

## PACKAGED SOLUTION



## CIMPLICITY INBOUND CONTACT CENTER



Looking to significantly improve the business performance of your contact center using the most current applications?

Aria's **CIMplicity Inbound Contact Center** is a complete packaged application solution for inbound contact centers. It includes pre-built application templates that can be tailored to meet each customer's requirements, and packaged implementation and support services. Designed to be rapidly deployed, the solution delivers quick business wins and return on investment. It includes a wide range of popular customer interaction management (CIM) applications that are seamlessly integrated into one common platform. An ideal foundation for growth, CIMplicity Inbound Contact Center can be expanded to any number of agents, sites and CIM applications. And we make it easy to acquire our solution through OPEX and CAPEX financing options.

## HIGHLIGHTS

### Application Functionality

- Based on Genesys – the world's #1 contact center software
- IVR
- Intelligent routing
- Agent desktop
- Workforce management
- Reporting
- Analytics
- 3rd party quality assurance system interface
- Options for home agent, multi-media, outbound, speech, CRM integration and much more

### Business Benefits

- Quick ROI
- Customer service improvement, revenue increase and cost reduction with one investment
- Greater customer loyalty and retention
- Enhanced differentiation of products and services

### Contact Center Benefits

- Rapid deployment (usually within 90 days)
- Dramatic improvement of contact center productivity
- Business focused design
- Fully integrated applications for seamless operation
- Tailored to meet each client's unique needs
- Highly flexible to meet unique and changing needs
- Centralized management and reporting
- Expands to any number of agents, sites and applications
- Designed using industry best practices

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## CIMPLICITY INBOUND CONTACT CENTER

### IT Benefits

- Powered by Genesys - rated the world's #1 contact center software
- Leverages existing IT and telecom systems – no fork lift required
- Open, non proprietary hardware and software architecture
- Fully integrated applications for ease of operation
- Completely scalable architecture

### Comparison to Other Solutions

- Less expensive and lower risk than custom
- Lower cost and risk and more flexible than hosted offerings
- Much more flexible than other premise based solutions

KEY FEATURES	
<b>STANDARD SOFTWARE</b>	<b>PRE-BUILT APPLICATION TEMPLATES</b>
Genesys Customer Interaction Management	IVR Caller Navigation and Menu Trees
SIP Platform or Interface to Avaya or Cisco PBX	IVR Standard Hours, Holiday Closures and more
Single Site	IVR Database Interface via Web Services or SQL
Up to 500 Agents	IVR Playback of 10 Database Fields
IVR	Screen Pop with Caller and IVR Data
Advanced Routing	Not Ready and Call Reason Codes and more
Agent Desktop	Dynamic and Skills Based Routing Scripts
Workforce Management	Routing Overflow, Exception Day and more
Live Call Monitoring	Queue Announcements and Music on Hold
Interface to 3rd Party QA Systems	Real Time Reports
Advanced Real Time and Historical Reporting	Historical Reports
Analytics	<b>PACKAGED IMPLEMENTATION SERVICES</b>
Home Agent (SIP Environments)	Business Discovery and Requirements
High Availability	Design and Implementation
<b>OPTIONAL SOFTWARE</b>	Test Scripts
Expansion to 1000's of Agents	Project Plan and Documentation Templates
Multiple Sites	<b>PACKAGED SUPPORT</b>
Interfaces to Over 40 Other PBX's Brands	24/7 Maintenance
Home Agent (TDM Environments)	24/7 Application Support and System Monitoring
Speech	Optional Managed Services
Interface to 3rd Party Workforce Management Systems	
Integration with CRM (e.g. Siebel, Microsoft, SAP)	
Email	
Chat	
Outbound	
Intelligent Workload Distribution	
Many Other Features	