

UC & Collaboration Solutions



Business Applications and Solutions for
Unified IP Telephony

Video Call, Chat and Collaboration



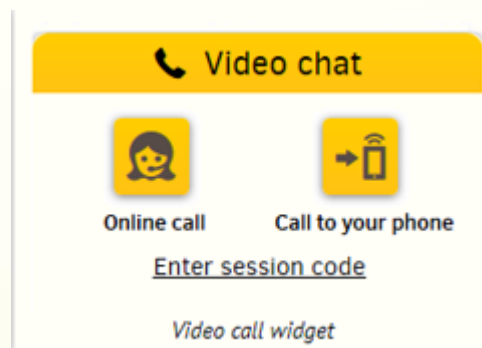
Video Call, Chat and Online Collaboration for Customer Service. The solution supports the integration with any IP-PBX (**Cisco, Avaya, Asterisk, etc.**) and any contact center software (**Cisco UCCX/UCCE, Avaya Call Center, Genesys, etc.**).

The solution brings the clients and Contact Center operators **face to face in video conversations** with the following advantages:

- Dual video and Text Chat
- Live assistance with website navigation
- Co-browsing on documents and pointer
- Visual technical support
- Products video demonstration
- Exchange files, share documents and applications

Audio/Videocall at any stage of the Client Servicing

- The client can make a **audio/video call** at any stage of the servicing process.
- **Click-to-call** and **click-to-video**—to get connected with the required skill-group bypassing the IVR
- **Callback** and **video-callback**—to save time otherwise spent waiting in the queue
- Starting the **web-collaboration by code**—If the client is already talking with an agent by phone
- Calling the agent from the text chat—any chat engine is supported.



The application modes

Click-to-Call and Click-to-Video

A visitor is offered a choice of subjects for the call and the call is routed to the appropriate skill group. On some webpages the subject list can be hidden and the skill-group can be defined by the webpage section the call is started from. In any case the voice call is sent to the agent's desktop phone and the online session (dual video and web-collaboration tools) starts automatically after the voice call is established.

Callback and Video-Callback

The client can also initiate a callback/video-callback by entering his mobile phone number. In this case the system automatically starts the callback to the client's phone, and after the client answers an online session with an agent is established.

Starting the Web-Collaboration Session by Code

If the client is already talking with an agent by phone, the agent can tell him the 5-digits code to start the web-collaboration session – "Please open our website, enter the code '12345' and I will SHOW you how to...".

Calling the Agent from the Text Chat

When the client is in a text-chat session, he can call the agent he is chatting with. To do that, the agent just sends him the URL and the application connects the client directly with the agent.

Video Kiosks and Video Booths

The application client interface can be integrated with peripheral devices (printer, scanner, pinpad etc.) which are controlled by an agent. This approach allows using the software in video kiosks.

Video Call, Chat and Collaboration



Contact Center Software Integration

The solution can be integrated with Contact Center software without any changes in platform settings.

Integration with Contact Center and Bypassing the IVR

The solution can be integrated with any IP PBX and supports any contact center software. The client doesn't need to go through the IVR menu – the application puts his call in the right queue depending on the subject chosen or the webpage from which the call was made. And you don't need to make any changes in your routing rules.

Visualize IVR Menu and pass it automatically

A client selects a topic of interest via a web page and contacts a corresponding operator automatically.

Route calls automatically

The application routes video calls according to Contact Center rules and connects clients with operators from the corresponding skill group.

Use general statistics

Contact Center statistics include data on visual consultations along with voice calls. However one can obtain any regular statistics report for a sample of video call sessions too.

Activate callback automatically

When a client requests a callback, the application connects both - an operator from corresponding skill group and a client, and then establishes connection between them.

Integrate with Operator Desktop

The application operator interface can also be implemented easily in Operator Desktop.



The CommSouth Difference

Application widget invites clients to start communication with an operator on each web page

... your website sites

- Provide assistance in filling out applications and forms
- Help to find the necessary information and to make an order through co-browsing
- Share documents
- Demonstrate products/services and answer questions about them

... prospects become your clients

- Check an application before it is filled out by a client
- Show a client sample data from internal data base (send a screenshot with highlighted sections of specified data)
- Provide assistance with self-services and custom software

... client service efficiency increases

For more information, please contact

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