

Strata ACD Multimedia Contact Center Application

Toshiba is pleased to announce the immediate availability of the Multimedia Contact Center application for Strata ACD. Multimedia Contact Center application takes advantage of web technology to increase the customer's reach by providing web surfing customers with the option to contact the contact center.

The initial application is the web callback where the user initiates the callback request while surfing the web, and Strata ACD automatically calls the user's phone number specified on the web page. This new application can provide better service to customers by adding another method to access the contact center and reduce the call center operations cost by taking advantage of the web technology.

Web callback Overview

The Web Callback service enables users to place a callback request from the customer's website. This service gives users easy access to the contact center via the web. Most types of browsers are supported, including on the Mac.

The Web Callback Service easily integrates with a customer's existing web pages. This service is set up similar to the current voice based callback and the call center has the same ability to generate reports they currently use.

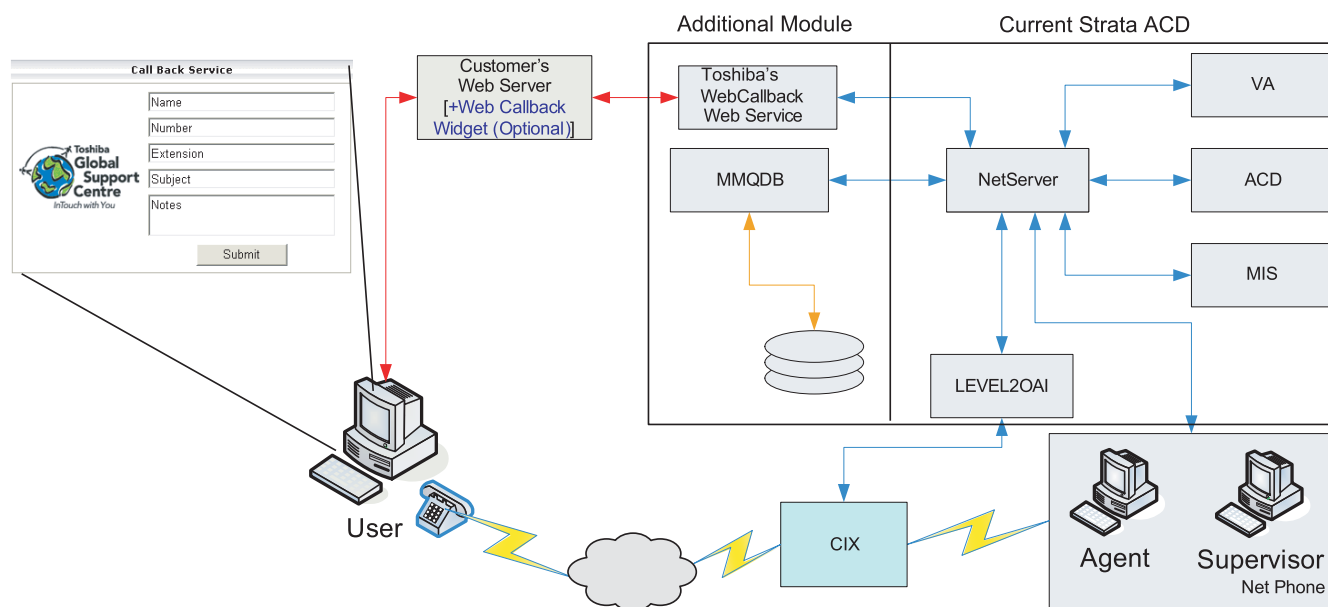


Figure 1 System diagram with Web Callback service

This service has the following features:

- Supports routing of callback requests to different ACD groups based on information entered by the users such as callback number, extension, name, and any additional custom information such as subject, notes, etc that is passed on the extra info field.
- Filters duplicate callback requests to the same callback number and extension.
- Limits number of web callback requests in ACD queue.
- Separates initial queue priority for web callback request.
- Supports virtual ACD queue (no corresponding Strata CIX pilot DN).
- Supports web callback counting similar to regular callback counting in TASKE / INSIGHT.
- Includes additional web callback statistics reports.
- Net Phone can show the user information such as name and/or subject collected through the web page when the callback request is made to an agent.
- Ready made web widget provided (includes source codes for ASP.NET, JAVA, and PHP). The basic Web callback widget that can be used on a customer's webpage. The widget can be customized for customer's web server environment.

Registration & Delivery Report

From: 04/20/2009 00:00 To: 04/30/2009 00:00 Interval: hourly

Generate Report

Web Callback Registration & Delivery Report

Period: 04/20/2009 00:00 - 04/30/2009 00:00

Interval: 60 minutes

Start Period	ACD Group	Registration							Delivery		
		Queued	Duplicate	QFull	Blocked	Unavailable	General Error	Total	Completed	Canceled	Total
04/20 09:00		1	0	0	0	0	1	2	0	1	1
	10540	1	0	0	0	0	1	2	0	1	1
04/20 10:00		1	0	0	0	0	0	1	0	1	1
	10540	1	0	0	0	0	0	1	0	1	1
04/21 11:00		1	0	0	0	0	1	2			0
	10540	1	0	0	0	0	1	2			0
04/23 09:00		1	0	0	0	0	0	1	0	1	1
	10540	1	0	0	0	0	0	1	0	1	1
04/23 12:00		1	0	0	0	0	0	1	0	1	1
	10540	1	0	0	0	0	0	1	0	1	1
04/24 08:00		2	0	0	0	0	0	2	0	2	2
	10540	2	0	0	0	0	0	2	0	2	2
04/27 08:00		1	0	0	0	0	0	1	0	1	1
	10540	1	0	0	0	0	0	1	0	1	1
04/27 10:00		1	0	0	0	0	0	1	0	1	1
	10540	1	0	0	0	0	0	1	0	1	1
Grand Totals		9	0	0	0	0	2	11	0	8	8

Figure 2 Sample Registration and Delivery Report

System Requirements

Hardware Requirements

Web Callback application can be installed on MAS or MicroMAS running Strata ACD. To run it on the customer provided PC with Strata ACD, the following is the minimum requirement.

- Pentium® or Celeron® processor – 2.0GHz or above
- 20GB hard drive
- 1GB memory (2GB preferred)

Software Requirements

- Microsoft Windows Server 2003 or Windows XP Professional
- Net Server version 4.7 or higher
- ACD version 2.4 or higher
- Net Phone version 6.4 or higher
- Web Callback 1.0 or higher

Note See the Web Callback Installation and Integration Guide for the supported Web Server information.

Licenses

Web Callback service requires the following licenses to be activated. There is one license part number for MAS systems and one for the standalone ACD system as follows.

Part numbers for MAS and MicroMAS and standalone ACD

LICMAS-MMQCBK	Multimedia queueing – Web callback for MAS Provides users with the ability to request the call back on the web page. The system will distribute the request to the agent and make a callback call to the user. One license is required per system. Requires the enhanced ACD system.
ACD-MMQ-CBK	Multimedia queueing – Web callback standalone ACD Provides users with the ability to request the call back on the web page. The system will distribute the request to the agent and make a callback call to the user. One license is required per system. Requires the enhanced ACD system.

Web Callback service requires the enhanced Strata ACD system; the basic system is not supported. To upgrade to the enhanced system from the existing basic system, all basic agents must be converted to enhanced agents by LICMAS-UPGREN1 for MAS systems or ACD-UPGR-ENHD1 for standalone systems.

Web Callback requires that the Strata ACD system be covered by a valid maintenance licence. Otherwise, Web Callback software goes into demo mode and technical support will not be provided.

Technical Support Services

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

Technical assistance for the web integration with or without using our widget requires separate technical support services which are provided on a time and material basis. Please consult Toshiba Technical Support to obtain an estimate for web integration support and purchase the appropriate quantity of support services, part (TECH-SUPRT-1HR).

Pricing

The Web Callback application provides great value at a very low price. The latest Price Book on FYI has all the pricing information, and the latest Quote on FYI to configure the Web callback application.

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