

## Money for nothing and ACD for free



Toshiba Strata: You can't beat free

If you're in dire straits — financially speaking — check out this offer from Toshiba, which is offering to supply the cost free option of ACD functionality for its Strata phone systems.

Strata ACD features alpha tagging and can provide for more than 200 agents with up to 16 ACD groups.

An agent with Toshiba handset and LCD display can view the number of calls waiting, call duration and use a 'help' key to alert a supervisor that they need assistance.

CONTACT [www.toshiba.co.uk](http://www.toshiba.co.uk)

## Avaya got news for you...

Voice and data networks provider Avaya has added another string to its INDeX bow — INDeX IP.

The original communications system — comprising of converged voice and data for medium sized enterprises — now boasts enhanced IP networking, designed to support contact centres distributed across Europe.

The basic premise is to allow workers to be based in various locations — including their own homes — creating a 'virtual' enterprise.

Of course, customers can expect the same high standard of service regardless of a worker's location.

"We're combining multiple location siting and great IP technology over the same data infrastructure," says Andrew Saunders, director for INDeX at Avaya.

"It can allow multiple sites to operate as if they're a single call centre," he adds.

The system will also be available in Australia and New Zealand.

CONTACT [www.avaya.com](http://www.avaya.com)

## Getting the 'community' spirit

In the never ending quest to have the most informed and efficient agents, eGain has enhanced its knowledge management software to bring you eGain Knowledge 5.3.

This new version also enables businesses to establish web self

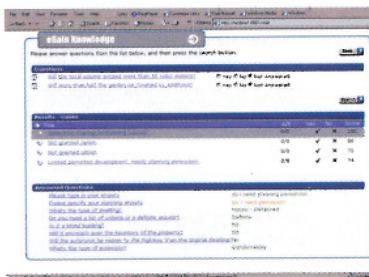
service sites and features security options, expanded language support and 'community authoring'.

And it should save you money too: more than 50 per cent of a call centre's budget can be attributed to

employment costs, while self service enquiries can cost just 10 per cent of agent assisted service.

It can also speed along call wrap up times by as much as 50 per cent — and lower the need for second level support — by around 30 per cent.

CONTACT [www.egain.com](http://www.egain.com)



eGain: Expanded language support

## Deck the calls with boughs of Holly

Although it's far from being the festive season, there's still reason to be jolly thanks to a new voice recognition system from Dimension Data Holdings.

Its speech interaction software — affectionately named 'Holly' — boasts natural language processing and provides intelligent response.

Dimension Data claims that Holly is capable of handling 40 per cent of contact centre applications at half the cost per call rate of employing a live agent.

How? Well, Holly differs from traditional IVR kit in that it is able to give a user friendly service — understanding whole sentences — and can read complicated data to customers over the telephone.

"I would go as far as to predict that contact centres as we know them today will be decimated within the next three to five years by the arrival of technology such as Holly," says Mike Cleugh, director of customer interactive solutions at Dimension Data.

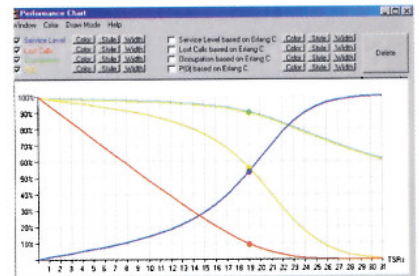
CONTACT [www.didata.com](http://www.didata.com)

## Turning a lost call in to a profit

Lost calls mean lost business and that's a real problem for a number of inbound call centres.

But fear not, for CC Logic may have a solution for you in the form of Answer 01.

The planning and optimisation software tool is based on new forecasting methodology, enabling the forecast of service levels, the planning of staffing requirements and the optimisation of the call centre's 'cost/benefit' ratio.



CC Logic: These smarty's have the answer

Answer 01 regards lost calls as the key controlling figure in each centre, so translates them in to opportunity costs. CONTACT [www.ccllogic.de](http://www.ccllogic.de)

## In the middle of a real time reaction

Time is always of the essence in the call centre, so it's good news that Applix is helping businesses to react in real time.

Applix Integra has been launched in to the UK market to help meet your needs when it comes to interactive planning and analytical CRM solutions.

Essentially, Integra integrates data from multiple applications, giving you a better indication of what is really happening in your centre — as it happens.

Information is accessible at any time, from anywhere, thanks to web and wireless applications support.

Integra is a combination of Applix iEnterprise and Applix iTM1, running on a single platform, so it also allows for an interactive approach towards analytics, collaboration, workflow and forecasting across the whole organisation — all of which is presented in an 'easy to view' format.

"Business activity monitoring through real time responsiveness and access to key performance indicators is essential to operational success," says Martin Richmond-Coggan, md at Applix. CONTACT [www.applix.com](http://www.applix.com)