

OTCS Integration

4059EE with contact center functions

Our integration between ALE International's operator application 4059EE and the contact center OTCS (OpenTouch Customer Service) enables contact center functions and features directly in the operator application.

The operator can log in as an agent in their own operator application. This means that the operator will be able to handle both contact center calls and switchboard calls at the same time!

The plug-in has all the necessary functions integrated from the contact center to become a useful tool for operators.

You can also get another great function if you use our SourceTech Tellus PAM with the operator application. Create a user for each campaign that holds all campaign information, by doing so enables the possibility to see a campaign specific manuscript when answering a call!

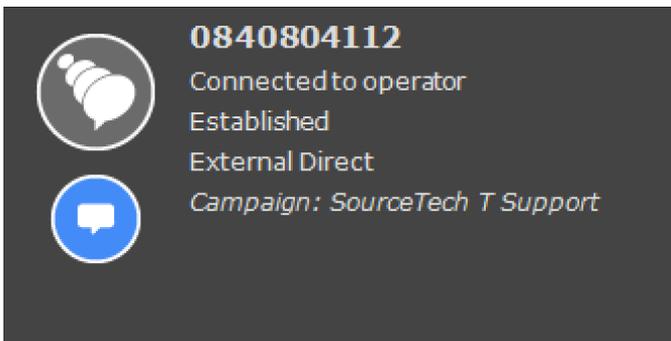
Functions in our plug-in:

Log in as an agent in OTCS

You easily log in as an agent through the operator application. Log in with the personal login information and choose which site you belong to.

Answer directly in the operator application

Our integration makes it possible to answer contact center calls directly in the operator application. You can easily see which type of call it is by looking at the incoming call icon in the call handling section. You see both icon and which campaign the call has come in to.



Campaign picker and detailed information

You can choose which campaign you want to see more information about by clicking on the campaign name in the OTCS view.

Available information:

- *Message of the day, queue status, average waiting time, maximum waiting time, amount of logged in agents, amount of ready agents, amount of available agents, agent list.*

Monitor campaigns

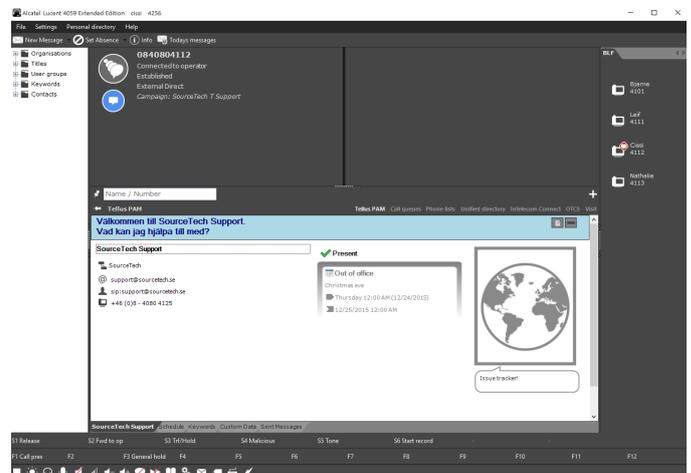
You can monitor all your campaigns on a user friendly way.

Buttons for ready/not ready

There are buttons that makes it easy to put yourself as ready or not ready in each campaign. This means that you can have different statuses in the campaigns.

Wrap-up

This function enables post processing time for the agents after a phone call. The agent will not receive a new phone call while the wrap-up time is active. The wrap-up time are defined in a settings dialogue per campaign. You can have different lengths on different campaigns and the agent can always discontinue the wrap-up if it is not needed.



Action icons:



Log in



Log out



Wrap-up



Change password



Set ready



Set not ready

Specifications

The specification is based on ALE International's operator application 4059EE version 1.6 and up.
Visit ALE International's website for more information.

Hardware

Minimum

Recommended

CPU:

Not applicable

Memory:

Not applicable

Disk:

Network:

Graphics:

Prerequisites

Software

Not applicable

SourceTech OTCS Plug-in
ALE International's operator
application 4059EE version
1.6 and up.

