



# Contact Center Business All-in-One Enterprise (BAiO-E)

## Overview

Hawaiian Telcom provides an integrated Contact Center service, which can be used stand alone or in conjunction our Business All-in-One Enterprise service.

Contact Center helps businesses and organizations deliver a connected digital experience, enabling contextual, continuous, and capability-rich journeys for your customers, across time and channels. Our solution supports up to 400 agents and is designed for midmarket companies or enterprise branch deployments. Secure and highly available, it supports powerful agent-based services and fully integrated self-service applications, including Automatic Call Distributor (ACD), Interactive Voice Response (IVR), Computer Telephony Integration (CTI), and digital channels including email and chat, and customer experience management tools.

Contact Center helps deliver each of your callers to the right agent the first time. It enables this accuracy with sophisticated business rules for inbound and outbound voice, email, web chat, and customer interaction management. Cisco Unified CCX also offers numerous agent and desktop services and can scale to larger, more demanding environments.

## Agent Capabilities and Benefits

**Cisco Finesse Desktop** – is a next-generation agent and supervisor desktop embedded with Contact Center. It includes an intuitive, easy-to-use design to help improve the performance of customer care representatives. Finesse supports inbound and outbound contact center functions and serves as the main interface for both agents and supervisors.

**Customer Surveys** – are available through the optional WebEx Experience Management module that enables businesses to conduct post-call surveys via IVR, email, and SMS channels. Both agents and supervisors are able to view the performance reports from these surveys.

**Home and Remote Agents** – provides users with the ability to work remote and extend the capabilities beyond the physical call center. This capability allows the user to select different devices as their device of choice while logging into the Finesse desktop.

**Interactive Voice Response (IVR) and Self-Service** – provides an integrated, ready-to-use IVR solution, including an IVR queue point, customer call treatment, deep voice menus, custom voice prompts, and the ability to process phone-keypad presses through DTMF. This type of processing allows routing decisions or screen pops to be presented to the agent. Self-service technologies such as Automatic Speech Recognition, Text to Speech, and VoiceXML are supported.

**Desktop Chat** – this feature enables agents to chat with other agents and supervisors, as well as experts outside the contact center.

## Management Capabilities and Benefits

**Supervisor Features** – advanced supervisor capabilities allow supervisors to manage queues, business hours, prompts, and outbound campaigns which allows them to optimize contact center efficiency. Supervisors have the ability to monitor critical performance metrics that allow managers to coach, train, and encourage agent behavior so that agents can consistently perform their job functions and process calls efficiently. Supervisors can chat, broadcast messages, monitor calls, barge in, and manage agents in and out of active call queues.

**Workflows** – Finesse allows for easy configuration of complex screen-pop actions using HTTP and REST APIs. Administrators can setup workflows for voice and digital changes using a logic-based intuitive interfaces. Finesse workflows can trigger two actions: REST API calls and browser-based screen pops.

**Administration** – web-based administration provides a run-anywhere, enterprise-wide point of control for single or multisite contact centers. This feature allows a wide range of real-time reporting statistics across all activity within the contact center, regardless of agent or supervisor location for all calls in process.

**Integrated Service-Creation Environments** –Contact Center offers a service-creation and scripting environment for mapping business rules to call flow behavior and call treatments. A visual editor provides a simple drag-and-drop, easy to understand interface for building powerful, custom, business communications applications.

**WebEx Workforce Optimization** – there are three optional add-on services that provide workforce optimization tools:

- **Quality Management** provides tools to help manage personnel efficiently to deliver consistent customer services that matches your business goals with workforce management.
- **Workforce Management** provides tools to allow supervisors to create and manage schedules, capacity planning, and budgets.
- **Analytics** integrates speech, desktop, and text analytics in a single unified tool.

## Multichannel Options

In addition to voice, there are two multichannel options available with Contact Center. These options include email and web chat. We support Outlook, MS Office 365, and Gmail email platforms

**Outbound Dialing** – this feature offers direct preview, progressive, and predictive outbound dialing with the Finesse desktop as well as outbound IVR capabilities. This capability allows you to build campaigns to use preview dialing that is integrated with inbound calls to provide a blended inbound/outbound solution.