

# Alcatel-Lucent OmniTouch Contact Center Standard Edition

A new era of customer service solutions

A scalable and reliable contact center solution for up to 7000 agents.

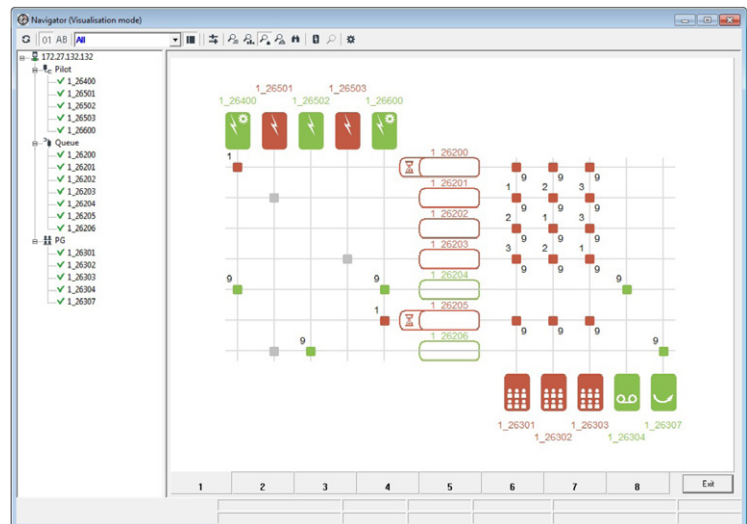
[Alcatel-Lucent OmniTouch® Contact Center Standard Edition](#) is for companies with contact centers of all types and sizes, from small to large capacities, that are driven primarily by inbound voice interactions.

OmniTouch CC Standard Edition is based on a unique and patented matrix call-routing model. Flexible and customizable, changes can be made quickly using the graphical and intuitive management interface. No programming skills are required to address business demands.

Contact center modules available are:

- CC Supervision
- CC Distribution

Moving to a multimedia contact center solution no longer requires a complete rip and replace. Customers who already have OmniTouch Contact Center Standard Edition can implement easily omnichannel services cloud-based. Benefit from multimedia interactions such as email, web chat or social media plus CRM applications integration and workforce management.



Key modules/features	Benefits
CC Supervision	Offers real-time one-click configuration and supervision, monitors all objects (pilots, queues, and groups) and provides full statistics compilation and detailed reports.
CC Distribution	Is an automatic call distributor (ACD) with a database embedded in an OmniPCX® Enterprise, offering cost-based powerful routing algorithms and the ability to build a virtual contact center.
Soft Panel Manager	Helps agents and supervisors quickly identify strengths and weaknesses, then establishes corrective strategies, optimizing the Contact Center's efficiency and customer service. As a business monitoring tool, Soft Panel Manager enables managers to make quick strategic or security decisions

## Technical specifications

### OmniTouch Contact Center Standard Edition Embedded OmniPCX Enterprise

#### Voice distribution

- Patented visual tool to:
  - manage configuration
  - design routing
  - check call flow in real time update
- Skill- and cost-based distribution
- Routing time schedule
- Expected and remaining waiting time announcement
- Group selection options

#### Omnichannel capabilities

- Can be enriched with cloud-based omnichannel services thanks to ALE Connect

#### Architecture

- Up to 2800 connected and 7000 declared agents
- VMware® ESXi™ compliant
- Distributed contact center with ABC network
- HA and branch survivability with OmniPCX Enterprise
- Business, home, and mobile agents

#### Voice announcement

- External/Internal voices guides
  - From audio station, ALE DeskPhones
  - From audio file in Supervision Desktop

#### Agent features

- Free seating agent position
- Logon/logoff, withdraw, wrap-up (manual or CTI-based)
- Private call barring
- Transaction code (with reporting)
- Supervisor help
- Agent direct call with statistics

- IP Desktop Softphone Agent, ALE SoftPhone, or Rainbow client as softphone for remote agent
- Agent greeting (automatic welcome prompt)

#### Supervisor features

- All agent features
- Discrete call listening and monitoring

#### Supervision and statistics desktop

- Up to 120 connected and 250 declared supervisor desktops
- Real-time statistics
- Customizable alarms and reports
- Automatic emailing reports
- Discrete call listening and monitoring
- Predefined and customizable Microsoft Excel® spreadsheet-based statistics and reporting
- Statistics download (FTP)
- Free seating supervisor position
- Openness to other workforce management software

For more information about Alcatel-Lucent Enterprise Contact Center solutions, contact your local representative or visit: <https://www.al-enterprise.com/>