



Partner: AltiGen Communications, Inc.

Website: www.altigen.com

Partner Size: 140 employees

Country or Region: United States

Industry: Professional services—
Software engineering

Partner Profile:

AltiGen Communications is a leading provider of 100 percent Microsoft-based Contact Center and Mobility solutions. The company's highly functional, scalable solutions are designed for high reliability, ease-of-use, and seamless integration to Microsoft infrastructure technologies. AltiGen enterprise-class solutions support an array of applications including automatic call distribution, unified messaging, voice mail, call recording, conferencing, call activity reporting, and remote worker solutions.

For more information about AltiGen Benelux, call +31.(0)346.552333 or visit the website at:
www.altigen.nl

AltiGen Benelux offers complete call center solutions with seamless integration to Microsoft Lync Server 2010.

BUSINESS NEEDS

The traditional way of constructing a contact center by integrating multiple systems is not only complex to deploy but it is also cost-prohibitive for many businesses.

SOLUTION

AltiGen has combined several separate compelling contact center productivity applications into one integrated system that works with Microsoft Lync Server 2010 to handle automatic call distribution (ACD), skills-based data-directed routing, call recording, conferencing, and reporting functions.

The **MaxCS Contact Center** takes advantage of 15 years of ACD technology innovation to deliver an "all-in-one" software-based solution with no need for proprietary hardware. It features unified client applications and graphical user interface (GUI)-based management. It can

support 5 to 1,000 agents and 64 work groups. The solution also supports virtualization and has easy-to-understand pricing. Advanced call queuing and automated call distribution capabilities include flexible ACD options, interactive voice response (IVR), support for remote agents, and simultaneous logons to multiple work groups.

MaxAgent is a Windows desktop client application that includes Lync client support to offer a seamless contact center experience to work-group agents. It provides real-time personal and work-group performance statistics, queue monitoring, CRM integration, work-group logon/logoff with reason codes, and work-group voice mail.

MaxSupervisor gives contact center managers a rich tool set to effectively manage their work-group queues. When monitoring

the queues, managers can pick out individual calls and reroute queue calls "on the fly." They can also monitor real-time work-group and agent performance as well as initiate on-demand call recording. In addition, they can take advantage of features for silent monitoring, supervisor coaching, barge-in capability, and customizing queue alerts.

To measure the success of service, **MaxInsight** reports historical and real-time call center statistics in a dashboard display to give customers the information needed to monitor and adjust their call center's operations. There are more than 50 fields of

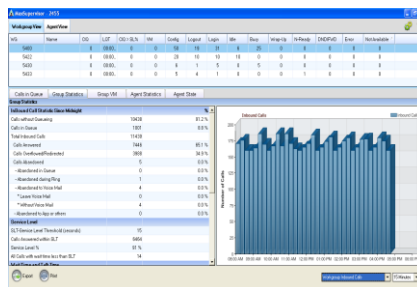


data to choose from. Users can monitor real-time queue activity for inbound and outbound calls, set up queue alerting, check trunk status, and determine the number of agents currently logged on.

AltiGen **Call Recording** works with Lync Server 2010 to provide powerful options for accurately

capturing voice conversations. Call Recording can be configured to record call center agent calls and store them in centralized locations or end-user voice-mail boxes. Agents and supervisors can initiate on-demand voice recording and, once the call has finished, the recorded call will be stored in the specified central location so the administrator can centrally manage and archive all records. Administrators can specify a percentage of calls (10–100 percent) to be automatically recorded to a centralized location. Centralized recording can be configured to cover an entire call center work group, individual agents, or specified trunk groups.

AltiReports is a contact center-focused, web-based reporting application that can generate up to 40 detailed call detail records (CDR) reports.



In addition to the predefined reports, AltiGen also supports the external logging of CDR data

to Microsoft SQL Server databases and to third-party applications that are compatible with station messaging detail records (SMDR).

BENEFITS

The AltiGen MaxCS Contact Center for Microsoft Lync Server 2010 offers simplicity, flexibility, and convenience. It is a cost-effective, software-based solution built to reduce upfront investment, lower cost of ownership, improve contact center productivity, and, ultimately, accelerate return on investment.

Graphical user interfaces eliminate the need to learn complicated command-line interfaces, and comprehensive functionality makes managing multiple systems unnecessary. MaxCS Contact Center reduces administrative costs when compared with traditional approaches and it can be managed by current IT staff.

The unified client simplifies training and workflow for contact center agents, who can take advantage of Lync unified communications functionality to shorten the time required for each transaction.