eContact Call Center Application

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ticket trouble has been registered into system

ticket has took out by agent

inquiry inside FAQ Bank

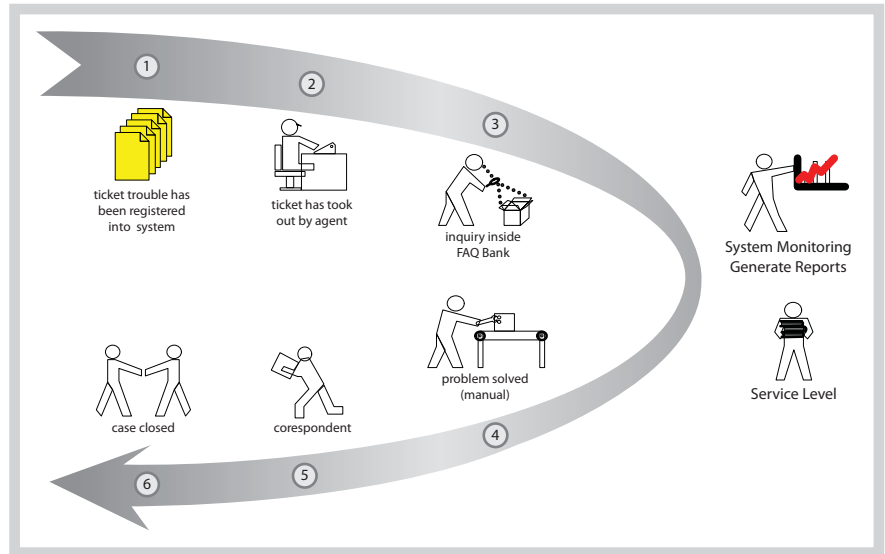System Monitoring Generate Reports

problem solved (manual)

Service Level

case closed

corespondent

OVERVIEW

eContact Call Center Application, The primary objectives of this product is to gain customer satisfaction through a flexible interactive and highly responsive customer care center to express strong commitment of the company awareness of their product/services problems in the real market. Advance statistics and reports help companies to process complex data and critical information adequately with configurable severity level and priority.
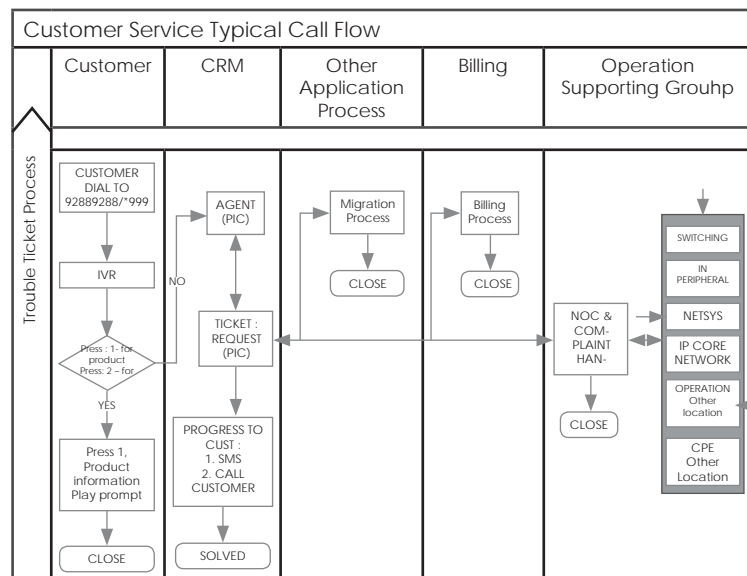
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We're IT company providing a product, database & services solutions.

Having simplified the management of both legacy and next-generation network environments, our product and services neutral, driven by templates that are rapidly configurable to allow operators to cut time to market for any new services. Etablished in this year, our headquarters is in Jakarta, Indonesia.

At here, our professional services solve our clients most complexity business problems. Our experts bring decades of practical experience and a proven methodology to ensure success. Our solutions can involve strategy, development, delivery, integration, and ongoing operations to help a client achieve a maximum return on investment.

Customer Service Typical Call Flow

Trouble Ticket Process	Customer	CRM	Other Application Process	Billing	Operation Supporting Grouhp
	CUSTOMER DIAL TO 92889288/*999	AGENT (PIC)	Migration Process	Billing Process	SWITCHING
	IVR	NO	CLOSE	CLOSE	IN PERIPHERAL
	Press : 1- for product Press: 2 – for	TICKET : REQUEST (PIC)			NETSYS
	YES			NOC & COM-PLAINT HAN-	IP CORE NETWORK
	Press 1, Product information Play prompt	PROGRESS TO CUST : 1. SMS 2. CALL CUSTOMER		CLOSE	OPERATION Other location
	CLOSE	SOLVED			CPE Other Location

User Friendly Interface

eContact Call Center are build using web-based technology combined with open source component with highly reputable performance. Easy interface enables agents to be flexible and time efficient on handling complaint in a high peak business hours.
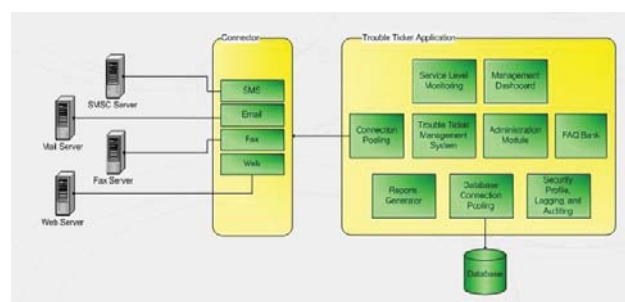
User Management

Administration enables multilevel group of user and roles, specially build for Small Medium Enterprises up to Enterprise Company. User group enables user privilege based on each user roles. Based on our case study we define Group into several roles:

- Agent/Customer Service
- Operational Level (e.g. can be custom to fit in customer organization)
- Supervisor.

FAQ Bank

Valuable customer experience are stored in the FAQ Bank provides valuable Information of common problem and enables agent to track historical information with clarity, to trace issues from beginning of the complaint up to solving the problem. This approach brings efficient time to solve and increase service level of productivity and gives customer the quick response on the call center service

OPTIONAL FEATURE

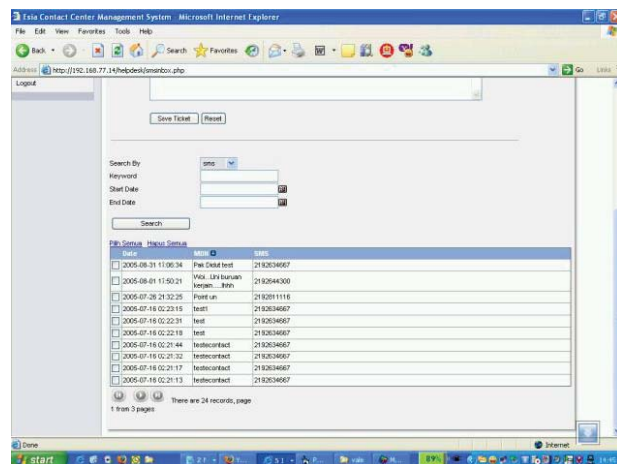**Brighten & Richness Technology, pt.**

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eContact Call Center Platform can be integrated with varios PABX device, eases companies to use existing device or proposed new bill of materials. Example of advance integration is with Mobile devices, this module enables user to send and receive SMS using GSM/ CDMA Modems or connect directly to Operator's SMSC using SMPP protocol or any SMS Gateway mediation. Complaint channel can be delivered through SMS inbox.

and all process of response and notification notes are delivered back using SMS.

HARDWARE REQUIREMENTS

Application Server :

- OS Windows Server or Linux

- min. Dual-Core Xeon processor.

- min. 80GB Harddisk

- min. 1GB RAM

TAPI Server :

- OS Windows XP Pro or 2003/2008 Server

- min. 1GB RAM

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PABX :

- Nortel Meridian 1

- Nortel Business Communication Manager 50/200/400

- Panasonic KX-TDA100/200/600

- LG-Nortel LDK series

- Other PABX with TAPI support

SOFTWARE REQUIREMENTS

Server Software :

- Apache Tomcat Application Server

- Java Runtime Engine 1.5

- MySQL RDBMS

Client Software (Windows-based) :

- Internet Explorer 7

Client Software (Linux-based) :

- Firefox 2.x

eContact CC APPLICATION

eContact Call Center package includes :

- eContact Call Center web application standard

- eContact TAPI Server

- eContact agent license 5 unit

- eContact browser

- Reporting files (in MS Excel and/or MS Access)

Additional packages :

- Agent license

- SMS inbox module

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