

# EVOLUTION AGENT MODULE & AGENT RECORDING

The Agent Module is the module through which all communications interact and calls reach the agent and the agent desktop. The Evolution agent interface is a desktop application that provides control of the agent's telephony. When a call is received or taken or when the automatic dialer presents an outbound call, the agent is notified by an audible tone on their headset and by a flashing pop-up on the display.

Actions and events are logged for monitoring and reporting purposes for very powerful control and monitoring of agent and call activity.

In today's intense, competitive business world, the front line is the Contact Center providing agent services. Here, companies are constantly interacting with customers and making impressions that positively or negatively affect future business. Managers are faced with key decisions on how to improve customer satisfaction while boosting productivity. As competitive pressures build, they urgently seek the win-win scenario of lowering total cost and raising service quality. The information technology solutions they are after reside in Alston Tascom's Evolution System. At the core of the Evolution's ability to deliver on this promise is, simply put, effective automation of the workflow process.

Since improved operator efficiency and workflow automation are core objectives, the complete solution must provide callers with automated, interactive transaction processing. For this reason, the Evolution System utilizes integrated Interactive Voice Response (IVR), Speech Recognition, Text-To-Speech and Voice Mail to assist the operators and the callers. Operators are presented with custom designed templates for data input with "jump" script capability, pull down menus, "pop-ups", automatic data entry from internal or external databases, and instructions.

The Evolution System:

- **Improves Operational Efficiencies** - Heightened satisfaction results when callers consistently experience fast, efficient call handling. Simultaneous with this critical customer benefit is the significant savings in work time that operational efficiency generates.
- **Enhances Work Force Management** - An optimized force management process enables you to more precisely estimate work force requirements, avoiding unnecessarily high resource costs. Typically, improvements in work force schedule efficiency result in a substantial reduction in scheduled operator hours, and thus fewer people on the payroll.
- **Provides State-Of-The-Art Technology** - Productivity gains and cost savings quickly add up when optimal hardware and software are provided for integration into existing operations.

**Alston Tascom's Customer Care Offers:**

- Technology Architecture Assessment and Implementation
- Design Services
  - Virtual Call Center
  - Service Order Management
  - Customer Contact Optimization
  - Customer Care Operations Optimization
  - Customer Care as a Competitive Advantage
  - Project Management
  - Call Center Design/Consolidation
  - Form Template Design

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The design philosophy for Alston Tascom's Evolution System is the use of open standards and interfaces, industry standard hardware, and PC-based operator positions. Our platform provides many innovative and unique features for operator services, some of which are:

- A universal workstation that enables agents to sit at any position and take all the types of calls that they are trained to handle
- A centralized data warehouse holding detailed information about every call that the platform handles (used for both historic and real-time reporting)
- The capability to have automated, branded welcome messages at call presentation
- The ability to use automated scripts on voice servers (with voice recognition, if desired)
- Creation of call detail records for all calls handled by the platform, which are automatically transferred to the corporate billing systems
- Automation that significantly reduces operator services cost, enhances operator efficiency and caller satisfaction resulting in:
  - Lower operator work time by automating initial greeting and trimming the caller's response
  - Consistent quality branding, greetings and prompts
  - Specific information is obtained based upon prompts
  - Elimination of operator voice strain due to repetitive prompting
  - Pre-populating search fields further reduces operator work time
  - Routing to specialized operator teams based on incoming call criteria allows for customized service offerings
  - Callers receive fast, accurate service.

## Agent Recording

The **Evolution** provides automatic call recording of conversations with callers. The caller can be advised of (potential) recording either verbally by the agent, or automatically through the IVR.

The Log Administration program is used to find specific log files using one or more of four different search criteria. For example, a search can be made for log files of inbound calls for the last ten days, including the current day, to a specific client, with a specific caller ID, that were answered by a specific agent. The log files can easily be emailed to the client.

No additional hardware is required in order to accommodate agent recording.

## Wall-boards

The Evolution system can support physical wallboards.

## Screen-boards

The Evolution system provides the ability to display wallboard-type information on a PC screen. For example: Agents Available per Service, Number of Calls Waiting in ACD Queue, Total Calls Today, and Average Wait-time per Service. The exact information to be displayed is configurable.