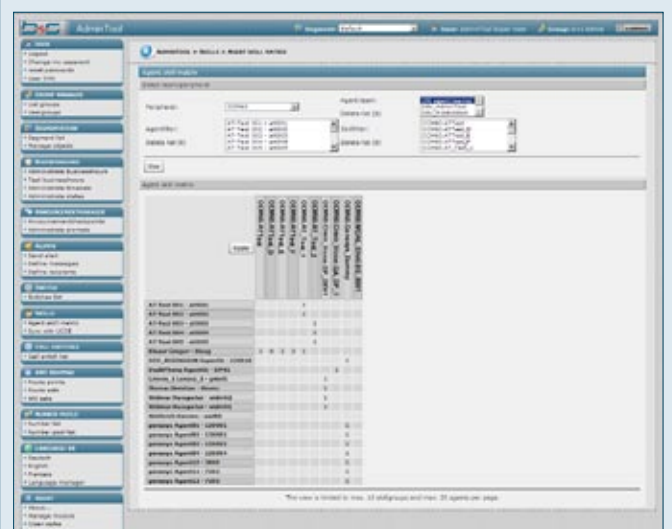
Supervisors can enter announcement text in different languages and the system will automatically convert new or updated announcements to voice utilizing Text to Speech (TTS).



Announcement Manager

Product Benefits At A Glance:

- AdminTool is tailored to contact center supervisors and non-technical personnel
- Simple management of organizational data
- Easily manage announcements from anywhere
- Real-time configuration
- Outsourcers: multi-tenant capability with segmentation
- User access control with authorization levels



Agent Skill Matrix

AdminTool is completely web-based. There is no need for local installations on the user workstations. AdminTool is available in English, German, Italian and French.

AdminTool by Bucher + Suter

AdminTool Functionality:

- Department/data segmentation
- Clearly arranged user interface
- Anytime menu bar that is always visible to ensure quick and easy navigation
- Group Manager feature for enabling and restricting access rights

- Announcements (including time/date control)
- Business hours
- Call switches / ANI routing
- Agent groups
- Number pools
- Skills / Agent skill matrix
- Callflows

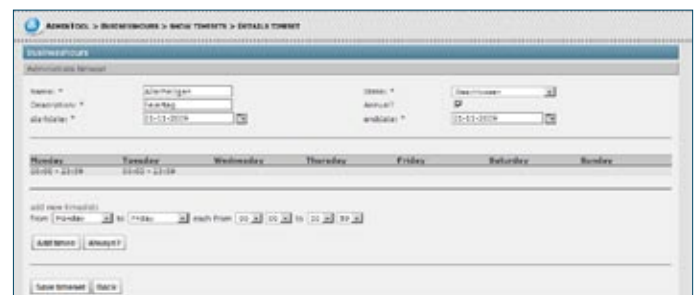
Platform Support:

Workstation

- Windows OS
- Browsers supported:
 - Internet Explorer
 - Firefox

Cisco ICM & UCCE versions

- 6.x and higher



The screenshot shows the 'Business Hours Setup/Edit' interface in AdminTool. It includes a breadcrumb trail: 'ADMIN TOOL > BUSINESS HOURS > NEW TIMESET > DETAILS TIMESET'. The main form is titled 'Business Hours' and contains several input fields: 'Name' (set to 'Aller Morgen'), 'Status' (set to 'Inactive'), 'Description' (set to 'Lunch'), 'Start Date' (set to '11-11-2018'), and 'End Date' (set to '11-11-2018'). Below these fields is a table for defining business hours for each day of the week (Monday through Sunday). The 'Monday' row shows a time range from 08:00 to 21:00. At the bottom, there are 'ADD NEW' and 'DELETE' buttons, and a 'Save Changes' button.

Business Hours Setup/Edit

