

Information

**OpenScape Contact Center Enterprise V8
Empowered To Drive First-Contact Resolution**

Communication for the open minded

Siemens Enterprise Communications
www.siemens-enterprise.com/open

SIEMENS

OpenScape™Contact Center© Enterprise is an integrated multi-channel contact center solution featuring advanced skills-based routing for the mid-to-large contact center, with up to 1,500 active agents on a single site. Multiple OpenScape Contact Center servers can be networked across physical or virtual sites for increased scalability to up to 7,500 active agents. Whether inbound or outbound interactions, single-site or multi-site, or integrated with your existing CRM system, OpenScape Contact Center Enterprise provides the capabilities you need for your contact center.

- Achieve first contact resolution with intelligent multi-channel contact routing
- Improve interaction handling efficiency with intuitive, multi-channel agent desktops
- Streamline contact center operations with powerful management tools
- Deploy easily with modular growth and scalability

OpenScape Contact Center Enterprise delivers empowering technology that drives first-contact resolution. *Intuitive management tools and agent desktops* increase your contact center's efficiency and effectiveness. *Unique presence and collaboration tools* enable your agents to resolve more customer issues on the first contact. *Ease of deployment* with modular and multi-tenancy options that grow and scale with your contact center, providing flexibility and protecting your investment.

The OpenScape Contact Center Enterprise Manager application offers next generation visualization tools for contact center management and reporting. This enables your supervisors and administrators to drive optimum performance in your contact center. The intuitive agent desktop for blended multi-channel interaction handling can give your organization the competitive edge it needs by improving customer service and increasing interaction handling efficiency.

multi-channel presence and collaboration tools allow you to extend the contact center to experts, decision makers and knowledge workers across the enterprise, including remote locations. Empowering agents to reach beyond the boundaries of the contact center when needed to address customer issues can boost first-contact resolution rates, while improving agent productivity and customer satisfaction.

OpenScape Contact Center Enterprise's modularity and support for both traditional and IP-telephony, including SIP, provide investment protection and accelerated ROI. Whether the contact center is centralized, or users are distributed across diverse locations, departments or functions, OpenScape Contact Center Enterprise is designed to help improve your business operations and bottom-line.

Contact Center Management

The OpenScape Contact Center Enterprise Manager desktop provides a unified and easy-to-use interface for all contact center management tasks. It is a highly visual and easily customizable console organized into "work centers" dedicated to the key contact center management tasks:

- Administering users and resources
- Designing intelligent multi-channel , multi-site routing strategies and queue processing flows
- Defining and viewing real-time monitoring and historical reporting across all channels
- Creating wallboard views and streaming "ticker tape" content for agent desktops

For multitenant environments, the Enterprise Manager desktop is configurable for each tenant sharing the system.

Administration Center

Administration Center is a convenient interface for the administration of contact center users, user profiles, skills and virtual groups. Reason codes for work and unavailability reasons are also configured here.

Using a simple point and click, managers can assign highly flexible, permission-based profiles to users based on their different roles and functions in the contact center. These profiles also determine which combination of channels each agent can handle - voice, email, Web, outbound, callback. User templates and optional "bulk" uploads for multiple users streamline the management of larger contact centers.

Skills, skill proficiency levels, and skill preferences can be individually assigned to agents. By defining different skill levels for each agent, managers ensure they maximize the use of the agent's qualifications. Skill preference levels may reflect user preferences in contact handling, thereby improving agent satisfaction. Or, they can be

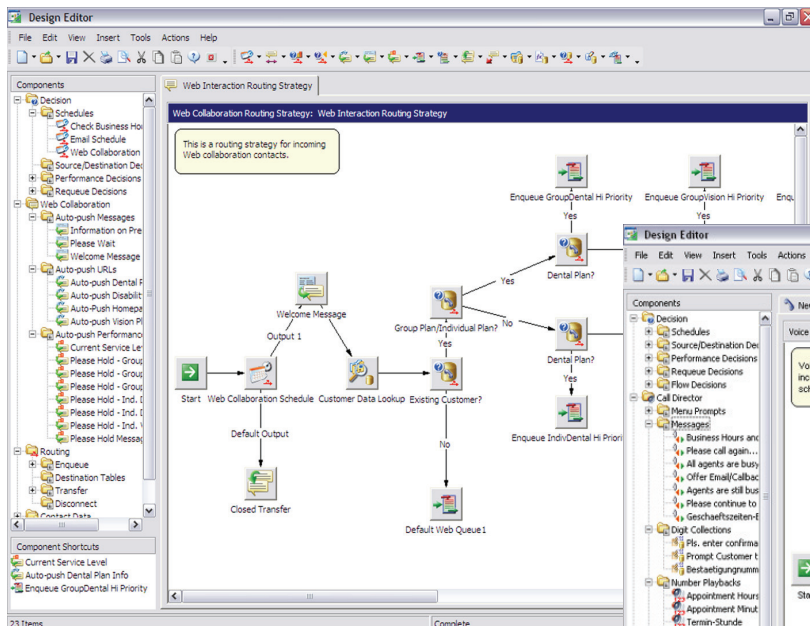
used to account for a supervisor's preference for the agent to handle a certain type of contact to fulfill training objectives.

Design Center

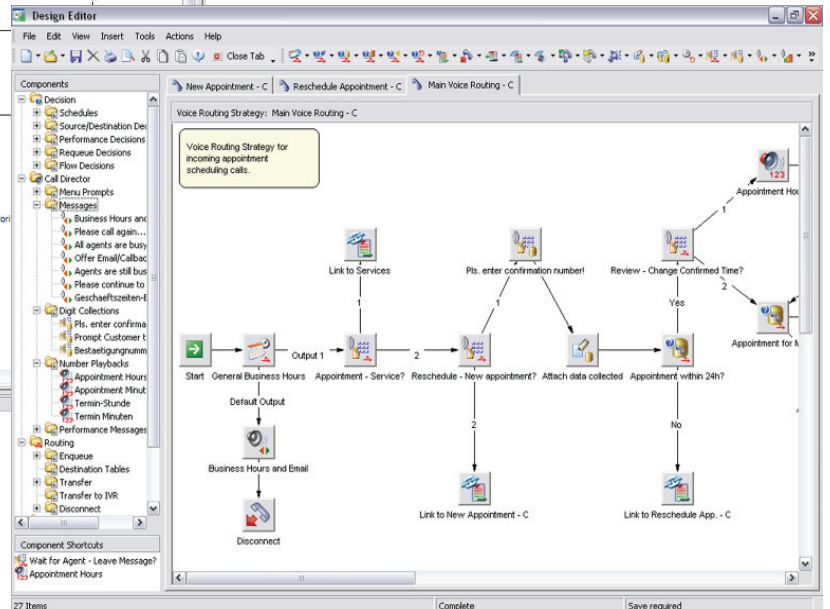
Design Center gives managers a visual, workflow-style tool, called the Design Editor (figure 1 and 2 next page), for defining routing strategies and queue processing flows for voice, email and Web interactions. To streamline the creation of flows, it offers a library of configurable and reusable routing and queue processing components. Managers can create and edit flows using a drag-and-drop interface, where strategies are automatically checked and validated for completeness as they are created.

Design Center offers components that can be used in multi-channel flows, such as:

- Time of day / day of week schedules
- Source / destination routing decisions
- Compound multi-site routing criteria
- Performance level routing decisions
- Data directed routing decisions
- Read/write access to external databases
- Custom components to execute virtually any routine or external application
- Create Callback allows the Manager user to use collected data to create a callback as part of the overall workflow processing of the contact
- E-mail category decisions based on content analysis of the address, thread ID, subject line or body text of incoming e-mails
- E-mail auto-acknowledgement, auto-response and auto-suggestion
- Automatic Web page and text message push for Web collaboration interactions



Design Center – Web Collaboration Routing Strategy (figure 1)



Design Center – Voice Routing Strategy (figure 2)

OpenScape Contact Center Call Director

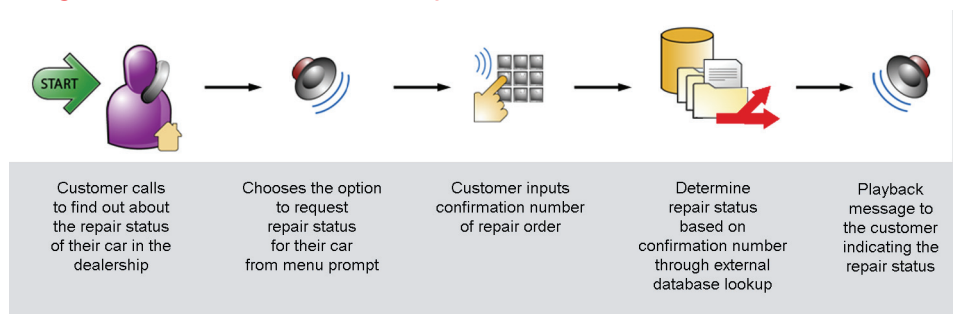
OpenScape Contact Center Enterprise provides a fully integrated Interactive Voice Response (IVR) system - Call Director, to front-end incoming voice contacts. Call Director gathers caller requirements by prompting callers with interactive navigation menus.

OpenScape Contact Center Call Director is a fully integrated self-service and transactional call processing platform. Managers can use Design Center's convenient drag-and-drop interface to integrate the following components into routing and queue processing flows:

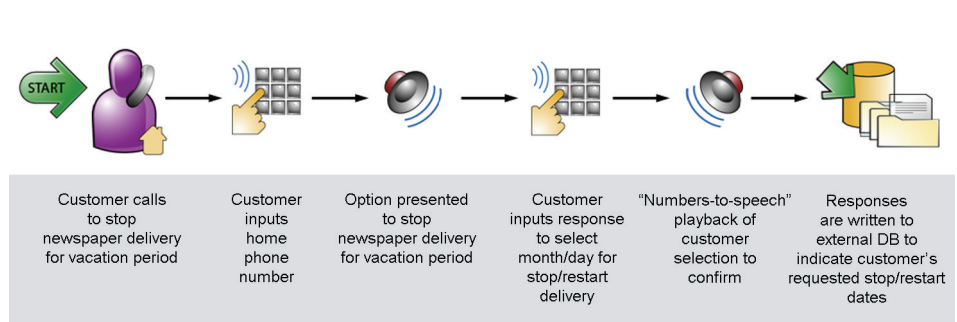
- Auto-attendant with navigation menu prompts
- Caller input digit collection
- Messages and greetings
- Estimated wait time or position in queue messages
- Dynamic, multi-format "numbers-to-speech" playback

Call Director can be easily combined with other Design Center components, for example to read from and write to external databases. This facilitates basic transactional or self-service applications that previously may have required a more complex and expensive external IVR integration.

Design Center with Call Director – Simple Self-Service IVR Scenario



Design Center with Call Director – Simple Transactional IVR Scenario



Multi-channel Skills-based Routing

OpenScape Contact Center Enterprise is built on a patented, industry-leading skills-based routing engine that ensures incoming contacts are matched with the best qualified agent on a contact-by-contact basis. Skills-based routing enables your managers to optimize the use of your most valuable contact center resource, your agents. Providing the optimal balance between skill requirements and service levels for each contact helps ensure that contact center performance targets are met or even exceeded.

With the OpenScape Contact Center Enterprise Skills-based routing option, multi-channel customer interactions are managed and routed through a unified queue. Voice, email, Web, outbound contacts and callbacks are intelligently routed to "blended" agents, enabling management simplicity with fully integrated reporting.

Regardless of channel, OpenScape Contact Center Enterprise automatically identifies a "virtual group" of agents that are fully qualified to successfully handle the contact.

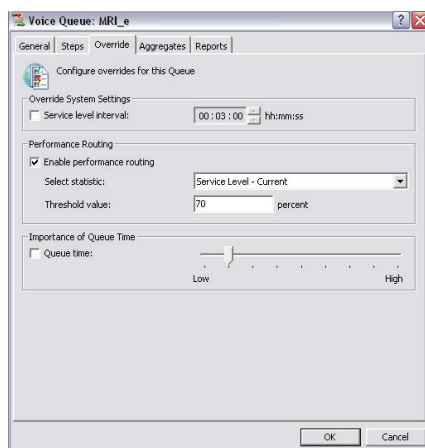
Having gathered the requirements for a voice, email or Web interaction through your routing strategy, the skills-based routing engine matches each contact to the best available agent with the desired skill set at that moment.

To ensure consistent service levels, the virtual group is dynamically redefined by relaxing the skills requirements as the contact ages in queue or as the real-time performance of the contact center dictates.

To meet service level targets even during times of higher than usual incoming contact volumes, the Performance Routing feature (figure 3) can speed up the pace at which the virtual group is redefined. When definable real-time performance thresholds are met, queue steps are automatically accelerated, so that more agents become eligible faster to handle the contacts.

Managers and administrators can optimize routing depending on which criteria they judge most important for interaction handling in their contact center environment.

Using predefined "skill-scoring schemes" (figure 4), an intuitive interface permits fine-tuning of the routing paradigm by biasing the weighting of specific parameters - for example time in queue or agent skill preference - to influence the routing process.



Skills-based Routing: Performance Routing (figure 3)

Multi-site Networking

OpenScape Contact Center Enterprise offers optional multi-site networking to optimize skills-based routing and load balance calls across site locations, while providing centralized real-time monitoring and consolidated reporting across all sites.

Multi-site routing strategies are fully integrated into the Design Center, providing flexible compound criteria such as schedules, service levels and resource availability as the basis for multi-site call distribution.

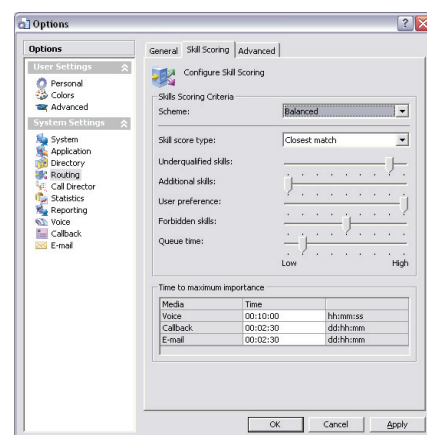
Multitenancy

OpenScape Contact Center Enterprise multitenancy allows you to create separate "business units" within your enterprise to securely and independently co-exist on a single contact center system. Tenant self-administration enables each individual 'business unit' to manage its own contact center.

Multi-tenancy is the ideal configuration for managed service providers, outsourcers and distributed, multi-business unit enterprises who want the cost savings and increased control of consolidating their call centers on one virtual contact center platform.

Report Center

The OpenScape Contact Center Enterprise Report Center runs on a customizable, visual reporting engine to define and view a virtually unlimited number of real-time, cumulative and historical reports for all channels. The flexible interface makes tailoring specific reports or formats easy, without requiring an external report writer. Report Center provides insight into your contactcenter operations, allowing for bet-



Skills-based Routing: Skill Scoring (figure 4)

ter operational monitoring, more effective decision making, and the ability to proactively spot patterns and respond – before they become problems.

Real-time and Cumulative Reporting

Real-time and cumulative views are refreshed continuously, presenting key information such as agent utilization, service levels, abandon rates and average handling time for voice, email, Web and callback interactions (figure 5, next page).

A built-in analytic model uses actual data trends to predict performance patterns and contact volumes in real-time, improving decision making regarding staffing resources or contact routing.

Real-time thresholds and alerts are easy to define and provide audio and visual notification to a manager when definable operating metrics are exceeded.

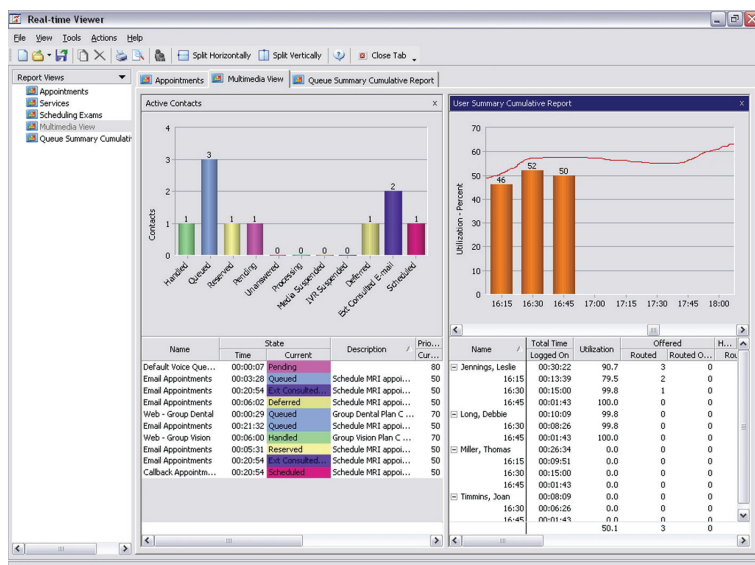
Activity Logs

Detailed, searchable activity logs (figure 6, next page) allow managers to examine the step-by-step progression of any customer contact or review the detailed activities of an agent throughout the day for all channels.

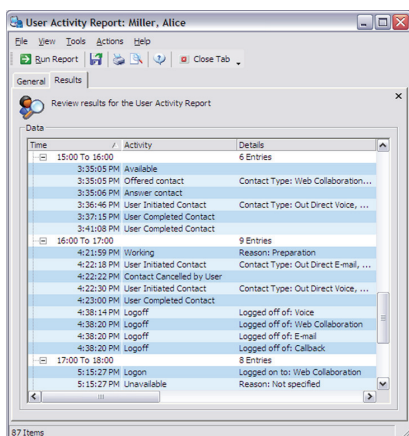
Historical Reporting

Historical Reports can be quickly created by just pointing and clicking to select data elements and report parameters. Managers can choose from a comprehensive range of statistical values for blended or channel-specific reports, for example by user, group, queue, contact type or site.

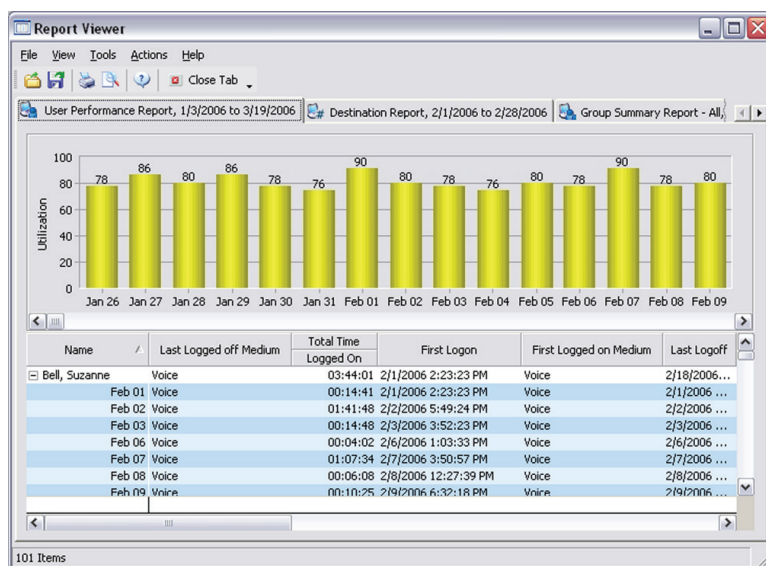
Report Center provides graphical as well tabular historical reports (figure 7, next page). Displaying historical reports in OpenScape Contact Center Enterprise's Report Viewer allows managers to flexibly ad-



Report Center – Real-Time Reporter (figure 5)



multi-channel User Activity Report (figure 6)



Report Center – Historical Report Viewer (figure 7)

just report output even after the reports have been run. They can re-order and re-sort content, as well as tailor the level of detail to be viewed. Multiple reports can be opened in the Report Viewer concurrently, and are accessible with just a mouse click.

Reports can be viewed on-demand or scheduled to run on a daily, weekly or monthly basis. Additional output options include email, printing, or content export to Excel, HTML, PDF or text file.

Broadcast Center

Broadcast Center offers a fully integrated interface for defining rules-based streaming statistics for wallboards as well as "tickertape" views for the agent desktop or external plasma displays.

With the integrated Broadcaster, real-time statistics and performance data for all channels can be streamed selectively to any agent's desktop.

Managers can configure rules-based thresholds for wallboard as well as broadcaster views, to alert agents visually of changes in the operational conditions of the contact center.

Easy to define distribution lists for broadcaster views ensure that the relevant data is sent to a selected group of recipients.

The Agent Advantage

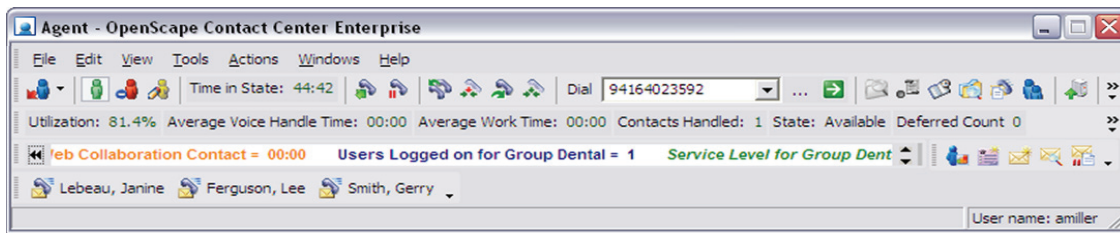
The Agent Desktop (figure 8 and 9 next page) provides tools and information for handling multi-channel interactions more efficiently while enhancing customer service quality.

Agent desktop features include:

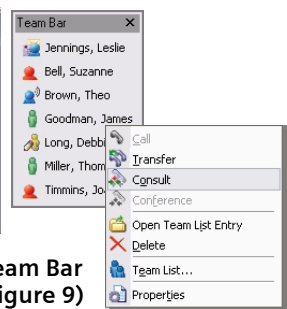
- An intuitive, blended desktop for multi-channel contact handling
- Unique presence and collaboration tools to drive first contact resolution
- Convenient "tear off and park" screen elements and toolbars
- Streaming real-time statistics and personal performance data
- A visual Contacts Waiting Indicator for all channel
- Availability status and wrap-up reasons which can be reported on
- An "Icon Mode" display option to reduce screen footprint to a system tray icon

Voice Handling (Inbound, Callback, Outbound)

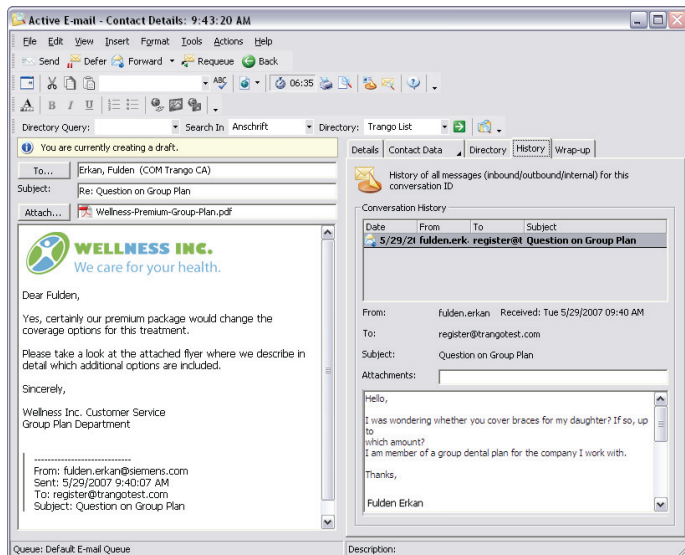
A full set of telephony controls and tools streamlines handling incoming calls. In addition, callbacks or outbound calls can be



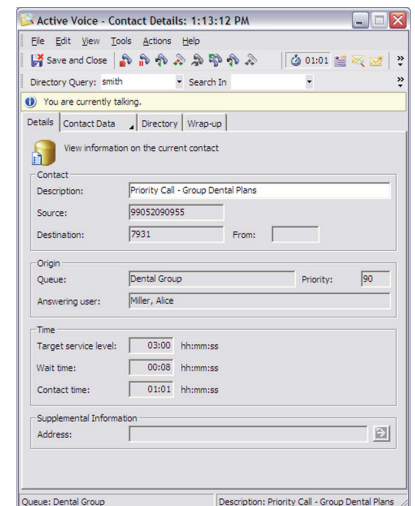
Agent Desktop (figure 8)



Team Bar (figure 9)



Agent Desktop: Incoming Email Contact Window, Email History (figure 11)



Agent Desktop: Incoming Voice Call (figure 10)

created by the agent, generated from a campaign list or requested by the customer using a Web-based interface.

A 'Create Callback' component enables managers to use collected data to create a callback as part of a routing strategy or queue processing flow.

The agent receives a "screen pop" (figure 10 next page) with customer data and contact details synchronized with the arrival of all interactions at the desktop.

A built-in interface to 3rd party or in-house CRM systems can be used to automate customer file retrieval for display on the agent's screen.

Email Handling

With OpenScope Contact Center Email, the Agent Desktop offers tools to efficiently handle incoming and agent initiated email interactions in both HTML and Plain Text format. It provides a screen pop (figure 11 next page) for routed email contacts and tracks internal as well as external email forwarding and consultation to enhance responsiveness and expedite resolution. To further streamline email handling, agents can receive auto-suggestions based on email subject matter. Or, they can decide to use text modules from a library of selectable email templates

The email history tool provides various search criteria to track the progress of interactions and searching within existing email threads. This enables agents and managers to understand the sequence of interactions leading to a satisfactory resolution.

Agents can proactively reach out to customers by initiating new emails. For determining the success of email campaigns or reactivation of customer relationships, agent initiated emails and related replies can be tracked and reported on. Also, information can be emailed to a caller even while on a call or Web collaboration session, improving quality of service for the customer and reducing the need for later follow-up activities by the agent.

Web Collaboration Handling

OpenScope Contact Center Web Collaboration is a fully integrated solution for effectively handling real-time customer dialog over the Web, leveraging the agent desktop. With OpenScope Contact Center Web Collaboration you can automatically categorize, route and queue live Web interaction requests. This establishes a session that allows customers and agents to communicate in real-time via Web text chat, with Web page push and escorted browsing, or via simultaneous voice communication.

To speed up interaction handling the agent can select text from a library of pre-built text blocks and push Web pages directly from a channel library and have them instantly appear in the customer's Web browser. Escorted browsing allows the agent to synchronize the customer's Web browser to lead the customer through your Web site or locate specific content. Each Web interaction and transcript is stored in the server database.

Callback Handling

If your contact center is handling inbound customer contacts only, you may be missing a significant opportunity to increase agent utilization and enhance customer relationships. OpenScope Contact Center Callback helps you to fully leverage your contact center investments by providing a blended agent desktop for handling inbound calls and callbacks. This helps optimize agent productivity by providing a more balanced contact volume for agents throughout the day.

Your agents can make sure that customer interactions are followed up on by defining callbacks if required. A Web interface enables your customers to request callbacks at a time convenient for them. And, OpenScope Contact Center Enterprise provides

built-in functionality to automatically create a callback if a customer has hung up while waiting to speak to an agent.

Outbound Call Handling

With the OpenScope Contact Center Outbound option, managers can automatically import call lists for up to 10,000 outbound calls. Outbound calls are routed to agents according to their skills and availability, to pursue campaigns or make one-to-one relationship marketing calls during times of lower incoming traffic. Outbound calls can also be used for customer surveys. Real-time and cumulative views will enable managers to monitor outbound calling activity and campaign status in real-time. Historical reports for outbound interactions allow documenting the success of outbound campaigns or outcome of customer survey calls.

Unique Presence and Collaboration Tools

To help drive first contact resolution and responsiveness, agents can use the Team List and Team Bar features to view real-time presence and availability states of their peers, managers or even experts outside the contact center. Available users can be included in a call transfer, consultation or conference with just a mouse click.

Detailed presence and availability information is displayed for all channel, so that agents can easily find the right person to collaborate with, to resolve voice, email and Web contacts in real-time.

Using Presence Tools to Drive First-Contact Resolution

OpenScope Contact Center Enterprise offers unique presence and collaboration tools, extending the customer service community across the enterprise.

- Agents in the contact center can "see" the availability of their peers, experts and supervisors
- Users in remote locations and home-based agents are now visible with real-time presence information
- Experts, decision makers or knowledge workers anywhere in the enterprise can be "available" when needed to collaborate on customer interactions
- The availability of enterprise users can be controlled automatically by the system (e.g. talking, logged off, available)

or selected by the user with specific reason captions (in a meeting, gone to lunch, working on research, etc.)

Beyond the formal contact center, there are many people who may help resolve customer situations: knowledge workers, experts, back office personnel, second level support or account managers.

Their availability status may need to be visible to the contact center agents and accessible for collaborating on customer issues or opportunities as they arise.

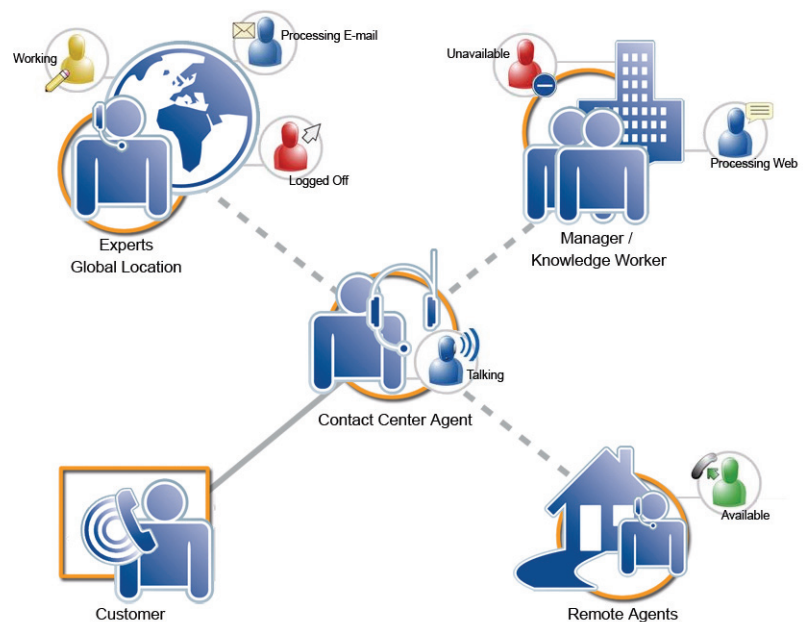
The Agent and Associate E desktops provide the Team Bar and Team List features. These innovative real-time presence and availability tools visually track and display the availability of other users regardless of their physical location. Even agents in remote locations or home-based and "roaming" mobile agents are as easy to collaborate with as a colleague located in the same room.

presence and availability of other users within the OpenScope Contact Center Enterprise system

Contact Center Scenarios Using Presence and Collaboration

When the need for assistance arises during a customer interaction, the agent can engage the right person on the first attempt.

- Problem: An important customer has a complex technical question, requiring immediate resolution
- Solution: The answering agent uses the Team List to locate and conference in an available expert at the remote office
- Problem: A loyal customer calls the sales team asking for a questionable service charge to be removed from their bill
- Solution: Using the Team Bar, the answering agent quickly identifies an available supervisor on duty, who authorizes the charge removal in real-time



Extending Customer Service Across the Enterprise

Users in the Team List can be sorted and displayed by job role, department, group or current availability status by channel, making location of the appropriate user faster and easier.

The optional, non-intrusive Associate desktop provides a streamlined user interface, but is tied into the routing and communication fabric of the contact center.

This desktop offers soft phone productivity tools, streaming real-time contact center statistics, and the ability to monitor the

Evolve your Contact Center to IP with Investment Protection

OpenScope Contact Center Enterprise is designed for traditional (TDM), converged or pure-IP Telephony environments. This enables you to smoothly evolve to a completely IP-enabled contact center when you are ready, while protecting your investment with infrastructure independence. OpenScope Contact Center Enterprise's flexibility in converged environments allows for the deployment of individual IP agents when and where needed, independent of physical location.

Due to the power of OpenScape Contact Center Enterprise's skills-based routing engine, home-based agents, branch offices or remote locations are seamlessly tied into the routing strategies of your contact center. Distributed users can be deployed with IP soft clients or IP Phones.

To drive first contact resolution, mobile solutions with Voice over Wireless LAN end-user devices can be leveraged to "un-tether" enterprise users while allowing them to collaborate on incoming calls. Presence and availability information for mobile decision makers, subject matter experts and remote users will enable your agents to collaborate with any user participating in the virtualized contact center.

OpenScape Contact Center Enterprise CRM Ready Integrations

To streamline integrating with your CRM systems, OpenScape Contact Center Enterprise offers the following optional CRM integrations:

CRM Ready Integration for SAP

The certified integration for SAP ICI and CIC provides a single, unified desktop with screen pop and CTI functionality fully integrated into the SAP interface. It enables personalized customer service through automatic customer identification. It allows intelligent routing of customer voice calls and emails to the best available agent

based on skill set, job role, subject knowledge, customer data or business rules from mySAP CRM.

CRM Ready Integration for Siebel

The validated OpenScape Contact Center Enterprise integration with Siebel 7.8 provides a unified agent view and desktop with embedded telephony controls. Agents receive a screen pop for each incoming customer call. To ensure optimal handling, customer needs are matched to agent qualifications based on OpenScape Contact Center skills-based routing and Siebel business rules.

Microsoft Dynamics CRM

A screen pop integration with Microsoft dynamics CRM is an included feature at no extra cost. Customer records are identified and retrieved based on caller ID or IVR inputted digits, and automatically pushed to the agent.

Ensure Business Continuity with System Redundancy

The risk of any potential system failure can be effectively managed with the OpenScape Contact Center warm standby redundancy capability. From resilient equipment up to geographical split site support for full disaster recovery, this solution can be configured to meet your needs. It ensures that not a single call, e-mail, or callback is lost, that full reporting is assured even across networked nodes and that administrative overhead is minimized through transpar-

ently synchronized adds, moves and changes. All this keeps your business running and your customers satisfied even when failures occur.

Simplify Integration with the OpenScape Contact Center Enterprise SDK

Sometimes, your unique business needs require custom application integration or extensions. Siemens recognizes the need to extend contact center capabilities, integrate with existing front and back office applications while managing tightening IT budgets and costs of custom development.

OpenScape Contact Center Enterprise's optional Software Development Kit (SDK) facilitates complete integrations with other applications like in-house or 3rd party CRM applications, as well as custom application development. The SDK helps to reduce costs and to ensure rapid development of custom solutions for the contact center by offering well documented and supported programming interfaces.

OpenScape Contact Center Enterprise V8

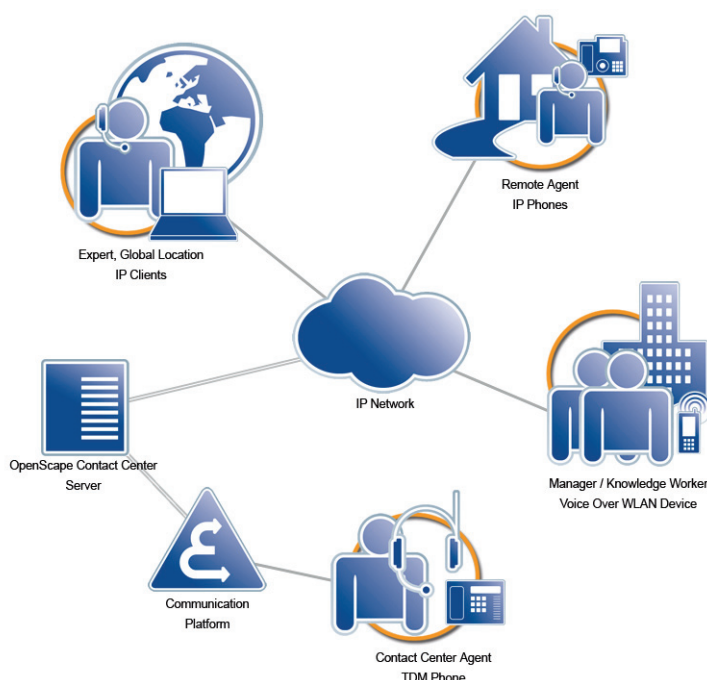
System Features

- Advanced skills-based routing for voice, e-mail, Web collaboration, outbound and callbacks
- Integrated database
- Wallboard support
- CTI integration
- Multiple language and time-zone support
- Data management server with configurable retention periods for reporting, e-mail and Web collaboration
- Supports IP-Telephony, converged or TDM (circuit-switched) platforms

Manager Desktop

- Users, skills, virtual groups, queues and data source administration
- Design of contact processing flows, routing strategies, queue processing, and related capabilities for all channel
- Graphical real-time and historical monitoring and reporting, alerts and notifications
- Rules-based, streaming broadcast capabilities for wallboards, client desktops or client-connected plasma displays

Evolve to IP with Investment Protection



- Telephony platform synchronization and related capabilities

Agent Desktop (optional)

- Blended multi-channel agent desktop (incoming voice, email, Web, outbound / callback)
- Unique multi-channel presence management and collaboration tools
- Full desktop telephony controls; plus click-to-dial speed dial, directory, multi-channel contact log
- Contact details screen pop
- Work and Unavailable reason codes
- Wrap-up codes assigned to queues
- Visual, channel-specific Contacts Waiting Indicator
- Real-time streaming statistics and personal performance data, Broadcaster "ticker tape"
- System tray icon mode
- Customizable launch pad with "tear and park" toolbars
- Optional streamlined Associate desktop
- Fully configurable Hot Key Support
- Attendant Console desktop (OpenScape UC Server only)

OpenScape Contact Center Call Director (optional)

- Integrated IVR
- Call menu prompting
- Caller input digit collection
- Multi-format numbers to speech playback
- Read/write access to external databases
Dynamic passing of call data to Agent application
- Intelligent announcements in queue (e.g. expected wait time)
- Call Director SIP Service (CDSS) supporting up to 200 sessions.
- Intermedia XMU+ or SBX announcement device supports 4 to 64 ports
- Full routing design integration

OpenScape Contact Center Networking (optional)

- Load balancing and call distribution for up to 5 sites (7500 active agents)
- Flexible, multiple distribution criteria
- Centralized monitoring and reporting

- Multi-site routing strategies fully integrated into Design Center flows

OpenScape Contact Center Multitenancy (optional)

- Single license deployment of multiple business unit entities with up to 1,500 active agents on one OSCC server
- Separate Administration and Security
- Separate Design and Routing
- Monitoring and Reporting
- Support of multiple time zones
- Enhanced security permissions for manager and supervisor at the business unit level.

OpenScape Contact Center Email (optional)

- Automatically analyze, categorize and route incoming email
- Intelligent auto-acknowledgement, autoresponse capabilities
- Library of configurable text templates
- Intelligent routing and queuing based on agent skills profile and blended queue
- Fully integrated into Design Center flows and the Agent Desktop client
- Support of HTML and Text formats

OpenScape Contact Center Web Collaboration (optional)

- Real-time text chat, escorted browsing, Web page push
- Library of configurable text templates and push URLs
- Intelligent routing and queuing based on agent skills profile and blended queue
- Fully integrated in Design Center flows and the Agent Desktop Client

OpenScape Contact Center Callback (optional)

- Blends callbacks with inbound traffic
- Preview Dialer fully integrated with the Agent Desktop client
- Agent-initiated and Web requested callbacks
- Customer requested callback in routing strategy or while waiting in queue

- Automated creation of callback on abandon in queue
- Intelligent routing and queuing based on agent skills profile and unified queuing

OpenScape Contact Center Outbound (optional)

- Import of outbound dialing campaigns from externally generated lists
- Upload up to 10,000 contacts into the campaign manager
- Intelligent routing and queuing based on agent skills profile and blended inbound / outbound queue

OpenScape Contact Center CRM Ready Integrations (optional)

- Pre-built, certified CRM desktop integration with mySAP CRM and SAP CIC / ICI
- Pre-built, validated CRM desktop integration with Siebel

Included feature at no extra cost:
Pre-built screen pop integration for Microsoft Dynamics CRM

System Capacity

Defined Users per System: 6000
Active Agents per System: 1500¹⁾
Managers per System: 180²⁾
Maximum # of Skills: 1000
Maximum # of Queues: 2000

¹⁾ communication platform dependent
²⁾ system configuration dependent

Software Platform

Server

- Windows Server 2003 Standard Edition SP2
- Windows Server 2003 R2 Standard Edition SP2
- Windows Server 2003 Enterprise Edition SP2
- Windows Server 2003 R2 Enterprise Edition SP2
- Windows Server 2008 Standard Edition on SP2
- Windows Server 2008 Enterprise Edition on SP2

Client

- Windows XP Professional Edition on SP3
- Windows Vista Business or Enterprise Edition on SP1

- Windows 7 Professional or Enterprise Edition

For OpenScape Contact Center Email

- Microsoft Exchange 2003 or 2007
- IBM Lotus Domino 8.0

For OpenScape Contact Center Web Collaboration

- Microsoft IIS 6.0 / 7.0 on Windows Server 2003 / 2008
- Apache Tomcat version 6.0 on Red Hat Enterprise Linux 5.2 / 5.4 Server
- Sun Java System Web Server 6.1 / 7.0

- Exposes OpenScape Contact Center system variables and statistics to other applications for custom integration

- Enables access to user presence information for custom or 3rd party applications

- Monitors and exposes agent and channel state information via APIs

Server Hardware Platforms³⁾

- Two Intel Xeon E5405, 4GB RAM, 160 GB HD SATA, 100 Mbps Ethernet, 16x DVD-ROM, recommended

³⁾ System configuration and load dependent

Supported Communication Platforms

- HiPath 3000 V7 / V8
- HiPath 4000 V4 / V5
- OpenScape Voice V3.1 R3 / V4 R1
- HiPath DX V8.0

Standard Pre-Integrations

- Microsoft Dynamics CRM screen-pop
- XML interface for Work Force Optimization (e.g. Blue Pumpkin)
- Intermedia XMU+ and SBX devices
- Spectrum Wallboards
- LDAP Directories

Standard Interfaces

- CRM screen pop API
- 3rd party IVR API (HPRI)
- Voice XML, ODBC, SQL
- LDAP
- Custom function component

Software Development Kit (SDK) (optional)

- Enables integration with existing applications or custom application development

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