



OVERVIEW OF THE TCL "SuperQ" CONTACT CENTRE SOLUTIONS

We realise that many of your clients will initially only want to use certain aspects of our Contact Centre product but we outline below its full capabilities in order that they may decide which parts of the system may be of interest immediately - and some features may be useful in the future.

We are able to offer our clients the *"best of breed"* CTI technology with a solution which has been designed and developed in New Zealand to service the emerging Contact Centre market utilising the latest Computer Telephony Integration (CTI).

There are four main Modules in *"SuperQ"*: -

- ▷ **IRM (Intelligent Routing Module)**
- ▷ **Call Progression Module**
- ▷ **Supervisor Module**
- ▷ **Reporting Module**

We highlight a few of the main benefits of each module below.

IRM (Intelligent Routing Module)

Once upon a time all calls arriving at an organisation were handled with equal urgency - queued in the order of receipt.

Today the motto is: -

"All calls are equal but some are more equal than others"

Most businesses get **80%** of their business from **20%** of their clients and want to quickly identify those clients for priority attention.

By recognising the DDI, CLI, PIN Number, Product Number, Service required, originating destination of the caller, etc - the IRM can place that call in any one of 32 Queues - each queue can have up to 9 Priorities.

That is **285 ways** to prioritise incoming calls - the Priority can be set by the IRM inter-acting with your own Customer database and using any field in that database to give the client the priority (eg YTD spend with you). It can be used to take remote 0800 calls before local 0800 calls. The options are open ended.

Call Progression Module

Having established the priority for the call it will be sent to the Agent best suited to efficiently deal with the call (skills based routing).

In a busy environment the caller will periodically be offered various options - such as to enter their telephone number and an operator will call them back (known as **CallBack**) or leave a **Voice Message** for an Agent or Operator to act upon when free.



When the Agent or Operator selects a call from the PC Screen of **"SuperQ"** they will (if a database of clients is being used) - actually see and know who is calling before they speak to the caller (this is called **"screen-pop"**) - or know what is expected of them when they speak.

For example **"Welcome to Clarks Telephone Services –this is Mary- how may I help you?"**

On finishing the call the agent will have a pre-set time to complete the details of the call before taking the next call (this is called **"wrap-up"** time).

A **Resolution Code** for every call is entered during the "wrap-up" stage and can provide valuable information as to the types of calls Agents are handling and at what times and in what volumes.

Supervisor Module

The Supervisor is able to **dynamically** see on their screen the status of every Agent logged on and the number and type of call in each and every Queue. They can change Agents from one queue to another "on the fly" if necessary. The Supervisor (and Agents) can send immediate messages from screen to screen about various calls - in the event of transferring a call to someone else.

Many other Supervisor functions are available to ensure comprehensive management of the call centre.

Reporting Module

All data is logged and available for the **Report Generator** to produce customised and "ad hoc"

The Report Generator is extremely flexible and can provide reports: -

by queue - by agent - by call type - by time of day/week/month etc

Even more impressive is the **Graphical Module**, which can graph any Report into Line, Pie, 3D or other graphical image for use in final reports and can be exported to MS Word or Excel.

Other Service Offerings

Because **"SuperQ"** is modular and uses Windows2000 or XP operating systems on standard PC Pentium architecture - other modules can be added later. For example **IVR functions, Voice Mail, Record on Demand or Faxback Services.**

All this from one NZ company and all integrated to back up your own Technicians for maximum customer service.

"SuperQ" and **"SuperDesk"** are the forerunner to the inevitable desktop telephony, which we will all embrace, in the next decade and is therefore "future proofed" to the extent that any technology can be in this era.

We would welcome the opportunity to arrange a demonstration of **"SuperQ"** or **"SuperDesk"** at your convenience as "a picture is worth a thousand words etc".

Alec Todd CA, MNZCS

Director

DDI +649 481 1124

My E-Mail address is alect@tcl.co.nz

Please visit our Web site at www.tcl.co.nz for more information

We can arrange a personal Web Demo right in your office – anywhere in New Zealand

