



## 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, text chats, 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.



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

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, 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 uses open standards and can integrate with a wide variety of third-party applications such as Customer Relationship

### 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 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

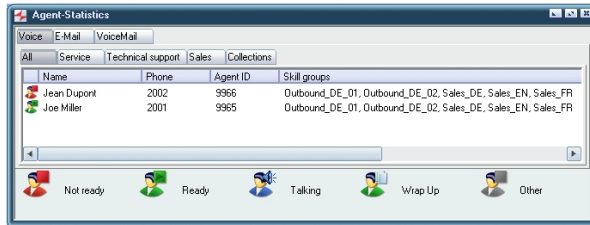
Management, help desk and ticketing systems. DeskPhone can also access customer Databases and pop information onto agent screens with each interaction, regardless of the communication channel the customer chooses.

### Features:

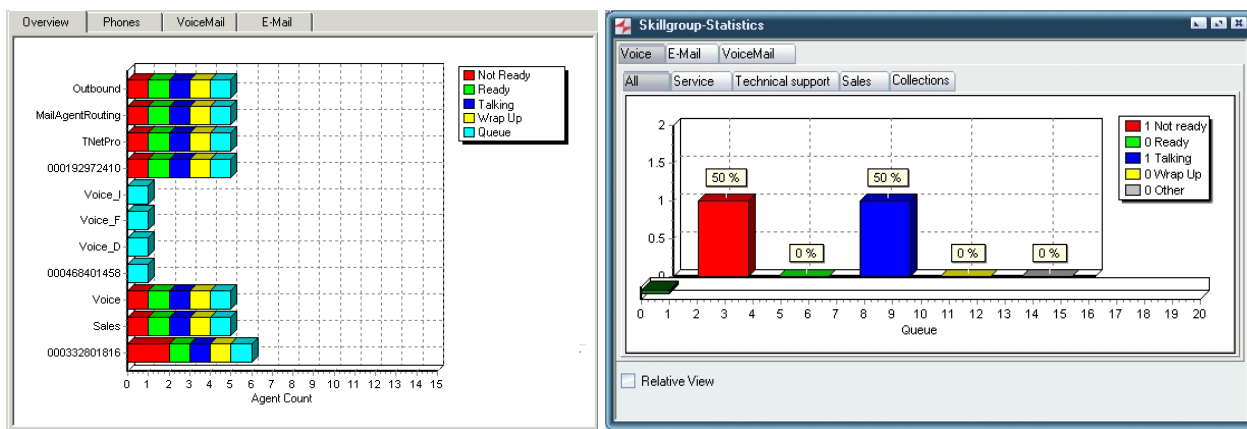
- Agent state management
- Outbound dialing (manually or via speed dial list)
- Inbound call handling
- Outbound calling campaigns
  - Preview mode
  - Predictive mode
  - Progressive mode
- Wrap-up reason codes
- Call history lists (including missed calls)
- Status display in the Windows taskbar
- Universal queue: routing and handling of e-mail, Voice Mail, text chats and web call back requests (requires b+s MediaRouting)
- Real time agent and skill group statistics
- Optional: mobile agent

# 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. 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 displayed in a graphical or columnar format and configured with color coded thresholds to give supervisors easy to read, detailed information to improve agent performance and effectiveness.



The agent view shows individual agent status, organized by skill group.



The skill group view shows agent activity within each group, organized by interaction & service type.

Peripheral Service	Talking	Queued	Delay	Longest	Offered 5	Handled 5	Handled 5...	Abandone...
Sales	5	2	90	95	5	4	80%	1
SVC_BS60	8	1	177	180	2	2	100%	1
Voice	4	2	72	73	3	2	67%	1
TNetPro	6	4	55	59	4	3	75%	1
KUDI	2	2	27	32	1	1	100%	0
MailAgentRouting	3	4	32	37	6	5	83%	1
Outbound	2	0	0		0	0	0%	0

The skill group view in columnar format provides detailed statistics organized by service type.



The b+s GraphicServer can be minimized to a tray icon in the taskbar. The colors are a visual alarm to indicate that the number of interactions in queue has exceeded a user defined threshold.

## DeskPhone System Information

### Agent PC OS supported:

Windows 7  
Windows XP SP2  
Windows Vista

### Supported UCCE Versions:

6.0, 7.x and 8.x

## GraphicServer System Information

### Operating Systems supported:

Windows 2000, 2003 & 2008 Servers  
Windows XP SP2  
Windows Vista

### Supported UCCE Versions:

6.0, 7.x and 8.x