

ControlMaxx

Flexible, nimble, dynamic – not words you normally associate with enterprise contact center solutions

Change is constant, change is inevitable, competition is fierce and every customer interaction counts. An enterprise needs a contact center solution that provides the tools necessary to maximize efficiency, increase productivity and ensure outstanding customer service in dynamic business environments.

ControlMaxx delivers a powerful set of tools that put you in total control of call routing across the enterprise and combined with sophisticated contact center functionality to ensure that incoming callers reach the resources best able to meet their requirements – first time, every time.

World class enterprises must be agile enough to adapt quickly to changing business conditions, handling unpredictable or seasonal call volumes, meeting and exceeding customer service expectations and adhering to corporate governance policies. Traditional telephony and on-premise contact center offerings just don't deliver the agility and real-time control that an enterprise needs to stay ahead of the pack. ControlMaxx is different – cloud-based, with unlimited scale of users and call handling capacity, it provides administrators and agents the tools they need to ensure excellence in customer service.

BENEFITS

Drive quality & productivity.

ControlMaxx is designed to help the enterprise contact center achieve both quality and productivity goals. Sophisticated call routing capabilities put administrators in control of call flows across distributed centers and agents, ensuring callers reach the resources best able to serve them, first time, every time. Administrators benefit from total transparency of queues and agent activity and are able to manipulate traffic across queues in real-time.

Stay nimble.

Delivered as a cloud-based application, ControlMaxx's on-demand nature provides a flexible, scalable solution that moves at the pace of your enterprise contact center. Contact center managers will experience the flexibility of real-time queue management, adding or removing users from queues as call flow dictates, and to accommodate high traffic periods or busy seasons. ControlMaxx also gives you the power to build distributed contact centers, incorporating facilities based and home workers all with full access to ControlMaxx tools with centralized management and reporting.

Invest wisely.

Cloud economics can deliver real business value to the enterprise. By deploying the ControlMaxx solution you can reduce or eliminate the need to purchase, upgrade and maintain complex on-premise systems and reduce the load on help-desk and support staff. User

based pricing models and the on-demand nature of the application help eliminate over-provisioning and over-spending on infrastructure and services, resulting in more rapid integration and enhancing agent productivity.

Ensure business continuity.

The ControlMaxx architecture provides for unlimited scalability of services and is delivered from highly resilient, secure application servers located in geographically distributed data centers. The application provides a powerful set of business continuity and disaster recovery features during times of critical need, allowing for on-the-fly changes to ensure that your business continues to operate. ControlMaxx is further backed by our 24/7/365 NOC for continual proactive monitoring, giving you the peace of mind that you are always safe and protected.

Integrate business processes.

Understanding that your customers have high expectations for service delivery and are intolerant of delays and inadequate services, ControlMaxx has been designed to enable voice & data to be integrated into enterprise business processes and applications. Incoming call and caller provided data can be used to provide intelligent call routing and integration with the applications and services an agent needs to deliver a high quality customer experience.

FLEXIBLE SERVICES PACKAGES

Not every contact center employee needs the same features, so ControlMaxx gives you two service options:

ControlMaxx STANDARD

Designed for day-to-day ControlMaxx users, the Standard package provides you with:

- Call Director
- Call Queuing
- Call Reporting
- Agent Desktop Client

ControlMaxx ADVANCED

Designed for contact center managers and those requiring analytics, ControlMaxx Advanced offers all of the features of ControlMaxx Standard, plus:

- Call Recording
- Call Monitoring

ControlMaxx FEATURES	FEATURE BENEFITS
Call Director: Interface to manage inbound numbers and how they route, based on geography, time-of-day and holiday schedules, or to enact disaster recovery plans in the event of outages	Flexibility and control, to easily adapt call flow patterns to dynamic business conditions, on-the-fly and to maintain contact with customers
Contact Center: Product bundle consisting of advanced contact center features for improved agent efficiency and management tools for visibility, control and reporting needs	Enhanced contact center performance through powerful features, with robust tools to ease the management and measurability of service delivery standards
Call Queuing: Centralized interface for creating and managing call queues including controls for agent priority, call distribution, music/message on hold, and overflow options	Delivering a superior caller experience by reducing hold times, effectively manage agent staff and improve levels of customer service by managing quality assurance and service level standards
Call Recording: Record calls of individuals or call groups and retrieve them using a simple interface	Improve agent performance, increase customer satisfaction and meet compliance requirements
Call Monitoring: Listen real-time to individual calls without disrupting the agent	Monitor calls for quality assurance, training and compliance purposes
Call Reporting: Robust reporting engine, providing real-time status and analytics, including reports by queue, agent, call or path	Analyze statistics on agent and call queue performance and service level achievement to identify and address operational trends and to ensure a high-quality customer experience
Agent Desktop Client: PC application providing access to real-time queue/call statistics and alerts, user call status and transfer capabilities, secure chat functionality and advanced screen-pop functionality that can be integrated with a company's CRM, like Salesforce.com	Delivers agent tools that improves performance and awareness and empowers them to provide more personalized service