



Feature Value

Enterprise Dialogue Management Rethink Contact Center

We manage real-time dialogues,
between organizations, people, devices and things.

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Agent Functionalities



Break-in

Let the Reception break in any active call to let important conversations through. The current customer will be informed and helped by the reception when the Breaking is finished.



Call Park

The Call Park functionality for Lync/Skype for Business is fully supported by all Anywhere365 applications, including the UCC and Social Attendant.



Flexible Workplace and Bring Your Own Device (BYOD)

Anywhere365 is entirely based on Lync Server 2010/2013 or Skype for Business. Once an Agent logs in, he/she is available to receive calls, regardless of its workplace or device.



Integration with Mobile Phones

The presence status on the mobile phone indicates whether Anywhere365 should push calls or forward chats.



Take the Call

Anywhere365 offers an innovative addition to the standard function of taking a call from a colleague.



Trainer Trainee

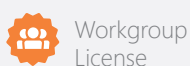
Helping new Agents learning the tricks by using the Trainer Trainee feature. Trainers can invite their Trainees to interesting conversations.



Wrap-up Time / Discharge Duration

Anywhere365 makes it possible to wrap up a call before the next call is offered to a call agent by setting the discharge duration.

Features that have the following icons next to it are only available with the corresponding license. If no icon is shown, the feature is available for all licenses.



Workgroup License



Small Business License



Corporate License



Enterprise License



Agent Management



Federation

Anywhere365 in combination with Federation makes it possible to add Agents that are not within your organization.



Formal and Informal Agents

Makes it easy to switch between different UCCs by sending commands to the Lync client and help the busiest UCC.



Groups

The possibility to create groups that consist of multiple Agents with a similar Skill. Based on the presence status of the individuals a group presence status is generated.



Reason Codes

With Reason Codes Supervisors have insight on their Agents presence than the default Lync.



Remote Presence Change

The supervisor of a UCC is able to change the presence state (available, busy, away) of an Agent within the UCC.

Content Management



Classifications

With classification you can organize the call during the session, so the manager is able to get more information about the type of calls.



Pin Code

To add extra security to a private UCC, it is possible to enter a pin code before connecting.



Real-time Management

Anywhere365 use SharePoint 2010 as its configuration panel in order to manage one or more UCCs.



Timezones

Within the new UCC settings it is able to set the Time Zone of a specific UCC.



Dialogue Intelligence



Call Detail Recording

Anywhere365 has default reports, created with Report Builder 3.0. Optionally, these reports can be integrated with SharePoint Reporting Server.



Call Recording

By navigating to these conversations in SharePoint it is possible to playback the recordings at any time, for example while training new employees.



Chat Recording

Web(chat) sessions are recorded and stored in the SQL Database of Anywhere365.



Real-time Information Provider

The Anywhere365 Wallboard visualizes the status of an UCC. It lists the incoming calls, along with the choices that are made within the IVR and the wait time of the caller.



Recording Aggregate

By giving the Agent access to their sub folder, they can listen and learn from their own conversation.



Screen Recording

Ideal for training purposes, incidents and crisis management in order to playback the sequence of events.



Dialogue Management



Automatic Answering

The Anywhere365 Inflight Snapper let the users choose whether they want to automatically pick-up a call or not.



Automatic Occupation Forecast

Automatically calculate the expected Call Center occupation based on historical data using Erlang.



Availability Check

Reroute to a new location if no agents are available.



Business Hours

Business hours are the configurable times, which set the availability of the UCC.



C-Level Routing

Reroute calls that were directly sent to an Agent (a director for example) to influence who and who cannot call some direct.



Dialogue Pattern Recognizer

The information from the CDR can be used to recognized patterns and reroute based on these patterns.



Holiday

A holiday is a selected day when the UCC is closed. In this case, the Business hours will be overruled.



Interactive Voice Response

Allows customers to interact with a host system via telephone keypad or speech recognition, after which they can service their own inquiries.



Jukebox

Adding a jukebox to the queue, hold or breaking to make the wait for the customers as pleasant as possible.





Keypad Prompts

The Prompt functionality can be used to trigger specific behavior.



Lowest Presence Hunt

With Lowest Presence Hunt, an Agent can be available, even when its presence status is busy or offline.



Queue Management

Easy to manage the queue and determine the positions of callers within the queue.



Queue Escape

The caller can be prompted to stay on the line or dial 1 to leave a voicemail.



Routing

With this feature you are able to route specific numbers or number plans to specific Skill.



Side Instep

Side insteps make it possible to skip IVR-steps and fulfil customer needs even faster.



Skill Countdown

The UCC could be configured to reduce the required skill-level based on the amount of time a caller is waiting in the queue.



Timer jobs

Advanced time-related changes are supported via the SharePoint Configuration WebSite of the UCC.



Voicemail

It is possible to leave a voicemail and send these voicemails to SharePoint automatically.





Dialogue Provider



Chat and Web Chat

Makes it possible to chat with a group of (federated) Lync users, instead of an individual, by starting a chat with a single contact.



Multiple Automatic Call Distributor Strategies

With Anywhere365 it is possible to choose your own ACD strategy.



Call Me

Add a button to your website. When somebody clicks that button, they can leave their number.



Device Capability Routing

Anywhere365 will automatically recognize the agent's hardware and tune the dialogue for this device.



Presence Based Routing

Makes it possible to optimize queues by forwarding calls only to those agents that are available.



Skill Based Routing

This makes it possible to select call agents based on their skills.

Extensions



Automatic Lead Creation

The Extension Window can automatically create new lead in CRM based on the information which is available.



CRM Integration

An interface between a UCC and CRM, or any other system, might significantly improve the service provided to a caller and the productivity of Agents.



Sensor Integration (for Plantronics Legend)

Anywhere365 recognize whether the agent uses his headset and will adjust the presence accordingly.



Product Qualities



100% Software

The Anywhere365 platform is a software solution.



Customer/Partner made Components

Customers and Partners can develop their own plugins for Anywhere365.



Customizable

The Web Chat is fully customizable to meet your organizational identity, complete with explanation.



Fast Deployment

You can start using Anywhere365 and the UCC's the day you have bought it.



Installation Wizards

To make the installation even easier, the Anywhere365 Core, SharePoint template and client software can be installed by using an installation wizard.



Load Balancing

Anywhere365 servers can scale up (more power) and scale out (more load balanced of running servers).



Microsoft Azure Ready

You can scale up Anywhere365 by using Microsoft Azure Virtual machines and Azure Infrastructure.



Modern Servicebus architecture

High scalable Dialogue Management platform, and scales from any to millions of dialogues if needed.



Monitoring

Anywhere365 offers KPI's to support monitoring, for example in PerfMon, Scomm or other monitoring tools.



Multiple Languages Support

Anywhere365 client software supports multiple languages.



Office365 support

Anywhere365 support the use of Office365 users as Agents.



Real-time Integration with SharePoint

In this way it possible to make changes to your UCC at any time, without the need for technological skills.



Skype Integration

Also works with Skype. In 2015 Skype and Lync will be merged into one platform called Skype for Business.



Virtualize with Hyper-V or VMware

Anywhere365 runs on a virtual machine and lowest footprint is one virtual server.



Supports Windows 2012

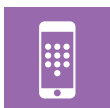
Anywhere365 will run on any Windows server 2008 R2 or higher.

Quality Management



Supervisor

Supervisors of a UCC have the opportunity to generate a list of current calls and monitor them.



Quality Monitor

The customer can be prompted to rate the Agent or conversation with his phone keypad.



Questionnaire Recording

Another input of feedback for quality improvement is the opinion of the Supervisors.

