

Chat Contact Center Application

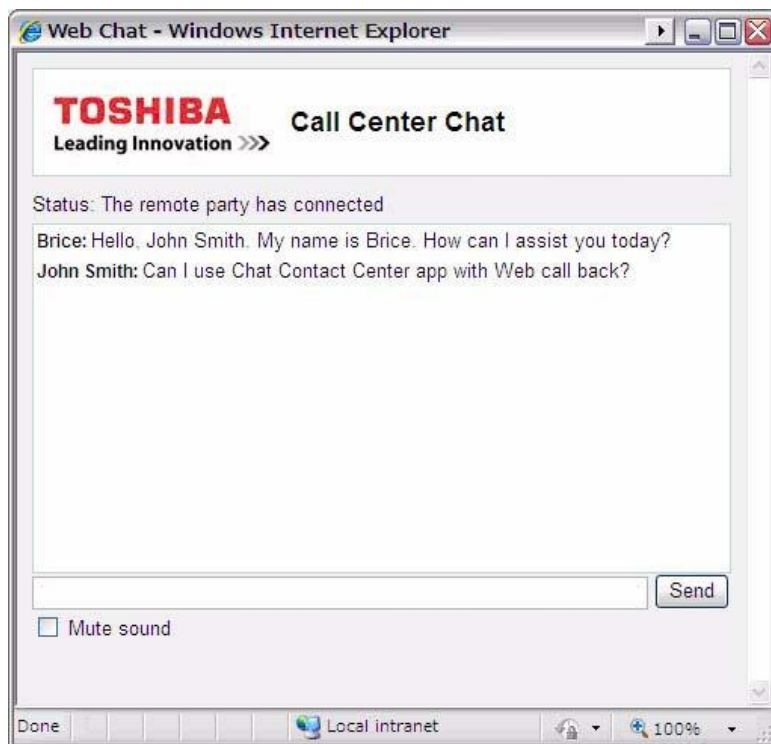
Web Callback application was introduced as the first Multimedia Contact Center application for Strata ACD, and it has been widely used by customers to take advantage of web technology to increase customer reach by providing web surfing customers with another way to contact the contact center.

The new Chat Contact Center application adds another web based communication tool and enables customers to further extend the call center capability on the web and provides them with access to the call center via chat as an alternative to a voice conversation.

Overview

Chat is a semi-realtime communication method which adds another media of the communication to users. There are many web sites that already offer the chat option for the sales assistance as well as for technical assistance. For example, if a Technical Support person needs to spend some time to investigate a question from the user, the user can continue to surf the web while waiting for the response from the Technical Support person. Sales groups can assist users in placing orders while the user is on the web page. The Web Chat window is shown below.

Chat Contact Center application adds the Chat request icon on their web page so that users can request a chat which is sent to the web application on the Strata ACD. It delivers the request to an available agent similar to a voice call. Supervisors can generate the basic reports for chat requests.



Features

Chat Contact Center has the following features:

- Routing chat requests to different ACD groups based on information entered by the user, such as the subject.
- Limits the number of chat requests in ACD queue.
- Customizable initial and good-bye message with automatic insertion of customer name and agent name.
- Insertion of customizable canned messages during chat session.
- Realtime Chat transcript monitor.
- Basic reporting for chat activities – available reports (shown below) depend on customer operations.
- Customization is offered as professional services.

Queue by Hour Report

Queue : 513900 Name: ACD Grp #1 ()

Time Start	Total Calls Off'd	Total Calls Ans'd	Ans by 1st	Ans by 2nd	Ans by 3rd	Ans by 4th	TTA Avg Secs	Call Duration		Total Long Aband	TTAb Avg Secs	Total Short Aband	Sh Ab Avg Secs	Total Calls Inter	TTInt Avg Secs	TSF %	ASF %
								Total	Avg								
00:00	0	0	0	0	0	0	0	0:00:00	0	0	0	0	0	0	0	0.00	0.00
01:00	0	0	0	0	0	0	0	0:00:00	0	0	0	0	0	0	0	0.00	0.00
02:00	0	0	0	0	0	0	0	0:00:00	0	0	0	0	0	0	0	0.00	0.00
03:00	0	0	0	0	0	0	0	0:00:00	0	0	0	0	0	0	0	0.00	0.00
04:00	0	0	0	0	0	0	0	0:00:00	0	0	0	0	0	0	0	0.00	0.00
05:00	0	0	0	0	0	0	0	0:00:00	0	0	0	0	0	0	0	0.00	0.00
06:00	0	0	0	0	0	0	0	0:00:00	0	0	0	0	0	0	0	0.00	0.00
07:00	0	0	0	0	0	0	0	0:00:00	0	0	0	0	0	0	0	0.00	0.00
08:00	1	0	0	0	0	0	0	0:00:00	0	0	0	0	0	1	0	100.00	0.00
09:00	23	0	0	0	0	0	0	0:00:00	0	11	9	1	6	11	0	100.00	0.00
10:00	3	0	0	0	0	0	0	0:00:00	0	1	9	1	5	1	0	100.00	0.00
11:00	0	0	0	0	0	0	0	0:00:00	0	0	0	0	0	0	0	0.00	0.00

Agent Unavailable Reason Report

Agent : 3002 Name: Agt #51-3002 ()

Time Start hh:mm	Generic Unavailable		Unavailable		Web Chat Web_Chat		Totals	
	Count	Duration	Count	Duration	Count	Duration	Count	Duration
09:00	13	0:00:49	3	0:00:05	4	0:28:34	20	0:29:28
10:00	0	0:00:00	4	0:00:07	1	0:01:34	5	0:01:41
Totals	13	0:00:49	7	0:00:12	5	0:30:08	25	0:31:09

System Requirements

Strata ACD Server Hardware Requirements

The Web Callback application can be installed on a MAS or MicroMAS running Strata ACD. To run it on a customer provided PC with Strata ACD, the minimum requirements are:

- Pentium® or Celeron® processor – 2.0GHz or above
- 20GB hard drive
- 1GB memory (2GB preferred)
- Windows® 2003 Server or XP Professional O/S

In addition, Chat php application and the database needs to be installed on the customer's web server.

Strata ACD Server Software Requirements

- Microsoft® Windows Server 2003 or Windows XP Professional
- IIS v. 5.0 or later
- Net Server v. 4.7.3 or higher
- ACD v. 2.4.9 or higher
- Strata Call Manager v. 7.0.2.7 or higher
- Web Callback license

Chat User Client Requirements

The following browsers have been tested to work with Chat Contact Center application:

- Internet Explorer 6/7/8
- Firefox 3.6
- Safari 5.0.1
- Opera 10.6
- Chrome 7.0

Licenses

Chat Contact Center, as a part of the Multimedia Contact Center, requires the license to be activated. There is one license part number for MAS systems and one for the standalone ACD system below. By activating one of the following license parts, the Chat application and Web callback can be activated.

Part number for Media Application Server and MicroMAS;

LICMAS-MMQBDL	Multimedia queuing – Web callback and Chat for MAS Provides users with the ability to request the call back on the web page and Chat. The system will distribute the request to the agent and make a callback call to the user or establish the Chat session. License for the system (LICMAS-MMQCBK) is required per system and included. Includes up to three hours of Technical Support hours which must be used within 90 days after the purchase. Requires the enhanced ACD system.
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ACD-MMQ-BDL	Multimedia queuing – Web callback and Chat for ACD Provides users with the ability to request the call back on the web page and Chat. The system will distribute the request to the agent and make a callback call to the user or establish the Chat session. License for the system (ACD-MMQ-CBK) is required per system and included. Includes up to three hours of Technical Support hours which must be used within 90 days after the purchase. Requires the enhanced ACD system.
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Chat contact center application requires the enhanced Strata ACD system and is not supported on the basic system. To upgrade to the enhanced system from the existing basic system, all the basic agents must be converted to the enhanced agents by LICMAS-UPGREN1 / ACD-UPGR-ENHD1.

Chat Contact Center requires that the Strata ACD system is covered by maintenance. Otherwise, Technical Support may not be provided.

Technical Support

Toshiba provides dealers with the technical support for the configuration of the Strata ACD system and admin interface.

Technical assistance for the web integration with or without using the widget requires separate technical support services which are provided as the time and material basis. Please consult Toshiba Technical Support to obtain the estimate for the support and purchase the support services.

Ordering

The Chat Contact Center application provides great value at a very low price. The latest Price Book on FYI has all the pricing information. Quote will be released by the end of November 2010 to configure Web callback and Chat contact center correctly.

Trademarks

Strata is a registered trademarks of Toshiba Corporation.

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