

Sytel solutions

Softdial Phone™



Softdial Phone™ is an integrated software telephone user interface for use by call center agents, supervisors and administration staff.

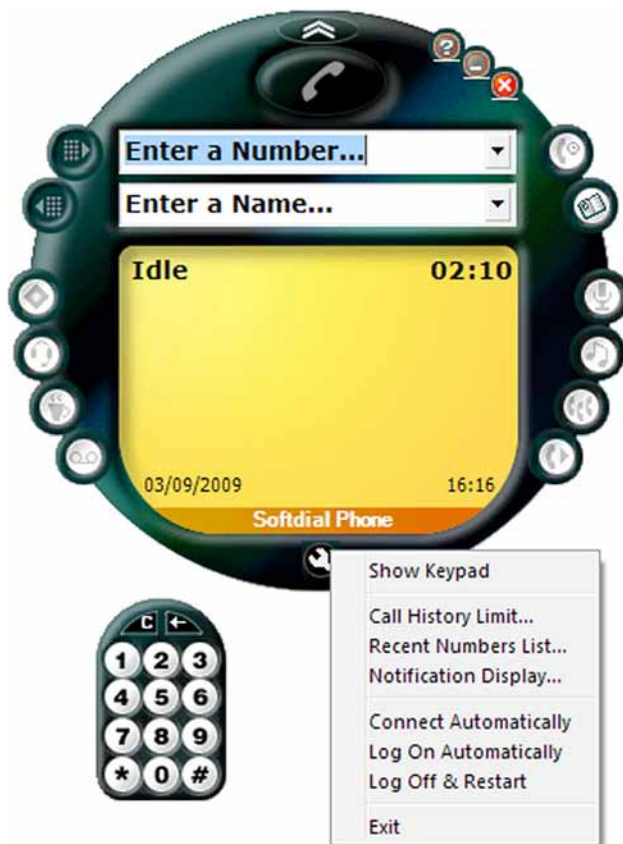
In addition to standard outbound and inbound calling functions Softdial Phone™ provides access to advanced dialer features including call transfer, call conferencing and call recording. It is fully integrated with the Softdial CallGem™ management functions such as agent logon, agent logoff and supports predictive campaigns with 'Go Available' and 'Go on Break'.

Softdial Phone™ works with CallGem's presence management to keeps track of agent availability and maintains call and contact history for easy and fast location of previous callers by name or number.

The layout of Softdial Phone™ user interface is shown below.

Features

- Multi-Tenant Aware
- Automatic Connection and Logon
- Call History
- Contact List
- Hold / Mute
- Recall Last Incoming Call
- Recall Last Outgoing Call
- Speed Dial
- Call Transfer (Blind/Screened)
- Conference Call
- Coaching
- Record Call / Record All Calls
- Start Wrap
- Go Available / Unavailable
- Request Break / Return from Break
- Show / Hide Keypad



While a call is in progress, the yellow display area shows essential information about the call:

- whether the call is inbound or outbound
- campaign name (if logged into a campaign)
- whether the phone is logged in to a campaign
- whether the phone is available to take predictive or preview calls
- whether the call is being recorded
- whether the call is on hold or muted
- whether the logged in and available agent is on break
- whether the call is being transferred or conferencing
- the current state (idle, talking, ringing, etc) and the length of time it has been in that state

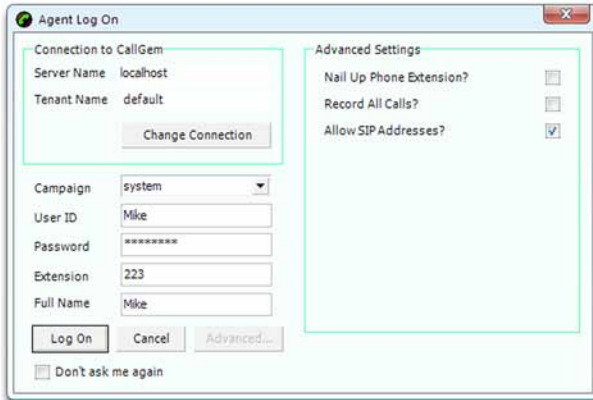
Softdial Phone™



Softdial Phone™ has a highly intuitive user interface with tooltips on each control indicating its function. The user interface has been carefully designed for fast efficient workflow.

All connection, logon and optional parameters can be pre-configured and automatically activated on startup:

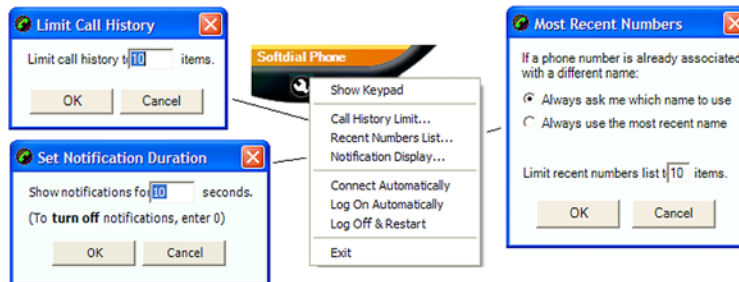
- extension nailup
- recording of all calls
- SIP address support, allowing SIP addresses to be entered for calling as well as phone numbers



Full integration with the CallGem multi-tenant model means that multi-tenancy and tenant security is supported. Users must specify the tenant name, user id and password at logon.

Once logged on, the agent or supervisor has all the features they require easily accessible on the circumference of the phone interface avoiding the need to search through multiple menu lists.

Softdial Phone™ provides a full range of essential supervisor features for maintaining call quality:



- call monitoring (overt or covert)
- agent coaching (supervisor heard by agent only)
- barge-in (supervisor heard by agent and 3rd party)



All calls may be recorded by selecting the Record All Calls option at logon or individual calls may be selectively recorded by the agent.

The keypad also features a 'speed dial' mode for frequently used numbers and a range of user configurable options (see left) that are designed to improve agent efficiency and make the Softdial Phone™ user interface straightforward and easy to learn.

Softdial Phone™ is also fully compatible with Sytel's IP telephony solutions and includes full SIP user agent support.

Since 1997, Sytel Limited has supplied best-of-breed software components and full-service contact center solutions to systems integrators, VARs, ASP providers and resellers in over 40 countries across the world.

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