



Soft Console

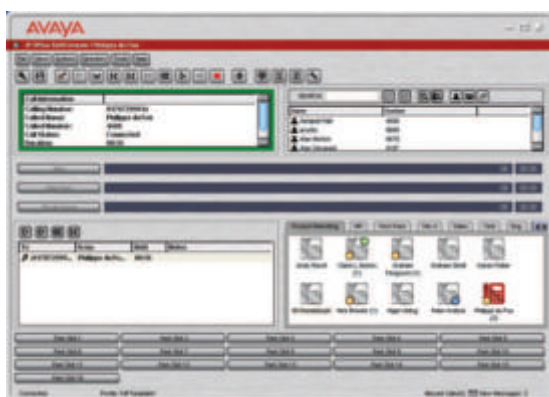
...power to the desktop

What is it?

SoftConsole is a PC based operator console that provides the user with a comprehensive range of features and functions to enhance call handling. SoftConsole provides a display of call information and allows the user to manage call flows from the PC resulting in a better customer experience.

Deployment of the SoftConsole provides the user with the correct information to prioritise call handling and give the appropriate response to the caller. At the same time, the user can maintain visibility of the number and type of calls waiting and so ensure that clients are greeted in a professional manner, helping to enhance the image of the company.

Users of SoftConsole are typically receptionists. However, due to the powerful functionality that the application offers, supervisors and managers will equally benefit from using SoftConsole.



Benefits

Increased Productivity

For a business to sustain competitive advantage, increasing worker productivity is a fundamental objective. Deploying SoftConsole in a business will considerably enhance productivity by allowing users to:

- Manage calls more efficiently and effectively through the □point and click□ SoftConsole GUI
- Customise the SoftConsole application to suit the individual needs. For example, every user can have their own unique call queues and busy lamp fields, which will improve call handling.

Save Money

Deploying a SoftConsole solution will result in considerable cost savings. For example:

- Basic analogue telephones can be combined with SoftConsole to provide features and functionality normally associated with expensive digital terminals.

Enhanced Customer Satisfaction

A SoftConsole solution provides a cost-effective way of enhancing customer satisfaction and ultimately customer retention. For example:

- Queue manager allows for better prioritisation of calls resulting in better call management.
- Call scripts allow for calls to be answered more professionally and personally, which enhances the customer experience.



Market Drivers

Enhance the customer experience...

Exceptional customer service is a fundamental requirement for every successful business. Exceeding customer expectations and enhancing the customer experience will give your business an unrivalled competitive edge. A happy customer will remain loyal whereas a customer, who has experienced poor service, is likely to shop elsewhere. Deploying a SoftConsole solution will enable your business to greatly improve the customer experience with minimal investment. This will ultimately lead to customer retention and increased profitability.

Reduce costs while improving productivity...

In an increasingly competitive environment it is vital to improve the way your business operates while at the same time reducing costs. A SoftConsole solution can be combined with basic analogue telephones yet still allow employees to benefit from the sophisticated functionality normally only associated with expensive digital terminals.

The user friendly GUI designed for SoftConsole means that a simple 'point and click' will perform a function such as; park a call, setup a conference call or transfer a call direct to voicemail. These functions sometimes involve a series of key presses on normal telephones and therefore increase the chance of calls being misdirected, cut off or a customer being placed on hold too long. The simplicity of SoftConsole allows the user to manage calls with more confidence and streamlines the flow of communications - increasing productivity.

Key Features

As SoftConsole has been designed to be intuitive and easy to use, many of the key features can be used without comprehensive training. Therefore, the benefits of deploying a SoftConsole solution can be seen from the day of installation.

Key features of SoftConsole include:

- **Caller information** - name and number of calling and called parties.
- **Directory Panel** - for point-and-click routing to contacts; internal users, groups and external users. Internal user details can also be seen and changed by the SoftConsole user from this panel.
- **Script Files** - these can be created to provide a SoftConsole user with information based on the called or calling number. For example; an operator may be answering calls on behalf of more than one company. To ensure the call is answered with the correct company name a script file can be created with the company's details. The script file is displayed whenever a call is received for that company.
- **Conference Rooms** - SoftConsole users can quickly setup conference calls and manage these easily from two Conference Rooms.
- **Queue Panel** - Up to 8 call queues can be created for hunt groups to graphically show external incoming queued calls. This allows for more effective call management and various alarm thresholds can be configured such as the number of calls in queue and longest waiting call time.
- **Busy Lamp Field (BLF) Panel** - the status of internal users is indicated by the BLF panel. Each User icon provides information on individual users such as: Unread 'User' voicemail messages, User status information e.g. Busy, DND and Forwarded, or Tabs can be configured to indicate different groups of BLF icons.
- **Park Slot Panel** - This can contain up to 16 system-wide park slots with specific Park ID's for each slot.