

Aspect® CallCenter® ACD

Uniphi Connect

Highlights

- Centralized management, administration, and reporting for PSTN and IP-based agents.
- All the advantages of remote agents at greatly reduced cost.
- More cost-effective multi-site networking.
- Unified development environment and a single set of business rules for PSTN and IP call routing.
- Unified agent desktop makes agents more productive and improves customer service.

Voice over Internet Protocol (VoIP) yields many benefits – reduced PSTN costs, the ability to operate in regions with lower labor and facility costs, and the ability to connect any knowledge workers into the contact center. How can you leverage the advantages of VoIP without sacrificing your investments in contact center infrastructure? With Uniphi Connect, a hybrid solution that makes it possible to deploy both PSTN and IP-based agents on a single platform.

Uniphi Connect gives you everything you need to operate a hybrid IP/PSTN contact center. It enables you to take advantage of the cost savings of the IP network, continue to realize a return on your investment in PSTN infrastructure and migrate to IP at a pace that fits your business needs.

No Third Party Gateway or Hardware Required

With Uniphi Connect, you don't need a third-party IP gateway or hardware. Instead we offer an IP card in the switching shelf of the Aspect CallCenter ACD. Each IP card enables you to configure 32 or 64 ports to run the Session Initiation Protocol (SIP) and leverages the redundant capabilities of the Aspect CallCenter ACD.

A Single, Powerful Desktop for IP and PSTN Agents

The agent desktop in Uniphi Connect is a high-productivity, thin- or thick-client desktop that empowers IP agents and PSTN agents alike to be located anywhere and meet customer needs quickly and completely.

Agents don't have to shift their attention between telephone and PC as they take calls, view information and handle business transactions. Onscreen speed dialing and autodial cut valuable seconds off transactions. And, using Microsoft Dynamic Data Exchange (DDE), simple screen-pop applications can be set up in minutes.

The Uniphi Connect agent desktop requires no remote interface card or separate server, and it shares the scalability and reliability of the redundant architecture of Aspect CallCenter ACD.

Get All the Advantages of Remote Agents with None of the PSTN Costs

Locating agents away from your main contact center offers powerful business advantages. You can attract and retain skilled agents by letting them work at home, locate branch offices where facility costs are lower, extend service hours by staffing across time zones, and more.



Uniphi Connect gives you all these benefits without the expense of using PSTN lines for connection. Using VoIP, your agents can work remotely without long-distance toll charges. And because they're connected to the same Aspect® CallCenter® ACD system as the agents in your contact center, they have all the tools your onsite agents have, and you have a single point of administration and management for remote and local staff.

Cost-Effective Cross-Site Routing

Uniphi Connect works in conjunction with IP Network InterQueue to greatly reduce the expense of routing calls across multiple networked Aspect® CallCenter® ACD systems.

With IP Network InterQueue linked to an Aspect CallCenter ACD, when a call arrives at any of your networked sites, a request can be sent over the TCP/IP LAN or WAN. This broadcast request acts as a virtual simultaneous queue and ensures that the call can be sent to either the first available agent or the longest-available agent with the appropriate skills. And since IP Network InterQueue allows you to simultaneously queue calls at up to 128 networked Aspect CallCenter ACD sites, you can ensure that the best available agent, regardless of location, answers each call.

With Uniphi Connect, voice and routing requests travel over IP lines, eliminating most of the PSTN toll charges associated with cross-site routing. The combination of IP Network InterQueue and Uniphi Connect offers further cost savings by eliminating the need for T1 lines to link sites.

Uniphi Connect IP cards can also be used for multi-site voice routing without IP Network InterQueue to simply direct traffic.

Aspect Network InterQueue requires an additional customer-supplied broker platform. See the Aspect IP Network InterQueue data sheet for details.

Requirements

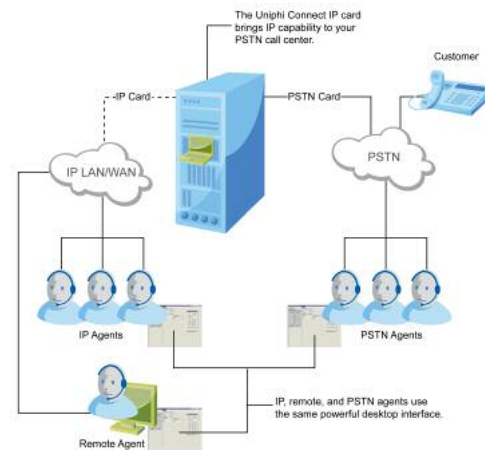
Hardware

- Aspect Enterprise platform.
- Customer-supplied third-party proxy server.

Software

- Aspect CallCenter ACD platform software v9.

A cost effective architecture for managing IP and PSTN agents from a single platform.



About Aspect Software

Aspect Software, Inc., founder of the contact center industry, is the world's largest company solely focused on providing proven, innovative solutions to enable customer service, collections, and sales and telemarketing processes for in-house and outsourced contact centers. For more information, visit www.aspect.com.

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