HiPath ProCenter Agile

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Bringing Customer Satisfaction Within Reach

- Maximize First-Contact Resolution with Unique Presence and Collaboration Tools

- Improve Productivity with Intuitive, Visual Tools for Agents and Managers

- Deploy Easily, with Reduced Complexity and Modular Upgrade Options

For many small and medium-sized enterprises, superior customer service is a key differentiator from larger competitors. Siemens HiPath™ ProCenter© Agile is a cost-effective, feature-rich contact center solution designed to meet the customer service needs of small-to-medium sized enterprises and "informal" call centers up to 100 active agents.

HiPath ProCenter Agile brings customer satisfaction within reach by providing best-of-breed features to:

- Maximize first-contact resolution with Presence and Collaboration tools

- Optimize usability with innovative, visual and intuitive end-user interfaces

- Streamline and simplify deployment with reduced complexity

Maximizing First-Contact Resolution
HiPath ProCenter Agile's intelligent group-based routing ensures customers are connected with the best qualified agent on a contact-per-contact basis, regardless of contact medium.

By allowing for blended media interactions, HiPath ProCenter Agile reduces the need for follow-up calls or emails. This increases customer satisfaction and helps decreasing the number of incoming calls.

With integrated multimedia presence and collaboration tools, HiPath ProCenter Agile empowers agents to reach out to users anywhere in the enterprise.

Experts or specialists beyond the contact center can use streamlined, extended desktops to make themselves accessible should their expertise be required to solve customer issues.

Optimizing Usability
HiPath ProCenter Agile provides contact handlers with intuitive, flexible and visual desktop tools to streamline contact handling and improve productivity.

The unified contact center management interface with a workflow-style multimedia routing design tool and flexible, powerful reporting reduce the need for management training.

Streamlining Deployment
As a highly packaged, modular solution, HiPath ProCenter Agile enables you to flexibly add features and functionality – whenever you are ready.

A single application base ensures seamless upgrade options and allows for expansion from small to large, from simple to sophisticated and from TDM to IP while protecting your investment.

Simplifying Contact Center Management
Reducing complexity in Contact Center management is key for deployments in small-and-medium sized enterprises.

HiPath ProCenter Agile provides a truly unified **Manager** desktop, with a flexible interface and a familiar "Outlook-style" screen layout. This means faster, easier design and configuration with one integrated tool for all management functions.

The Manager desktop includes the following work centers:

In the **Administration Center**, users, groups, and resources are defined. Pre-built, editable profiles and related permissions simplify setting up users. User templates and import functionality streamline adding new users.

Users may be assigned to a single group or to multiple groups for more sophisticated contact handling strategies.

Broadcast Center allows message views and real-time statistics for all media to be filtered and displayed on wallboards, client-connected plasma displays or streamed to agent desktops. It offers a point-and-click interface to define rules, thresholds and display parameters.

Design Center provides configurable, reusable components for use in intelligent groups-based routing flows and queue processing strategies for voice and email interactions. All incoming voice and email contacts are analyzed, categorized and routed according to these flows.
Design Editor, a visual, workflow-style tool, automatically checks and validates your strategies as you create them.
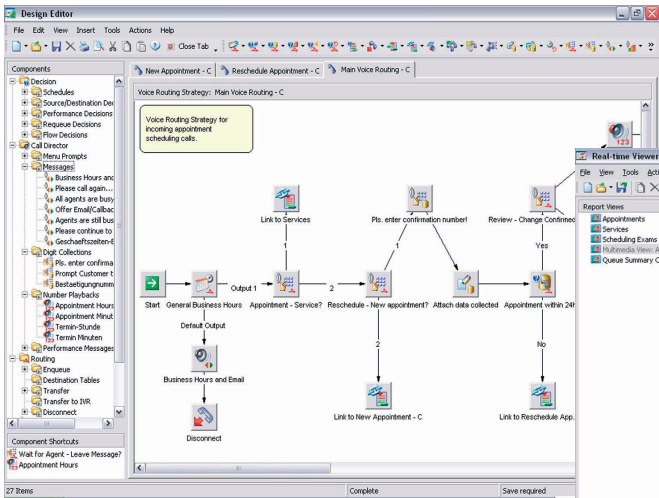
Design Center – Design Editor
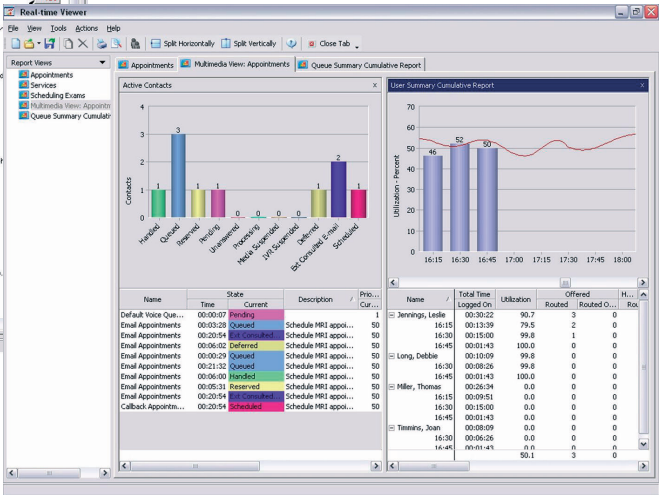
Report Center – Real-Time Viewer

Call Director, HiPath ProCenter Agile's integrated IVR, enables you to create intelligent "front-end" call processing flows using Design Editor's drag-and-drop interface.

It offers interactive components such as:

- Auto-attendant and call menu prompting

- Caller input digit collections

- Intelligent messages while in queue

- Read/write access to external databases

- Dynamic, multi-format "Numbers-to-Speech" playback

- Custom functions to execute virtually any routine or external application

Call Director facilitates basic self-service and interactive front-ending of incoming calls, often eliminating the need for a complicated and costly IVR integration.

The ability to read from and write to external databases simplifies customer data-directed routing and the recording of newly captured customer information via ODBC.

Conditional routing based on real-time metrics like current service level or average wait time is as easy to design as schedules for after hours routing.

The pre-built **Microsoft Dynamics CRM integration** uses data like caller phone number or inputted digits (e. g. customer number), to automate the retrieval of customer files within the Microsoft CRM desktop. It is fully integrated into the Design Center workflows, and does not require specialized services.

Report Center is built on a powerful reporting engine and allows defining and viewing a virtually unlimited number of visual and statistical reports for all media. Customizing reports in this flexible interface is easy, and does not require an external report writer.

Report Center provides insight into your contact center operations. It improves monitoring capabilities and helps making decisions more effective. Managers have the ability to proactively spot patterns and respond - before they become problems.

Real-time and Cumulative Reporting
Real-time and cumulative views are refreshed continuously. They present key information such as agent utilization, service levels, abandon rates and average handling time for voice and email interactions.

Thresholds and alerts are easily defined and provide audio and visual notification to the manager when definable operating metrics are exceeded.

A built-in analytic model uses statistical data to predict trends and contact volumes in real-time. This helps improve decision making regarding staffing resources or contact routing.

Activity Logs
Detailed, searchable activity logs enable managers to examine the step-by-step progression of any customer contact. They can also review the detailed activities of an agent throughout the day, for all media. This is useful for user training and follow-up activities for contact auditing.
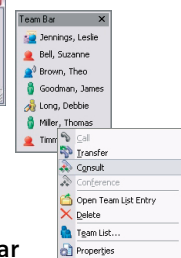
Historical Reporting
Comprehensive graphical and tabular historical reports can be quickly created by just pointing and clicking to select data elements and customized report parameters.
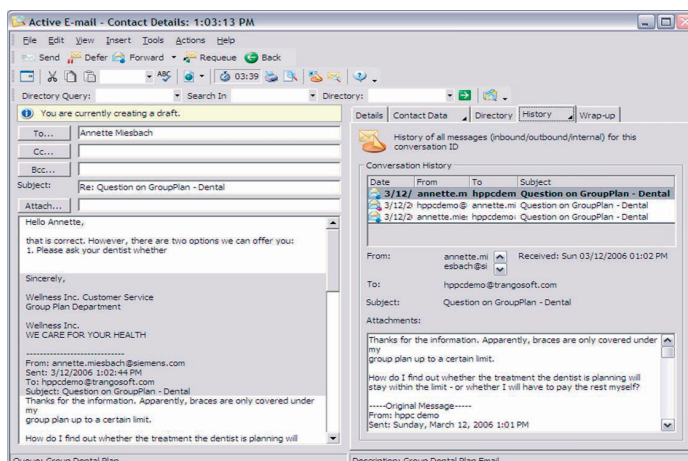
The report output can be scheduled, viewed on-demand, printed or exported to formats like Excel, HTML, PDF or text.
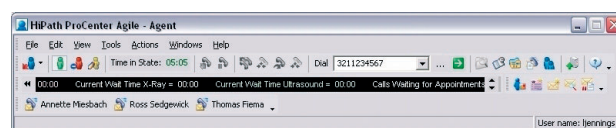
Agent Desktop

Team Bar

Agent Desktop: Incoming Email Contact

Agent Tools for Superior Customer Service

The media-blended **Agent Desktop** provides tools and information for handling voice and email interactions more efficiently while enhancing customer service quality.

Desktop features include:

- An intuitive, unified interface for handling voice, email and callback interactions

- Unique presence and collaboration tools to drive first contact resolution

- Convenient "tear off and park" screen elements and toolbars

- Streaming real-time statistics and personal performance data

- A visual Contacts Waiting Indicator for incoming calls, emails and callbacks

- Availability status and wrap-up reasons, which can be reported on

- An "Icon Mode" display option to reduce screen footprint to a system tray icon

Voice and Callback Handling
A full set of telephony controls and tools streamlines handling incoming calls as well as agent and web initiated callback interactions.

Synchronized with the arrival of each interaction at the desktop, the agent receives a "screen-pop" window with customer data and contact details.

In addition, an interface to 3rd party or in-house CRM systems can be used to automate customer file retrieval for display on the agent's screen.

Email Handling
The Agent Desktop offers tools for efficiently handling incoming and agent initiated email interactions. It provides a screen-pop window for incoming email contacts. Internal and external email forwarding and consultation enhance responsiveness and expedite resolution

By initiating new emails, agents can proactively reach out to customers. For determining the success of email campaigns or reactivation of customer relationships, agent initiated emails and related replies can be tracked and reported on.

Information emailed to a caller is tracked and reported on, providing richer information to the customer and reducing the need for follow-up activities by the agent.

The email history tool allows the use of various search criteria to track the progress of interactions and search within existing email threads. This enables agents and managers to establish a sequence of interactions leading to a satisfactory resolution.

Presence and Collaboration Tools
To further help drive first contact resolution and responsiveness, agents can use the Team List and Team Bar features to view real-time presence and availability states of their peers, managers or even experts outside the contact center. Detailed multimedia presence information empowers agents to easily find the right person to collaborate with for voice and email contacts.

Available users can be included in a call by transferring, consulting or conferencing with just a mouse click.

Unavailable

Available

Talking

Processing Email

Working

Logged Off

General Features

- Intelligent group-based routing for voice, email and callback contacts
- Available routing, call and queue processing components include:
  - Time of day/day of week schedules
  - Caller and email source/destination decisions
  - Performance level decisions
  - Data directed routing
  - Custom functions to execute virtually any external application
  - Enqueue for last agent
- Integrated database
- Wallboard support
- CTI (CSTA) integration
- Multiple language support (English, French, German, Italian, Portuguese, Spanish)
- Supports IP, converged and TDM environments and end user devices and clients

Manager Desktop

- User, user profiles, groups, queues and device administration
- Multiple user import capability, assign user templates
- Design of routing strategies and queue processing for voice and email contacts
- Graphical real-time and historical monitoring and reporting, alerts and notifications
- Rules-based streaming broadcast capabilities for wallboards, client desktops or client-connected plasma displays
- Telephony platform synchronization and related capabilities

Agent Desktop (optional)

- Blended multimedia desktop (incoming voice, email, callback)
- Unique multimedia presence management and collaboration tools
- Full desktop telephony controls (softphone), click-to-dial speed dial
- LDAP directory integration and search functionality
- Contact log with all inbound and outbound voice and email interactions in the last 24 hours of logged on time
- Contact details screen-pop
- Availability and call wrap-up reasons
- Visual Contacts Waiting Indicator
- Real-time streaming statistics and personal performance data
- System tray "Icon Mode"
- Customizable launch pad with "tear off and park" toolbars
- Streamlined Associate Desktop for extended or part-time contact center users

Call Director (optional)

- Integrated IVR
- Call menu prompting
- Caller input digit collection
- Read/write access to external databases
- Dynamic, multi-format "Numbers-to-speech" playback
- Dynamic passing of inputted digits to the Agent application
- Intelligent messages in queue (e. g. expected wait time)
- Full routing design integration
- Supports 4 to 64 ports
- Requires Interalia XMU+ or SBX announcement device

System Capacity

Defined Users per System: 500
Active Users per System: 100[1]
Managers per System: 25[2]
Maximum # of Groups: 50
Maximum # of Queues: 50

[1] communication platform and system configuration dependent
[2] maximum of 15 managers with real-time views

Software Platform

- Server: Windows Server 2003 SP1
- Client: Windows 2000, Windows XP

Server Hardware Platform[3]

Minimum: Pentium 4 at 2.4 GHz, 1 GB RAM

[3] System configuration and load dependent

Supported Communication Platforms

- HiPath 3000 family V5.0
- HiPath 3000 family V6.0

Standard Pre-Integrations

- Pre-built, Microsoft Dynamics CRM screen-pop
- XML interface for workforce optimization (e. g. Blue Pumpkin)
- Interalia XMU+ and SBX Devices
- Spectrum Wallboards
- LDAP Directories

Standard Interfaces

- CRM screen pop API
- 3rd party IVR API (HPRI)
- XML, ODBC

Get Agile - the most powerful yet simplified contact center solution	
	A cost-effective, innovative solution
	Simple to install, manage and use
	Infrastructure independent for easy evolution to IP-telephony
	Deploy individual IP agents regardless of physical location
	Seamlessly migrate to HiPath ProCenter Enterprise for added features and functionality

Our strengths – Your advantages

Siemens is known worldwide as a trailblazer in the advancement of information and communication technologies. No other company offers such a comprehensive and innovative portfolio.

Regardless of which communication technology you are using today – or want to use tomorrow – Siemens offers you the right solution.

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