



GAdvance Agent Desktop

A Technical Overview

VoicInt

VoicInt Telecommunications GmbH • 2009

Benefits to the Enterprise

- Sophisticated feature set increases agent productivity
- Tailored information empower service reps
- Faster training due to best practices usability

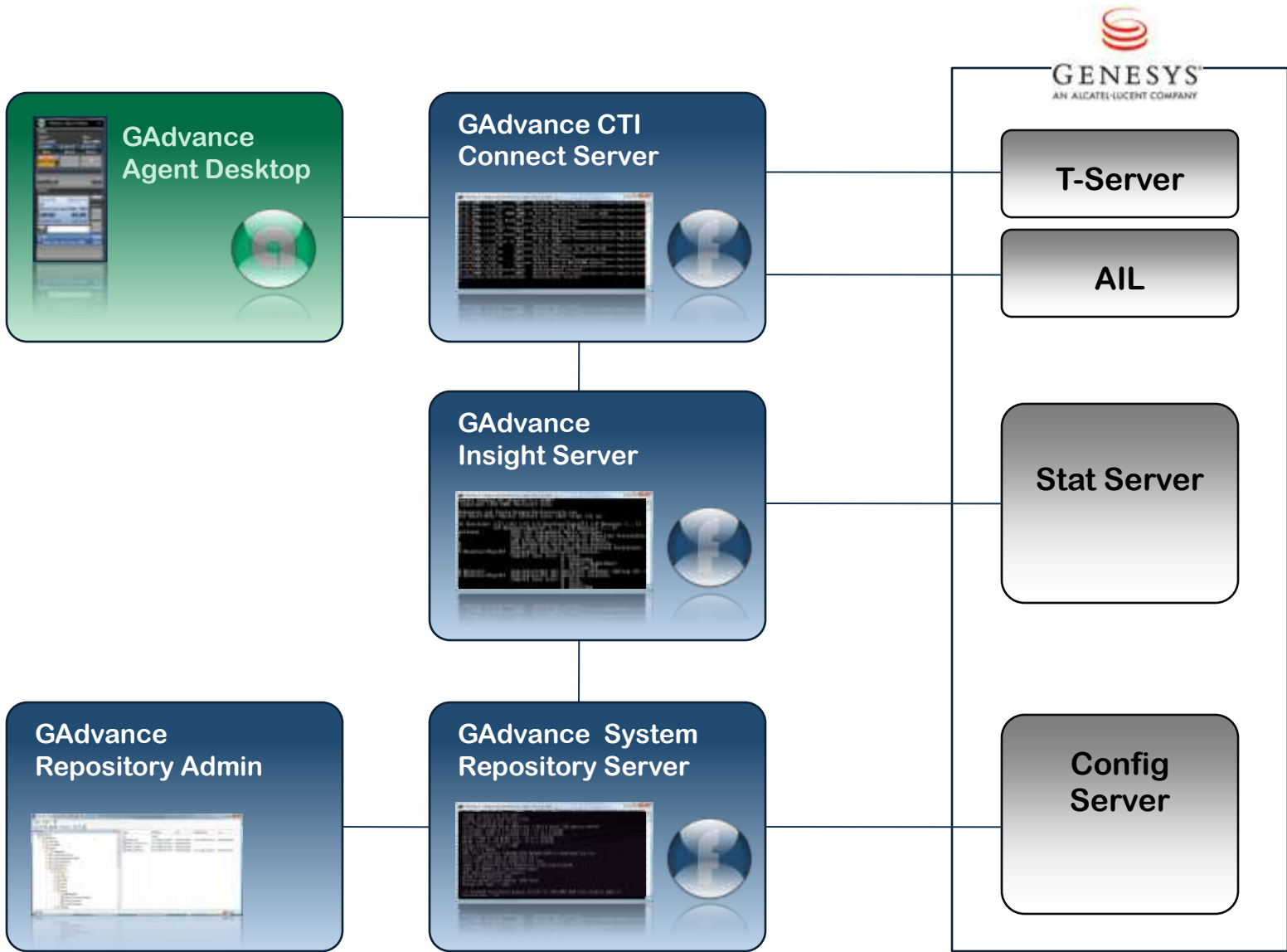
Benefits to IT

- Out-of-the-box solution eliminates cost
- Standards based architecture prevents risky and time-consuming integration
- Sophisticated administration toolset guarantees proven scalability

**Non-invasive ,
external computer
telephony integration**

**Leveraging the entire
Genesys CIM
platform feature set**

**CTI Desktop Automation
Event Publishing
Real-time statistics**



Deployment

- Performance
- Physical and logical distribution
- Change handling
- Security and auditing

Integration

- Multitude of desktop applications
- Legacy systems owned by other units
- Varying change cycles
- Frozen zones
- Limited backend access
- Outsourcing with no access at all

Operational

- Central administration
- Exceptions handling
- Excellence
- Troubleshooting

Financial

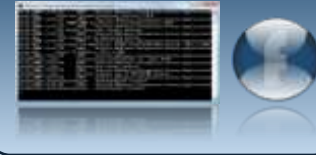
- Investment protection
- Leveraging platform's potencial
- Risk mitigation

Native Integration and Mid-tier Advantages

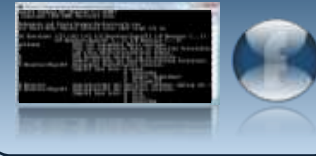
- Deep Genesys protocol based integration with full support for G6.x and G7.x (currently working on G8 readiness)
- Proven high performance and scalability for x-large installations (5000 + seats)
- CME integrated – no redundant data stores
- Transparent support for Genesys HA options
- Suite-wide configuration
- Wide range of deployment options
- Load balancing and distribution
- Extends Genesys redundancy (e.g. Stat Server)
- Unified backend for all other GAdvance solutions

GAdvance Foundation Services

GAdvance CTI Connect Server



GAdvance Insight Server



GAdvance System Repository Server





Complete Interaction Feature Set

- Inbound and Outbound voice
Full Support for not-ready reason codes, after-call-work, conferencing, DTMF and transfers
- E-Mail, Chat, Open Media and Contact Database (G7.x)

Unique CIM Platform Features

- Freely configurable real-time statistics
Natively received from Genesys Stat Server as opposed to counting locally
- Intelligent transfer
Indicates wait time and current number waiting for route point transfer destinations

Unique Integration Features

- Various options for non-invasive integration (screen pop, click-to-dial, etc.)
- Unique per DNIS desktop automation
- Local HTTP listener for HTTP services based integration

Unique IT Operations Features

- Central administration
- Hundreds of built-in customization options
Features can be switched off per agent group and even for individual agents
- Request / Event Monitoring
- Configurable live update
- Zero footprint deployment
Desktop approx. 1.7 MB in size, one-time install required, ongoing live updates via Foundation Services
- Configuration changes push model
- Detailed configuration change log
- Remote console for all servers
Real-time and historical insight into all T-Server requests/ events



GAdvance Agent Desktop

- Designed from ground up for x-large Genesys deployments
- Not „just another softphone solution“
- Sophisticated best-in-class mid-tier
- Leverages 100% of the CIM platform feature set
- Protects investment today and for future Genesys versions
- Unique non-invasive approach to CTI

Call Information

42

Kundeninformationen

Absenderkennung

Künstlername Sting

Ungültig

Vantive

HD IP Address 127.0.0.1

User ID tolpein1

Object ID 1241212

Object Type CALL

VDU ID abcd34fd

Serviceinformationen

Service VoicInt

Bereich abcd34fd

GAdvance Agent Desktop

Status

Agent dev.ana.saa

Place Place_9605

00:06 Busy

00:38 Not Ready

Dial Pad

1 2 3

4 5 6

7 8 9

* 0 #

Send DTMF

Statistics Configuration

Alexander Here could be your des...

Ana

Andreas 9753

Fabian

Martin

AG Andreas

Jane

Thomas

Voice

AM

PM

Test

OK

GAdvance Agent Desktop

Status

Agent dev.ana.saa

Place Place_9605

00:06 Busy

00:38 Not Ready

Service

Phone No. 42

DEV Ana

00:00

Contact Time

Waiting Time 00:00

Hold Time 00:00

42 00:00

DEV Ana 00:00

Statistics

AG Andreas

0 0 0

Ana 0%

0 0 1 00:00 0

Andreas 9753 100%

0 0 0 00:00 0



Experts in Contact Center Productivity

VoicInt Telecommunications GmbH

Lindemannstrasse 78 – 44137 Dortmund – Germany
Phone: +49-(0)221/34 89 2264 Fax: +49-(0) 221/92 35 919

VoicInt