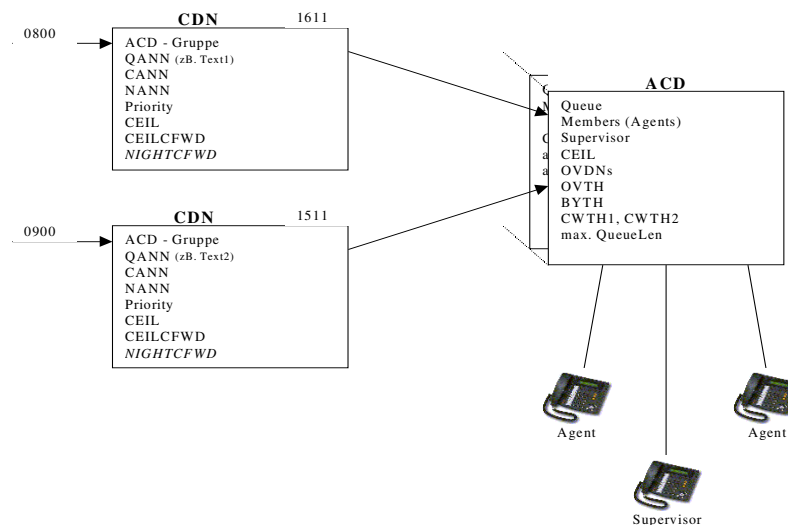


## Call Center solutions for SMEs

The FLASH-4 and FLASH-8 call centre solutions are optimised to improve customer service in small and medium-sized enterprises and enables call forwarding to the most appropriate call handling group. ACD (automatic call distribution) functions represent the heart of the integrated call centre. The groups consist of agents and supervisors. Through a simple login procedure the agent becomes an active member of an ACD group. Correct call handling with different profiles may be realized through CDNs (control destination numbers). CDNs handle the whole call management and flags up calls according to their priority. In addition the CDNs distribute the calls to the ACD destination where the agents pick up the calls. Otherwise the call is placed in the queue until the next agent is available. With the configuration tool the queue attributes and the assignment of the agents to their groups can be set up. After this step, agents will be informed on their display about their status. Either ACD or SV will be shown in the states “active” or “inactive”.

The FLASH-4 and FLASH-8 can handle 7 ACD groups with a maximum of 40 agents per system; the number of CDNs is limited to 50. The following picture gives an overview of how call-handling using the aphona call centre solution operates:



A great advantage of this architecture is the possibility to use more than one CDN for an ACD group. In other words, an agent can handle more call center groups with predefined parameters stored in the system. As seen in the graphic above the system delivers a number of parameters to set up the right profile for CDNs as well as ACDs. This allows the set up of the right procedures for call handling, giving callers an improved call experience and making the communication process more effective.

The following aphona products incorporate call centre functions:

- IP3
- FLASH-4
- FLASH-8

The functions are described in detail in the individual product data sheets.