



DeskPhone by Bucher + Suter

Simple to use contact center agent application for managing voice and multi-channel interactions.

DeskPhone by Bucher + Suter is an agent Graphical User Interface for managing phone calls, e-mails, Voice Mail and web call back requests. The application provides full softphone operation, detailed Real Time Displays and a variety of integration options for address books, additional media channels and third-party applications such as Customer Relationship Management and ticketing systems.



Product Benefits At A Glance:

- Simple user-friendly operation for inbound and outbound tasks
- Interaction handling is fully integrated into the user interface
- Multilingual capability
- Modular structure to facilitate customization
- Open interfaces for the integration of third-party applications
- Simple creation of group and individual speed-dial lists
- Optional b+s GraphicServer for multi-channel, detailed Real Time Displays

Agent Intelligence

Agents who work in multiple groups can instantly see the call type and details about the call, thus reducing handle time and improving customer service. After the call, the DeskPhone presents agents with configurable wrap-up reason codes which can be used in management reporting and tracking. DeskPhone also displays completed calls, missed calls and dialed numbers so that agents can view detailed information about each call and click to dial.

DeskPhone is easy to use, easy to configure and is available in English, French, German and Italian.

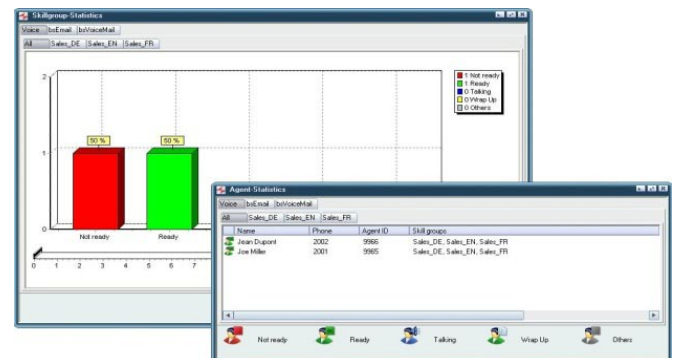
DeskPhone utilizes easily recognizable color coded icons and graphics, enhancing the user's ability to track status changes and alarm situations at a glance.

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DeskPhone uses open standards and can integrate with a wide variety of third-party applications such as Customer Relationship Management, help desk and ticketing systems. DeskPhone can also access customer Databases and pop information onto agent screens with each interaction, regardless of the communication channel the customer chooses.

GraphicServer by Bucher + Suter

The GraphicServer plug-in option is a separate component available from b+s that can be added to DeskPhone to display a variety of real-time call center data to agents and supervisors.



At a glance agents and supervisors can see statistics for each skill group and/or the entire contact center.

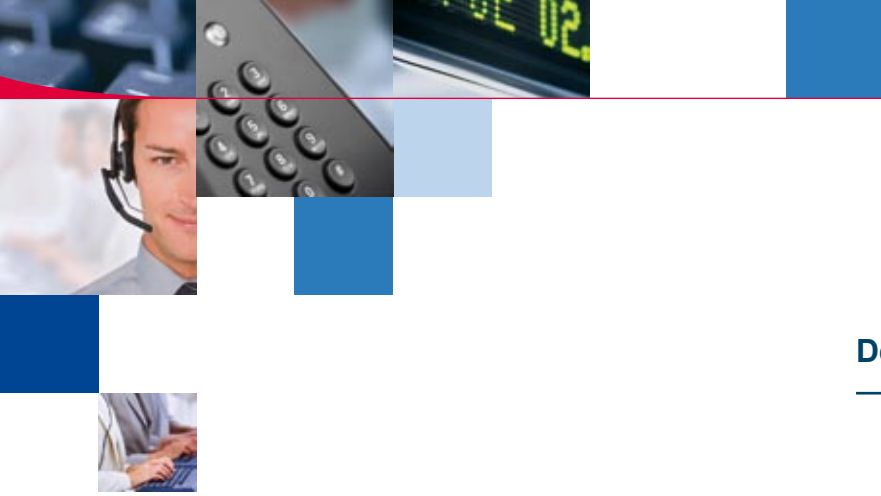
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Functions:

- Agent login
- Agent state management
- Outbound dialing (manually or via speed dial list)
- Inbound call handling
- Outbound Calling Campaigns
 - Preview mode
 - Predictive mode
 - Progressive mode
- Wrap-up reason codes
- Call history lists (including missed calls)
- Hot-key operation support
- Status display in the Windows taskbar
- Media-routing task handling for e-mail and Voice Mail
- Real time agent and skill group statistics
- Optional: mobile agent



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GraphicServer's multi-media Real Time Displays provide supervisors with group statistics, agent statistics, agent status and multi-site views for phone calls, e-mails, faxes, Voice Mails and web call backs. The data can be display in a graphical or columnar format and configured with color -coded thresholds to give supervisors easy to read and detailed information to improve agent performance and effectiveness.

Technical Data:

Operating Systems supported:

- Windows 2000 Professional SP4
- Windows XP SP2
- Windows Vista

Cisco UCCE and ICM versions supported:

- Version 6.0 and higher

Advantages:

- Increased efficiency and simple operation
- All tasks handled in one unified interface
- Flexible and customizable
- Investment protection: DeskPhone can integrate with existing applications such as CRM, ticketing systems, help desk, e-mail etc.

