

A Complete Contact Center Solution

With a ZCC Unified Contact Center solution, you get visibility on how your business is treating its customers. You can view agent activity levels and monitor the delivery of customer service through all media types – whether that's phone calls, voice messages, email, txt, web chat or fax. And that makes it easy to enhance your service levels and improve staff productivity.



Improve the quality and efficiency of every single customer interaction

When new customers install a ZCC Unified Contact Center, there's usually one outcome that absolutely astonishes them. They discover how the ability to monitor performance is an empowering experience, for both management and agents. Suddenly they have visibility, in real-time, of who talks to whom or how long it takes before emails or faxes are answered. And because queue levels can be optimized, across all media types, agents can better manage workloads and create a highly efficient and effective environment that's much more productive.

What's more, the Computer Telephony Integration (CTI) smarts packaged into every Zeacom Communications Center (ZCC) solution are combined with comprehensive reporting functionality. With an in-depth insight into your customers' experience, at both a quantitative and qualitative level, your organization will learn to respond better to any incoming business opportunities.

Take Advantage of Unified Communications

A ZCC Unified Contact Center delivers a holistic Unified Communications solution, which means that you can take control and deliver on the promise of your brand to any customer or prospect who contacts your organization. Ultimately, you'll find it easier to outperform your competitors. And in case you're worried about your budget – a ZCC solution is not only affordable to install, but also highly cost-effective to run.

The ZCC Unified Contact Center was developed specifically for small to medium-sized businesses with contact centers employing between 5 and 500 agents. It's a single-point solution that has the advantage of running on only *one* server, using *one* smart application, and only *one* administrative interface. Not only is your initial investment relatively low, but support, training, system administration and maintenance costs can be kept at a minimum as well.

You will acquire a cost-effective Unified Communications solution that can easily be extended beyond the contact center – across the enterprise. Instead of limiting the rollout to a single team, you can at the same time give your entire business those smart tools that make staff more responsive and efficient in their communications with customers, suppliers and colleagues. According to analyst firms around the world, the productivity gains generated by UC

solutions – especially through time-savings – are substantial.*

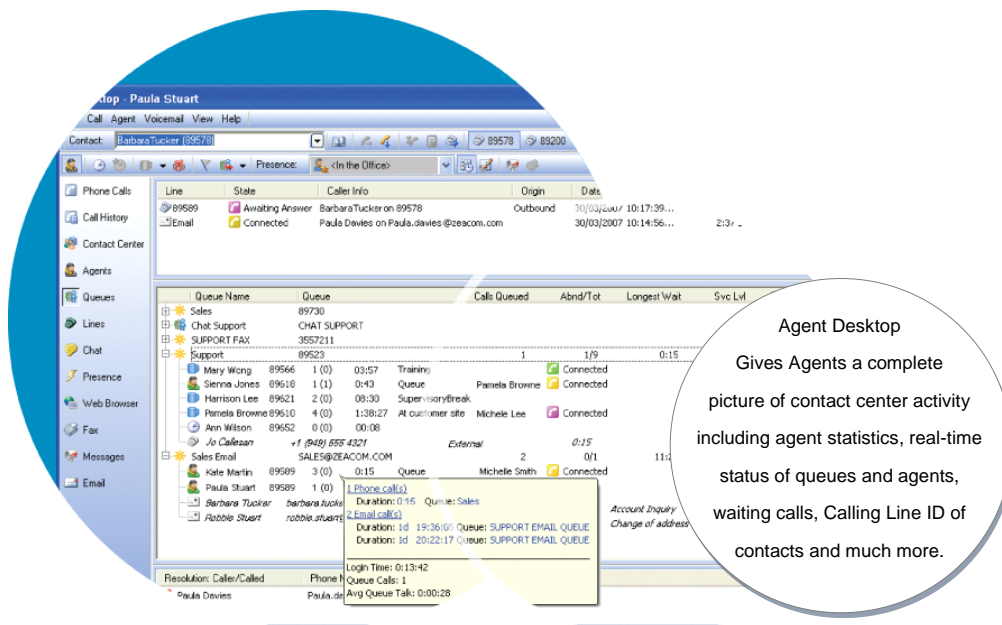
Key Benefits

Your contact center defines the experiences that prospects and customers will have with your business. Delivering a consistently high level of service, regardless of when or how they contact you, requires a multimedia solution that's not only comprehensive but also easy to use. That way, your agents can maintain control as they try to balance customer expectations with the resources available to them. ZCC gives staff the tools they need to manage this difficult juggling act, as it brings all communications together into one intuitive solution.

Key Benefits

Your contact centers will be able to control the delivery of every contact, regardless of media type, and all communications – whether that's faxes, emails, voice messages, SMS text messages or web chats – will be treated with the same care as the traditional phone call.

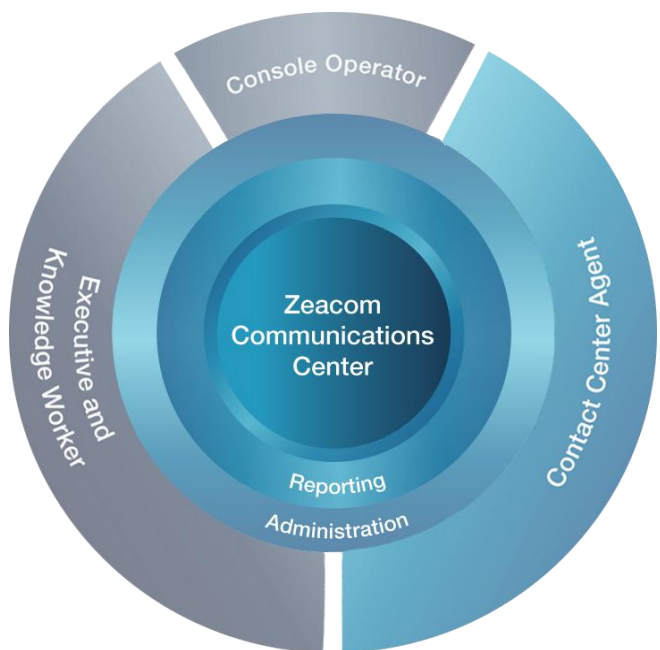
The *ZCC Unified Contact Center* has been designed make agents more effective and efficient.



- One of the biggest time-savers will be ZCC Rich Presence, which enables agents to see at a glance who is at their desk, who is on a call or out and about, and what their time of return will be. Whenever an agent needs to 'fetch an expert' or forward a call to a colleague, it won't result in caller frustration or 'voice mail jail'
- The ZCC Agent Desktop gives supervisors and staff a complete, real-time picture of all contact center activity on their desktop screen. That way, everybody can take charge and share the responsibility of keeping performance levels high
- With all the information available through a familiar Windows-based graphical user interface that streamlines contact handling, ZCC's administration and reporting features are easy to learn and easy to use
- ZCC IVR lets you direct repetitive requests to an integrated Interactive Voice Response system, so they can be resolved in a self-service environment
- ZCC Call Routing enables priority contact handling for high-value customers, routing of callers to back-up agents when there's an overflow, and even contact avoidance for callers who, for example, haven't paid their invoices. They can be passed on to 'Accounts', accompanied by a screen displaying up to date billings

- Inbound / Outbound Call Handling lets you maximize agent resources and better manage peak times without compromising on service quality
- Callback offers callers the option to be called back rather than wait in the queue
- Various Authority Levels enable security and system integrity, while staff won't get distracted through unauthorized views
- Failsafe System Settings save supervisors from being glued to their screen watching performance minute-by-minute, since the administrator will pre-configure the system so that it anticipates and accommodate peaks and emergencies. Should an unusual event occur, then the supervisor will get alerted automatically so they can respond and take instant action using a range of options

With more than a decade of experience in developing and implementing award-winning contact center technology, Zeacom's powerful team of experts specializes in delivering Unified Communications solutions to organizations with up to 2500 desktops, in conjunction with contact centers ranging from 5 to 500 agents. With ZCC you'll implement an advanced, market-tested solution that has improved business for over 2800 organizations, across 25 countries.



- Value-based routing
- Skills-based routing
- Callback
- Unified Messaging
- Queuing (all media types)
- IVR
- Autodial
- Outdial Queuing
- Customized Announcements (voice and text)
- Operator Console
- Rich Presence
- Global Directory
- Desktop Fax (Direct Extension: in/outbound)
- IM Integration

ZCC provides a full set of UC functionality for the entire enterprise. Once you've implemented the Contact Center, you've put the infrastructure in place to seamlessly extend the solution and dramatically improve internal and external communications in other parts of the organization. A licensing agreement enables you to pick and choose those ZCC modules and features you require, and roll them out as the business develops. It's easy to transform your Contact Center solution into a complete UC solution.

Check out zeacom.com for other UC features such as Intelligent Mobility.

Features

- A Unified Communications solution that covers all media types – phone calls, voice messages, faxes, emails, SMS, and web chats
- Monitor performance in real-time, and get access to over 200 Standard Reports, while Custom Reporting enables you to use third-party reporting packages to manipulate data and build customized reports
- Increase first call resolution and customer satisfaction through a number of smart features
 - Skills-based routing – To pass specific calls straight to the right agent
 - Value-based routing – To route high and low priority callers to the right agent: based on Calling Line ID, number dialed or data entered by callers
 - Automatically direct callers to a preferred agent or the last agent they spoke with
 - Use Interactive Voice Response (IVR) messaging to give out information to the large number of callers who don't require an agent conversation
 - Delayed delivery to backup agents – based on how long the call has been waiting
- Reduce call abandonment rates – Play customized, varied announcements to callers or advise them of their position in the queue, or the estimated time until they are answered (based on current or preconfigured queue statistics)
- Use integrated IVR functionality to increase customer satisfaction – Allow callers to move seamlessly between a self-service environment and the contact center, so they can exit the IVR and be transferred to a queue for delivery to an agent along with the information collected within the IVR

- Use Callback to eliminate the frustration created by long wait times – Offer callers the option to leave a message and receive a call back without losing their position in the queue
- Increase revenues – Use outbound campaigns or blend inbound and outbound calling to improve agent utilization
- *ZCC Agent Desktop* provides an intuitive user interface and gives agents and managers real-time data on contact center activity
- A single ZCC interface enables agents to better manage and efficiently apply standard contact handling methods to all media types, including phone calls, voice messages, faxes, emails, txt and web chats
- Network multiple contact centers to extend your hours of operation and improve the management of calls volumes across your entire organization**
- Employ home workers as contact center agents, using IP phones**
- Take advantage of *ZCC Plug-in Integration* modules to easily integrate your solution with the most popular databases, CRM, help desk, voice recording and workforce management applications.
- Use *ZCC Integration Software Development Toolkit (ISDK)* to create customized integrations

Required Modules

Each contact center user generally requires ZCC CT Control, Custom Announce and Agent Desktop, plus multimedia module add-ons as required.

More Detailed Information

If you are interested in finding out more detail about the ZCC Unified Contact Center modules, visit our website or ask your Account Manager for

our White Papers or Fact Sheets – covering the following ZCC Unified Contact Center applications.

- Console
- IVR
- Autodial
- Callback
- Custom Announce
- Networked Voice Messaging and Networked Presence
- Alert Notification
- Email Queuing Exchange, Email Queuing Desktop SMTP
- Web Chat Queuing, Web Callback Queuing
- Outdial Queuing, Networked Queuing
- Fax Queuing, Fax Messaging
- Standard Reports, Custom Reporting

More Information

If you are interested in a ZCC Unified Contact Center solution you may want to read our White Papers, or find out more about other Unified Communications functionality, such as [ZCC Rich Presence](#), on our website.

Check our [ZCC Intelligent Mobility](#) video to see how mobility can benefit your staff, while they're out and about.**

To request a live ZCC demonstration, contact your Account Manager or visit [zeacom.com](#)

About Zeacom

Zeacom delivers Unified Communications (UC) solutions, by seamlessly unifying telephony and computer applications into high-end functionality such as Rich Presence and Intelligent Mobility. Our innovative approach has improved communication and collaboration for some 2800 small and medium-sized organizations, across 25 countries. More than a decade of experience in developing and implementing award-winning contact center technology has turned Zeacom into a powerful team of experts – operating around the

world to roll out advanced, market-tested solutions.

A Zeacom Communications Center (ZCC) solution is extremely cost-effective, as it runs on *one* server, providing *one* application, and using only *one* administrative interface. ZCC was developed to provide Unified Communications to organizations with up to 2500 desktops, in conjunction with contact centers employing between 5 and 500 agents. Our comprehensive suite of UC functionality improves staff efficiency and productivity, by empowering them to better manage internal and external communications.

Zeacom works closely with leading PBX partners Avaya, Cisco, and NEC to deliver advanced UC solutions, which are primarily implemented through an extensive global network of accredited resellers. As a Microsoft Gold partner we have fully integrated ZCC with the Microsoft Outlook and Messenger applications, and ensure interoperability with Microsoft Office Communications Server. We focus strongly on integration with 3rd party database, CRM, IVR and application providers to leverage our customers' existing investments, and utilize several best of breed applications to enhance our UC solutions.

For more information, visit [zeacom.com](#)

* For independent research identifying Unified Communications ROI through efficiency and productivity gains, check out [www.ucstrategies.com](#) or any of the other major analyst firms involved in UC research.

** Options like networking contact centers, mobility and the use of IP phones are PBX platform dependent