



DATANET
SYSTEMS
COMMUNICATION
SOLUTIONS

believe in more

Contact Center Solutions

Closer to the clients

The companies and the organizations are constantly looking for lower cost means of increasing the speed and the receptivity of the customer support processes. Furthermore, they are interested in new solutions for the integration of remote groups and specialized expertise groups into the customer support network.

Currently, the classic infrastructure solutions for customer support – Call Center – are evolving into a new generation, under the generic name of Contact Center – a series of applications providing the interaction with the clients by multiple channels: voice, e-mail, web, fax, Internet text chat.

Including the open standards into the Contact Center solutions provides major benefits regarding the ease of integration with other applications, the agents thus having better real time interaction opportunities with the clients. This leads to faster resolution of the problems and incremental sales opportunities, improving the connection to the client and contributing to the client fidelity.

www.datanets.ro/contact_center/

CONTACT CENTER SOLUTIONS

Datanet Systems provides distributed Contact Center infrastructure solutions based on IP technologies, containing an innovative series of client communication services.

An important characteristic of the solution is its flexibility, since it allows for the companies to integrate varied and dispersed groups of employees into the customer support process and it also provides multiple communication channels, including self-service instruments.

Furthermore, the intelligent solutions are able to assign the client requests to the most appropriate agents or groups from the point of view of the skills and availability, providing them with customer information necessary for the immediate resolution of the requests.

Unlike traditional applications, the Datanet Systems solutions are based upon open standards, providing interoperability with other systems.

Another significant characteristic is the capability to queue the requests in waiting lines and to perform searches based upon the caller telephone number in the client database or in CRM applications databases. Based upon such data, the Contact Center may perform the preferential routing of the call according to the importance of the client, the type of services being required or any other criteria based upon predefined procedures.

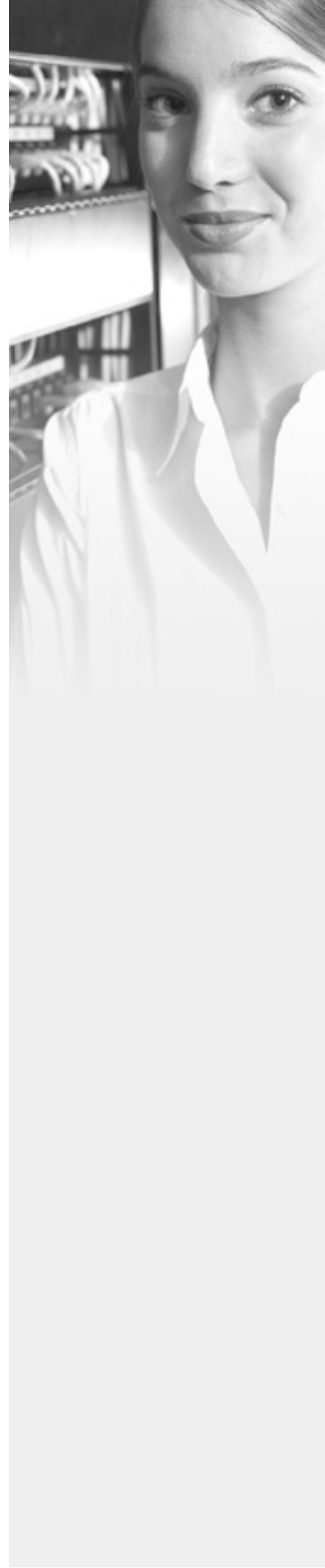
When the call is received by an agent, he/she already has at his/her disposal relevant information about the client. Thus, the waiting in multiple lines is avoided, as well as the repeating by the client of the identification data and of the request.

Thus, the company basically sends the following message to its clients: **“we know who you are and we are prepared to solve your problems quickly and accurately”**.



Our Contact Center solutions allow you to ...

- ⇒ Generate more profitable relations to the clients, placing at the disposal of the agents distributed within the company all the applications and the information that they need in order to provide high quality services.
- ⇒ Migrate towards new technologies according to the rhythm of the business. The Datanet Systems solutions interoperate with the classic systems ACD, IVR, CTI, TDM PBX and PSTN and they allow for the gradual migration of the communication and of the services towards the IP infrastructure.
- ⇒ Simplify the system upgrade in order to support the activity peaks and to provide the virtualization of the customer support operations, by integrating the remote groups of agents on a stable and accessible IP communication infrastructure.
- ⇒ Integrate the Contact Center functionality within the organization infrastructure through a complete and mature IP communications solution, including the IP infrastructure, the call control systems and the IP telephony terminals – telephones or PC applications.
- ⇒ Intensify the cooperation within the organization by transforming the customer support department into an integrated part of the company, rather than a separate entity.
- ⇒ Improve the client and employee satisfaction level by addressing the needs of the employees dispersed at multiple locations.
- ⇒ Reduce costs. A convergent network may reduce the telephony related costs, especially those for long-distance and international traffic. Furthermore, the company may also make savings from the diminished necessity of hardware – the existing PCs may be used instead of phones, no subscriber cards are necessary in PBX and it is not necessary to have phone cabling separated from the LAN cabling. Using a unique IP infrastructure, the equipment volume lowers and the maintenance and staff training expenses are reduced.
- ⇒ Simplify the integration with Front End and Back End applications. With the adoption of Customer Relationship Management applications, the need to integrate the Front End application with the Back End database is growing. This also generates the necessity to allocate increased resources for this purpose. Within the IP communication solutions, the Computer Telephony interface is native, and the integration of the systems is simplified, reducing the costs and increasing the implementation flexibility.



Major Productivity Increase

Credisson, the specialist in consumption credits from Romania, was founded in 2003 and within less than two years of operation, is already has more than 500 consultants at over 200 locations, from the store networks distributing electronic devices, household appliances, computers, furniture, interior decorations: Flanco, Praktiker, Cora, Elvila, Depozitul de Calculatoare, BestComputers, Delta, Cosmo and Rombiz. In November 2004 the first Credisson Agency from Home&Design Mall was launched.

“The Call Center department is very important within the organization”, said Miruna Senciuc, Credit Manager, Credisson.

“Owing to the quick development of the Credisson network throughout the territory, accompanied by a continuous growth of the sales, it became necessary to improve the response time and the quality of the Call Center request processing.

The solution implemented in cooperation with Datanet Systems includes Cisco IPCC Express and a software application developed by Datanet for the Credisson needs.

Immediately after the implementation of this IT solution package, the call center productivity was improved by 50%, and the time requested by each request processing was reduced to half.”

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