



Aastra Solidus eCare™

The All-in-One Contact Center Solution

With Solidus eCare™ you get a complete and integrated Unified Communications, collaboration, and contact center suite in one installation. Solidus eCare includes advanced multimedia skill based routing, a built-in auto attendant, desktop agent solution with embedded soft phone and IP recording together with a fully integrated IVR.

Unique to Aastra's architecture, the integrated analytics and reporting allows you to manage and analyze data from all parts of the system. The openness of the solution along with easy to use APIs, provides multiple possibilities to integrate to other systems like WFM, CRM or other business applications. Solidus eCare offers enterprises of all sizes IP and mobility-enabled virtual contact centers across multiple sites. This enables distributed customer service organizations to behave as one single unit.

Empowered with Mobile Extension for Aastra communication systems, Solidus eCare also enables remote or roaming connectivity. Customers are guaranteed access to the most appropriate agent – wherever they are located and on whichever communications medium (i.e. voice, instant messaging, e-mail, SMS, or fax) they prefer to use.

Solidus eCare provides skills-based routing across these media types, a single point of management and an integrated management information system across the contact center. The solution consists of software applications focused on the agent, management and customer self-service functions.

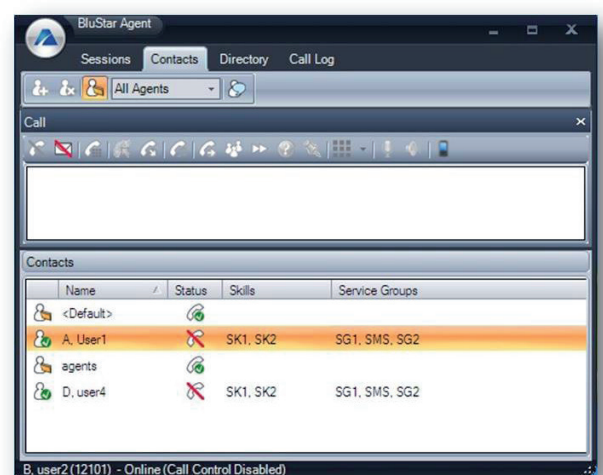
Agent Applications - Maximizing Efficiency and Uptime

There are few operations within an organization as dynamic as a contact center. With continuous change comes a need for intuitive and flexible control. BluStar Agent is a sophisticated agent application designed to enhance call control and contact center functions.

By providing agents and supervisors with many powerful call control features, BluStar Agent facilitates efficient call handling and integration of several different types of media. Licensing for advanced features is available on an individual basis, allowing for total customization and scalability of each contact center package.

BluStar Agent

BluStar Agent permits agents to customize the display desktop and retain their display preferences when switching from one workstation to another. When in need of assistance from a supervisor or back office personnel, the Request Assistance dialog box and the Dial dialog box display all online agents and provide the ability to filter by call status, agent status, skills and or service groups.



BluStar Agent user interface

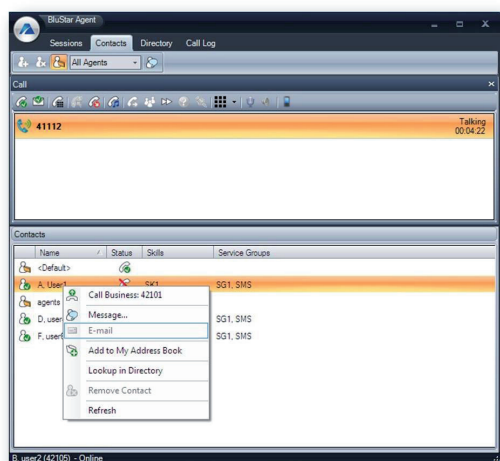
Solidus eCare's unparalleled track record of winning contact center awards over the past decade is hardly a surprise!

Call Control Features

- ✦ Answer and place call
- ✦ Clear call
- ✦ Clerical time indication to monitor time off the phone
- ✦ Conference call
- ✦ Consultation call
- ✦ Hold/retrieve call
- ✦ Manual dial option directly from the call window
- ✦ Redial a busy number
- ✦ Redirect an arriving or queued call to another agent or service group when appropriate
- ✦ Transfer call

Features

- ✦ CTI screen pops deliver agents information related to the customer
- ✦ Session information provides agents relevant information, such as calling party number, name, call status, call duration, service group name, queue time and IVR information for the customer
- ✦ Call Qualification Codes allow an agent to note information about each transaction providing management up-to-the-minute insight on the nature of the customer interactions
- ✦ Directory integration delivers enterprise-wide directory services via an LDAP interface to assist in transferring calls
- ✦ Incoming Interaction Notification of voice, e-mail, or SMS, so that agents are prepared for the different media types and can handle them appropriately
- ✦ Easy instant message distribution within the Contact Center for agents and agent groups
- ✦ Support for IP telephone and soft client built into Desktop-Manager. This provides agents with greater mobility as well as a more economical total solution



BluStar Agent e-mail initiating

Additional features in BluStar Agent and Desktop Manager

E-mail Agent

E-mails are routed using the same skills-based routing as for voice calls. With e-mail agents, an incoming e-mail can be automatically routed to the knowledge base or directed to an agent. Fax and voicemails from Aastra OneBox Unified Messaging are presented as attachments to an e-mail when delivered to an agent.

SMS Agent

SMS messages are routed using the same skills-based routing engine as for voice calls. SMS agents can reply to an incoming SMS message by sending an SMS message back to the originator, or respond to an incoming voice call request by sending an SMS message to an external destination.

Agent Supervisor

Allows users to monitor agents and manage their ready or not ready status.

Agent Messaging

The Desktop Messaging feature license allows contact center agents to send and receive instant text messages, request assistance, initiate intrusion and execute skills-based searches to locate an appropriate agent for call support..

Agent Directory

The Agent Directory allows all users to access the corporate directory and search for users by name, extension, or department, and place a call via the graphical user interface.

IP Agent

IP Agent enables BluStar Agents to use the built-in IP softphone for all call control features, eliminating the need for a physical telephone.

Additional features in Desktop Manager

Agent Personal Greeting

Personal Greeting allows a recorded greeting to be played at inbound and outbound calls. The greeting can be an option either for a service group or for an agent.

Dynamic Data Exchange (DDE) and Component Object Model (COM)

The Desktop Manager DDE/COM feature license can provide integration to a customer's business application. Based on caller information such as caller ID and called number, a customer's business applications can be initiated automatically to make the agent's daily tasks easier.

Agent Recording

Allows recording of calls on demand when an agent's line is connected to Desktop Manager softphone or an external recorder. These recordings can be later reviewed for quality assurance, training needs and analysis or litigation purposes. Data can be logged automatically by the system, or manually by the agent.

Web Agent

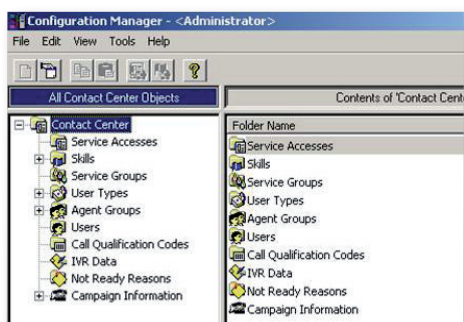
Web Agent enables agents to respond accurately to customer inquiries over the Web through text chat. Agents are prompted with appropriate answers from the knowledge base for more accurate and efficient handling of queries. The agent can select the number of simultaneous chat sessions allowed and whether or not to accept incoming voice calls at the same time.

Management Applications - Centralized Management Minimizes Costs

This suite of applications provides managers and supervisors with superior tools to develop and manage the operations. The applications enable an organization to compare and contrast the use of different resources, as well as analyze media inquiry processes and overall efficiency of the enterprise workforce.

Configuration Manager

A centralized management tool for Solidus eCare. By using a graphical user interface, Configuration Manager provides an integrated environment to manage all configuration information within a contact center regardless of the number of sites.



Configuration Manager

Features

- ✦ Highly intuitive interfaces and wizards guide the user through set-up and configuration, thereby enabling:
 - Centralized management for a virtual contact center
 - Setup of contact center system properties
 - Configuration of service accesses
 - Establishment of service groups
 - Setup of skill sets and users
 - Definition of Call Qualification Codes
 - Display of IVR data
 - Definition of Not Ready reasons
 - Creation of call campaigns
 - Verification of configuration
 - Access other applications
- ✦ Campaign Script Builder guides development of question and answer flows to improve outbound campaign consistency and productivity.
- ✦ On-Hook Call Waiting informs customer of the estimated wait time and offers the caller the option to hang up while still retaining their position in the queue. The agent will call back once the customer reaches the top of the queue, which saves cost by reducing high rate call charges.

Network operations center - Real time interface

This feature permits networking of multiple Solidus eCare systems to function as one virtual center.

Features

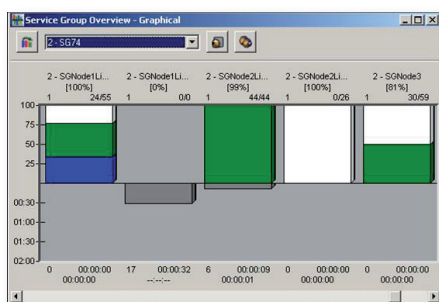
- ✦ When call volumes become high enough in one center to trigger hold time alarms, user-configured threshold settings will enable the call to be diverted to another contact center

Internet Suite Creator

The Internet Suite Creator is an intuitive management tool that enables users to create and edit the knowledge base, thus providing relevant information to their customers. Many types of content can be added to the knowledge base, including text, diagrams, links to web pages, advertising messages and multimedia presentations. The knowledge base becomes an increasingly valuable resource for both customer and staff with the possibility to update and extend it without disruptions of service.

Features

- ✦ Provides the mechanism to quickly deliver consistent responses to customers through text, diagrams, links to Web pages, advertising messaging, and multimedia presentations.



Information Manager

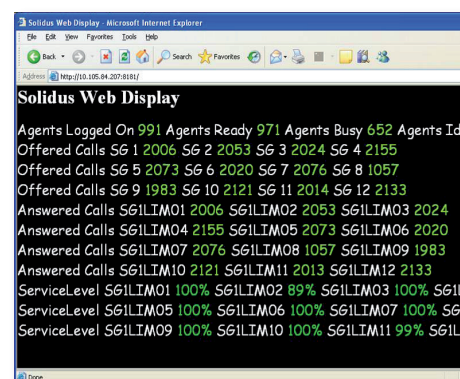
Information Manager

Allows users to view real time information on services accesses, groups and agents. Information Manager enables managers to configure and save viewing preferences for services and staffing

Features

- ✦ Multimedia real time information where supervisors can view contact center activity performance and traffic alarms across voice calls, web chat, e-mail, and SMS.

- ✦ Virtual Wall Display Management is a web based application that ensures that the staff is aware of the current contact center activity status.



Web display

Report Manager

Compiles and generates reports pertaining to all aspects of a contact center's activities.

Features

- ✦ Generates historical reports to plan for the highest quality of service
- ✦ Reports can be saved as a file, printed, sent via e-mail, or viewed via a browser
- ✦ Standard templates of agent activities, agent status, call qualification codes, call-by-call type, call flows, abandoned calls, IVR data, and outbound campaigns ensure that key information is available quickly
- ✦ Customizable templates are available to receive the most relevant format for business needs
- ✦ Scheduled reports reduce the management time and cost used in initiating reports manually
- ✦ Life-of-the-call reporting
- ✦ Graphical reporting

Self Service Applications - Serving Customers with Flexibility

This unique group of tools provides customers with outstanding operations while bringing self-sufficiency to the enterprise, enabling organizations to create customized interaction flows to suit their needs. At the same time, it provides 24 hour service, and allows valuable agent resources to focus on premium customers.

Script Manager

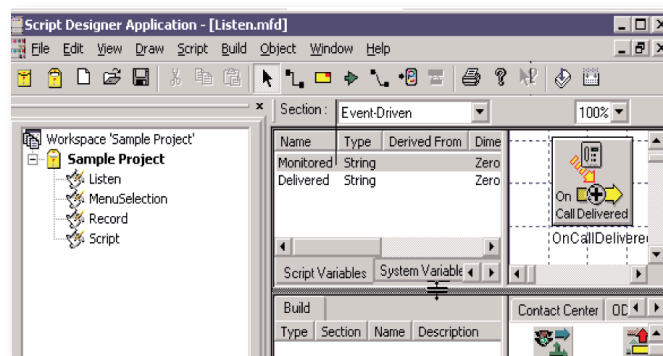
Interactive Voice Response (IVR) is one of the most powerful telephony applications available today. IVR enables caller self-service by accessing an organization's database via the telephone. Script Manager is an integrated Interactive Voice Response application for building and managing scripts that can accurately identify the needs of the customer prior to connection with a Solidus eCare agent. Another scenario is that an IVR script can be used for machine to machine communications – for example, the script dials a number from a database address book and collects information from an energy meter and delivers the information to a database that sends out an invoice without involvement of an agent.

Features

- ✦ Automatic Speech Recognition provides faster and more efficient phone-based interactions.
- ✦ Text-to-Speech offers text-based content over the telephone resulting in increased productivity and customer service
- ✦ Enables calls to be routed based on stored historical data.
- ✦ Easily create complicated call flows with Graphical Call Flow Presentation.
- ✦ Call Flow Templates to aid in application development.
- ✦ Provides integration support with Back Office through database access via ODBC, Basic and Java scripting, C-language hooks, and complete component libraries.
- ✦ Information by the IVR is available to agents through Screen Pop. This improves the quality of each transaction by presenting relevant customer information to the agent.
- ✦ Input Information Format: ASR, Dial Pulse Detection, or DTMF for increased flexibility.

Virtual assistant

This feature allows the contact center to automatically answer customer inquiries quickly and accurately using a knowledge base of answers, minimizing costly agent interaction. The Virtual Assistant integrates seamlessly with any Web site, enabling customers to type their queries in natural language (English only), with the Virtual Assistant responding instantly with relevant, accurate answers.



Solidus eCare Script Manager, script building window

The Virtual Assistant is not confined to text-based response; it has the ability to push Web pages or stream multimedia demonstrations that will enhance the customer's online experience. Customers get fast, efficient customer service and the security provided with optional password authentication. By resolving the bulk of routine inquiries, live agents are free to provide more value-added services to premium customers.

Features

- ✦ Ability to push Web pages, files, presentation material and advertising information so the customer can receive the most comprehensive information.
- ✦ Fully customizable client to maintain the look and feel of the company's existing Web site.
- ✦ Natural Language, Pull down menu, and Keyword Interface.
- ✦ Automatic Escalation to Human Support with Skills-based routing.

Auto e-mail response

With Solidus eCare automatic e-mail response, customer inquiries can receive immediate, accurate information, minimizing the need for more costly live agent contact.

Features

- ✦ Intuitive knowledge base that performs intelligent content search of incoming e-mails. Automatically analyzes e-mail content, proposes and sends an answer from the knowledge base.

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