

Alcatel **OmniTouch** Contact Center  
STANDARD EDITION  
CCagent



CCagent - Contact Center agent - is a desktop application for agents in an Alcatel **OmniPCX Enterprise** based Contact Center. It can run either as a toolbar co-existing with other application residing on the agent desktop or hidden when integrated with other such applications.

**As an application**, it empowers agents by providing them with full telephony and session control, advanced call monitoring, individual and group statistics, and access to critical information from their desktop.

**As a desktop toolkit**, CCagent provides a set of high-level development tools for desktop telephony integration of Customer Relationship Management (CRM) applications.

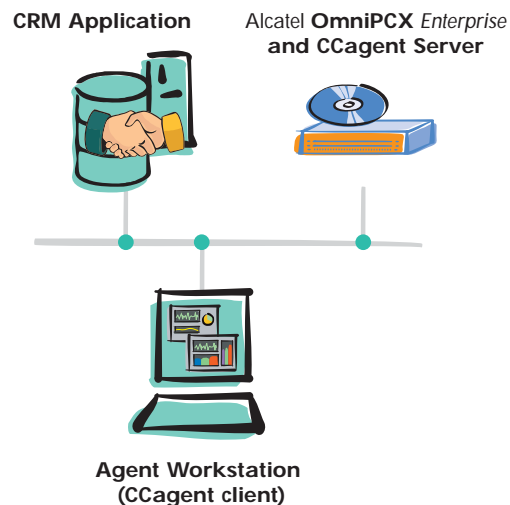
**Client / Server design** – the CCagent architecture is based on a client/server design. CCagent can run on either Windows 2000 or Windows XP using CCagent's server for connecting to CCdistribution.

**The CCagent server integrates:**

- A telephony server which provides telephony services and agent controls
- A statistic server for real time and agent statistics
- A configuration server for automatic configuration of CCagent and control of CCdistribution

**The CCagent client** (desktop application)

features toolbars and open interfaces to integrate with business applications, MAPI compliant messaging services, and LDAP compliant directories.



**A Contact Center Toolkit and Application for agents**

**Integrating the desktop** - CCagent allows users to take advantage of all advanced Alcatel CCdistribution telephony functions. It provides instant access to information about their communication status. At any time, agents can check on the individual performance of their current session and view their group activity. It frees up agents by providing a single device for them to operate. Agents can easily access enhanced telephony features such as answering a call, hanging up, conference, transfer, alternate, and hold / retrieve.

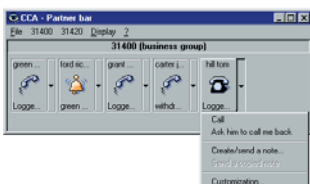


**Dedicated ACD features** enable agents to control their session (log-on / log-off, wrap up, etc.), to interact with the supervisor (call supervisor), and to open / close the CCdistribution service.



**Partner Bar**

An agent can visualize the real time availability of a selected group via the partner bar and then decide where (s)he will transfer the communication. For a selected group, agents and their current status are displayed. The agent can instantaneously check which agents are available.



**Universal call by name** – An agent can perform a universal call by name across several directory servers such as CCagent personal directory, Alcatel **OmniPCX Enterprise** integrated phone book, Alcatel directory, LDAP compliant directories, or any others with the Alcatel directory API. CCagent also provides name display and directory pop-up information for any incoming / outgoing call.



**Messaging services** – Message notification can be made directly on the agent toolbar for Alcatel and other MAPI compliant messaging systems. By selecting the relevant icon, agents can review messages they have received.



**Call log management** allows access to the call log. Logs can be sorted according to several criteria and can be used for call back by a simple click on the selected entry.

**Toolkit for building front-end Customer Relationship Management (CRM) applications on the agent desktop**

**Customer Relationships Management support** - CCagent can seamlessly integrate with leading CRM solutions through a set of development tools for desktop integration.

**Remote Agent capabilities**

**CCagent Nomadic**

CCagent Nomadic is a solution offering transparent access to CCagent services for traveling and home workers equipped with a multimedia PC (Voice over IP), cellular phones, analog phone set, or home DECT / PWT set. Another solution, for those who work off-site full time, is to use CCagent Nomadic with an Alcatel Reflexes™ set connected via remote Alcatel Reflexes™ Extender.

**Glossary**

- DDE - Dynamic Data Exchange
- LDAP - Lightweight Directory Access Protocol
- OLE - Object Linking and Embedding
- DECT - Digital European Cordless Telecommunications
- PWT - Personal Wireless Telecommunications (primarily North America)
- MAPI - Messaging Applications Programming Interface
- ACD - Automatic Call Distributor



**OLE Server - DDE Interface - ActiveX**

CCagent features an OLE Server and DDE interface that allows other applications to use information provided by CCagent or execution of telephony functions such as a screen pop-up on an incoming call.

**ActiveX controls** are provided on a custom engineering basis.

**Record interface** - CCagent allows control of external voice login systems (Nice Systems, etc...).