FIDELITY

Call Center / Contact Center Solution

Fidelity is an advanced and cost effective Contact Center solution aimed at improving telephone attention and quality of service and providing statistics on the contact center activity.

Fidelity allows supervisors to obtain all the relevant information in real time in order to manage and optimize available resources, and a wide range of reports and statistics.

Fidelity is the perfect solution for Call Centers and customer services, helpdesk and technical hotline, reservation and order centers.

Fidelity handles and distributes large volumes of calls, reducing response time and the number of unattended calls and optimizing costs and productivity.

FIDELITY
CONTACT CENTER

The objectives are simple: to handle more calls with less personnel in the most efficient and professional way possible. Where Fidelity really makes the difference is in its ease of adaptability to all customers and sector types.

Fidelity may also handle emails and chats, and may be integrated with CRM and ERP solutions. The Telemarketing option may be used to easily and efficiently generate outbound call campaigns.

AGENT & CRM POP UP

Agent screen allows agents to easily and efficiently log-in and log-out, view waiting calls, chat with supervisors or other agents, enter and exit break mode, control the phone and record calls on-demand.

Optionally, it is also possible to automatically pop-up the CRM customer file on the agent screen for optimal call attention and to improve interaction with the customers.

SUPERVISOR SCREEN

Display all the relevant information concerning the activity of the call-Center: queue and agent status, calls waiting, and quality of service.

The supervisor has access also in real time to a summary of the status of agents in any group: time on-line, time on-break, and time in conversation.

The software allows to assign agents and priorities to the different queues, force transfers using drag and drop, chat with the agents, hear or record conversations.

Alarms warn the supervisor when maximum call duration, queue times and break times are exceeded or when an agent's status changes.

INTELLIGENT CALLS DISTRIBUTION

Fidelity allows defining an unlimited number of groups (waiting queues) with different calendars and opening hours. Each group can be reached by calling a specific phone number or through IVR choices. It is also possible to differentiate incoming calls from VIP customers, as well as registered or unregistered customers.

Intelligent Call distribution to the different agents of a same group can be based on agent skills, profile or level of priority within the group. Agents can belong to several groups with different skills or priority levels in each group. It is also possible to assign agents in priority order for certain customers and to forward succeeding incoming calls with the same CLIP to the agent who initially answered the call.

When all the agents are busy, calls are queued with personalized messages or music on hold. Position in the queue or estimated waiting time may be also announced. Optionally, callers may exit the queue and request to be called back when an agent becomes available.

The maximum number of calls in queue can vary according to the number of active agents and agents in pause. If a queue is overloaded, the supervisor can force the distribution to a free agent of any other group or can even register as an agent and answer the call.

REPORTS & STATISTICS

The reports and statistics module provides complete analysis of calls received, attended, and missed, sorted out by agent, by group, or for the entire contact center. It provides also statistics of chat and emails and agent's activity and productivity.

Reports may be printed, automatically sent by email and exported to a number of formats such as: Excel, PDF, TXT…

Reported data may be filtered out according to date and time, agents, groups, and additional criteria specific to each report.

WEB BASED FORMS

An intuitive tool enables the creation of customized web-based scripts and forms totally adapted to the needs of each specific customer in order to help agents for both outbound campaigns and inbounds calls.

Data may be initially imported from any existing file and the updated data may be exported to an Excel sheet at any time.

QUALITY OF SERVICE

The Wallboard module displays relevant information about the call center activity and the Quality of Service.

It is accessible from any web browser (PC, TV, Smart Phone, Tablet) and composed of two different screens,

-Global View which displays analytical and cumulative data (Quality of Service, Total Calls).

-Detailed View which displays specific information about agents and calls in the different queues.

Detailed statistical information

FIDELITY CONTACT CENTER is a turn-key solution based on a Client-Server architecture with web or Windows based software applications, CTI Integration to customer PBX, an SQL DB and proprietary state of the art SIP/IVR technology.

The e-mail distribution module allows the automatic delivery of email messages to the different groups of agents while the telemarketing option allows generating outbound call campaigns. A post call survey option automates the process of measuring quality of service and customer satisfaction.

INBOUND CALLS ROUTING
According to dialed-number, calling-number, IVR menus, schedules

AUTOMATIC CALLS DISTRIBUTION
Longest idle time, skill based, same agent, urgent / forced transfer

REAL TIME MONITORING
Supervisor screen showing currently queued calls, on-hold times and detailed agent status

INTELLIGENT E-MAILS DISTRIBUTION
Email is assigned to a group of agents based on keywords found on subject or body

WALLBOARD
Web Based Application showing in graphic mode all the relevant call center information

ONLINE CHAT
Additional communication channel via customer web site

FREE SEATING & WEB ACCESS
Allows agents and supervisors to use local and remote workstations

INTERACTIVE WEB BASED FORMS
Enables the creation of scripts and questionnaires for both inbound/outbound calls

ERP & CRM INTEGRATION
CRM screen pop-up on the agent's stations. Customer Identification

CALL RECORDING
On-demand, selective or permanent, agents or groups based

JUSAN is one of the global leaders in value added solutions for telephony, with 40 years' experience in the telecommunications sector, with consolidated products present in more than 40 countries and certified by top market players.

Jusan designs, sells and supports solutions for Call Centers, Call Recording, CTI, Vocal Servers and Call Billing and Traffic Analysis, through a network of partners and distributors, and closely cooperates with leading carriers and manufacturers for the certifications of interoperability between its applications and the most prestigious telephone systems in the market.

JUSAN
INNOVATIVE CLOUD TECHNOLOGY

See also
FIDELITY TELEMARKETING

Optional module specifically designed for carrying out outbound call campaigns using automatic dialing (Preview, Progressive or Predictive) and intelligent forms processing.

Fidelity Telemarketing supports several automatic dialing methods to suit the needs of the different environments and sectors: Preview dialing where the call is initiated at the agent request (click to dial), Progressive dialing without agent intervention, and Predictive dialing which enables a larger call volume and a more efficient use of the resources.

Fidelity Telemarketing also allows the follow-up of the campaigns, and may show at any time the number of calls made, attended, and pending. The data obtained by the agents during the conversation are stored in the SQL data base for later processing.

See also
FIDELITY SKY (CLOUD)

Fidelity Cloud provides the same facilities as Fidelity, but it does not require installing any software locally. The server and the data are in the cloud, and the customer pays a monthly fee according to the number of agents, the number of waiting calls, and the selected options. The PBX and the telephone lines may be located at the customer site or also in the cloud.

The agents and the supervisors log in via web. The reports and statistics may be accessed via web, or sent by email.

This solution suits the needs of customers who wish to minimize the initial investment, and to outsource the system management and configuration.