

"The eQueue is incredibly flexible and powerful, and we can easily modify the system to do whatever is needed for our clients."

—Steve White,
Chairman and Chief Executive Officer,
Taction

Optimal Staffing with WorkForce Management

Having the right resources in place and engaging in the right activities at the right time, is vital to delivering consistently high service for your clients. Planning, scheduling and managing the productivity of call center employees can be a complex and daunting task. And when staffing-related costs account for 60 – 70 percent of your contact center's operation budget, these tasks are essential for optimal performance.

eQueue WorkForce addresses such needs with advanced technology that easily automates the demanding staffing processes typical of service providers. Your employees and managers gain the flexibility to meet client performance goals while individual scheduling needs are accommodated.

The robust dynamic scheduling from eQueue WorkForce enables the creation of staffing plans that provide the closest possible fit between customer interaction demand and the workforce resources needed to meet that demand. A well-fitting workforce plan allows you to meet your service level goals at the lowest possible labor costs.

"eOn is light years ahead of the competition in remote agent capabilities."

—Lester Ham,
President,
ARO



eQueue Multi-Media Contact Center Solution

- **Comprehensive Unified Applications:** Applications include, ACD with universal queue for all media types — voice, e-mail and web communications, PBX, a complete range of desktop devices, IVR and recording, voicemail with unified messaging, workforce management, comprehensive reporting capabilities, and outbound dialing.
- **Modular and Scalable:** The eQueue provides the flexibility to add, combine and customize important features and functions to meet the individual needs of a Contact Center today and well into the future. For Contact Centers with as few as 10 agents to those with over 1000 agents, the eQueue provides the functionality required.
- **Proven and Reliable:** Bridges the gap from traditional call centers to new IP enabled contact centers by applying years of experience in designing robust solutions for the demanding requirements of mission critical Contact Centers.
- **Open Solution:** A completely open architecture, based on the Linux™ operating platform, ensures customers have more choices with consistent and personalized service delivery, as well as consolidated tracking and reporting of all customer contacts.

Contact Center Service Providers Maximize Profits & Client Satisfaction with eOn

Faced with challenging economic conditions and increased technology complexity, more and more companies are opting to outsource critical customer interaction business functions to professional contact center service providers. To compete in this dynamic environment, leading service

providers must demonstrate the ability to go beyond traditional customer service delivery. Winning organizations must be able to build and foster profitable relationships with their client's customers, minimizing service delivery costs, while maximizing customer satisfaction and bottom line profit margins.

To stay ahead of the game, it is essential that service providers provide best-in-class technology, rapid deployment of best practices and innovative applications and offer greater performance accountability. To maintain technological supremacy, companies need contact center platforms that provide seamless blending of interactions across voice and electronic communications channels, unsurpassed quality and reliability and offer effective remote worker support. Platforms should be comprehensive yet flexible enough to enable quick adaptation to the innovative service requirements clients demand today. Lastly, integrated management, data mining and reporting tools are needed to allow service providers to maximize business performance and customer loyalty for their clients.

To meet these challenges, more and more service providers are turning to the eQueue Multi-Media Contact Center Solution from eOn Communications. Working with a large number of service providers, eOn has been able to design and develop a solution that gives companies a distinct advantage in the complex and competitive customer interaction management marketplace.

Increasing Agent Productivity for Service Bureaus

As customer communications preferences expand to include e-mail and the web, service providers must provide consistent, high quality experiences across all media channels. The eQueue's universal queue and powerful multi-media skills based routing engine, allows service providers to apply consistent business rules to efficiently blend customer interactions of all media types. It also ensures that all contacts are matched with the most appropriate resource available.

Multi-Media Contact Blending

Multi-media contact blending is one way service providers can significantly improve productivity. In traditional call centers, individual agents can only handle one contact type, such as voice calls. Therefore, different pools of agents must be created to manage different forms of media and to cover peak demand times with each unique agent pool staffed to maximum capacity. With the eQueue, however, all agents can effectively handle all types of contacts, coverage is more flexible, fewer agents can handle the same demand, and idle

"The eQueue provides a flexible and reliable solution with very short setup time and comprehensive reporting."

—Daeyong Park,
Chief Executive Officer,
UBase



agents are minimized at any time. Also, by integrating contact channels, training, set up and program change costs are reduced.

Flexible Remote Agent Support

A constant challenge to service providers is the ability to recruit, train and maintain a highly skilled workforce.

Historically, contact center agent staff turnover is high, raising staffing and training costs. To address this issue many leading service providers have begun to incorporate remote or telecommuting agents. eOn's eQueue is ideally suited for remote agent applications. Remote agents can access the contact center through traditional network connections for voice and data or via converged service for both voice and data using eOn's Voice over Internet Protocol (VoIP) technology. eOn's PC based SoftPhone application provides agents with complete control of customer interactions just as if they were physically located in the contact center. Supervisors have a comprehensive set of administrative tools to manage remote and in-house agents in the same way. The same is true for coaching and monitoring calls for ongoing training and quality assurance.

Powerful Skills Base Routing

Skills Based Routing of the eQueue can be configured to route calls to the best available agents trained to handle the customer call. For example, basic calls can be routed to entry-level agents while calls identified as high-revenue producing inquiries can be sent to knowledgeable workers with a higher skill set rating. This can lead to higher revenues, improved employee retention rates and increased agent productivity.

Improving Client & Customer Satisfaction

Outstanding customer service is the primary goal of most service bureaus. Attaining this goal is often the direct result of how effectively contacts are routed and managed within the contact center. The eQueue provides a single routing engine, or universal queue, together with a common management interface for all types of customer contacts. The eQueue's open platform provides ease of integration with other enterprise applications ensuring the highest level of business-driven management of all customer interactions.

Quality Monitoring with Flexible Client Access

Recording, evaluating and analyzing customer interactions and providing continuous feedback to agents is crucial for optimizing client customer relationships. Service providers must also provide clients with external access to quality monitoring capabilities. eQueue Recording allows external access to session recordings for client review. Service providers can define permission standards which determine who can access the recordings and what actions can be taken with each recording, ensuring that clients are limited to retrieving only their customers recorded sessions.

Quality assurance recordings are automatically activated based on client defined attributes, and supervisors can review and edit recordings from their desktop. The "bookmarking" feature allows reviewers to highlight specific portions of recordings for training purposes. To make the process even easier, client recordings can also be exported and e-mailed for remote review.

On-Demand recording is also available and can be used at the agent's discretion to record agent and/or customer interactions by pressing a button on the agent's phone or desktop at any time during the call. This feature is often used for contract verification, threats, obscene phone calls, etc.

eQueue provides capabilities not common to stand-alone recording solutions. Agents and supervisors can use a unique call identification number to correlate call recordings with specific customer sales or service transaction records, thus easing verification and proof of purchase needs.

Interactive Voice Response for Self-Service Applications

eQueue IVR allows service providers to easily create and deploy customer self-service applications. Advanced scripting capability allows the service provider to easily assemble call flows, menu options, voice files and database information access. Additionally, multiple client applications can be deployed on a single eQueue IVR platform, reducing hardware and access channel costs. eQueue IVR can also provide customers with information on number of calls waiting, estimated wait time or be allowed to enter call back requests.

Customizable Email & Chat Management

For email management, agents have access to different knowledge bases that can be customized for each client. For client requiring web chat interactions, unique web pages can be presented during the chat session to make the customer experience as personalized as possible.

Lower Operating Costs and Enhanced Client Management

The competitive climate requires that service providers be extremely responsive to client's needs. When a client makes a request – to launch a new campaign or just to change call routing or a menu selection, the service provider must be able to quickly accommodate them, without service disruption. The eQueue is equipped with easy-to-use application development tool kits, enabling contact center staff to implement changes immediately, whereas with other contact center solutions, it could take days.

Comprehensive Reporting for Accurate Client Billing

eQueue provides comprehensive and flexible reporting available in both real-time and historical formats, giving service providers the necessary information to manage contact center efficiency, agent performance, and service delivery levels for each client. The unified architecture of the eQueue uses a single, standards-based reporting engine to track all contact center resources, applications, and interactions.

eQueue data can be stored in an open database format that can be easily accessed and manipulated by popular off-the-shelf reporting packages. Reports on performance statistics and activity can be configured to automatically e-mail clients on a daily basis for review purposes.



Service Delivery Notification and Control

Often clients far exceed their estimated service capacity needs. Imagine a new marketing or advertising campaign was not fully communicated, resulting in an unanticipated interaction volume spike. The eQueue is equipped with real-time partitioning and notification capabilities, giving service providers the ability to govern system resources dedicated to each client and to track and denote interaction volumes that exceed service commitments for premium service billings.

