



GAdvance Control Center

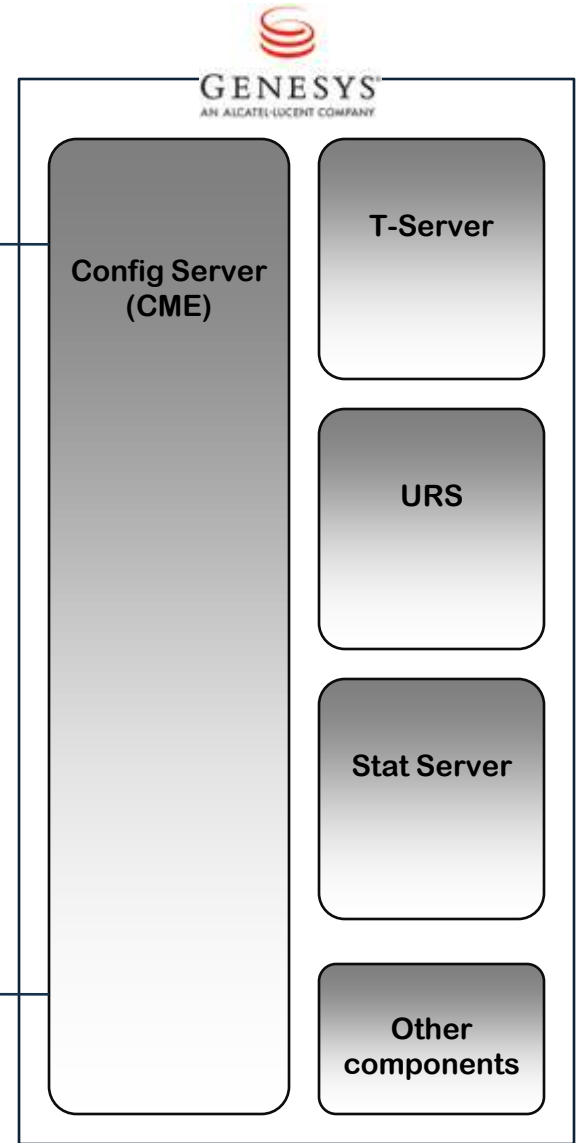
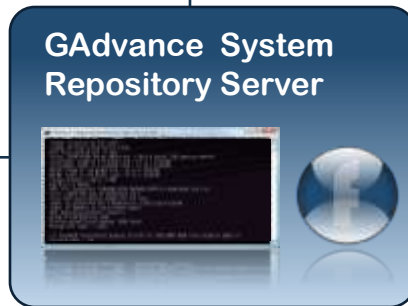
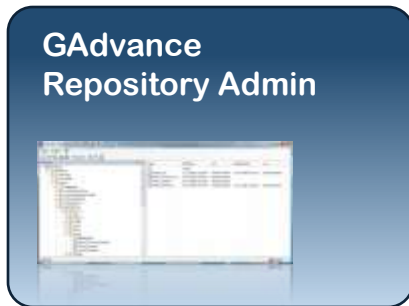
A Technical Overview

VoicInt

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**Fully integrated with
GAdvance Foundation
Services**



What it can do

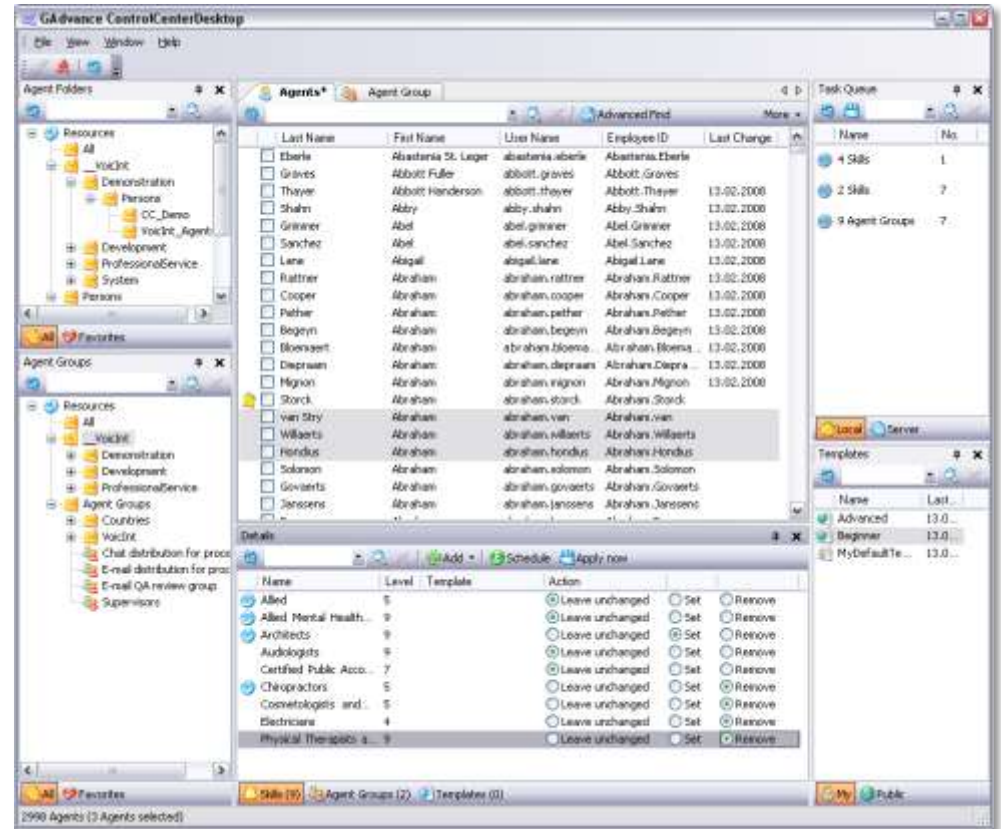
- Gadvance Control Center gives you full command of your skills-based routing strategies, in the most efficient and effective way
- You don't need to be a programmer or a specialist to win the day. Agents can be marshaled with a few mouse-clicks.
- Skills can be deployed across several groups and locations, even across different contact centers. Peak and overflow handling can be dramatically improved.

How it is done

- Quickly create configuration templates for managing your agent and group skills
- Set them for specific times or dates, greatly simplifying your daily tasks.
- Fully automate configuration changes, such as weekend shifts when fewer agents are available.
- Every configuration change can be documented. Properly authorized staff can inspect these records at any time and follow the whole chain of events.

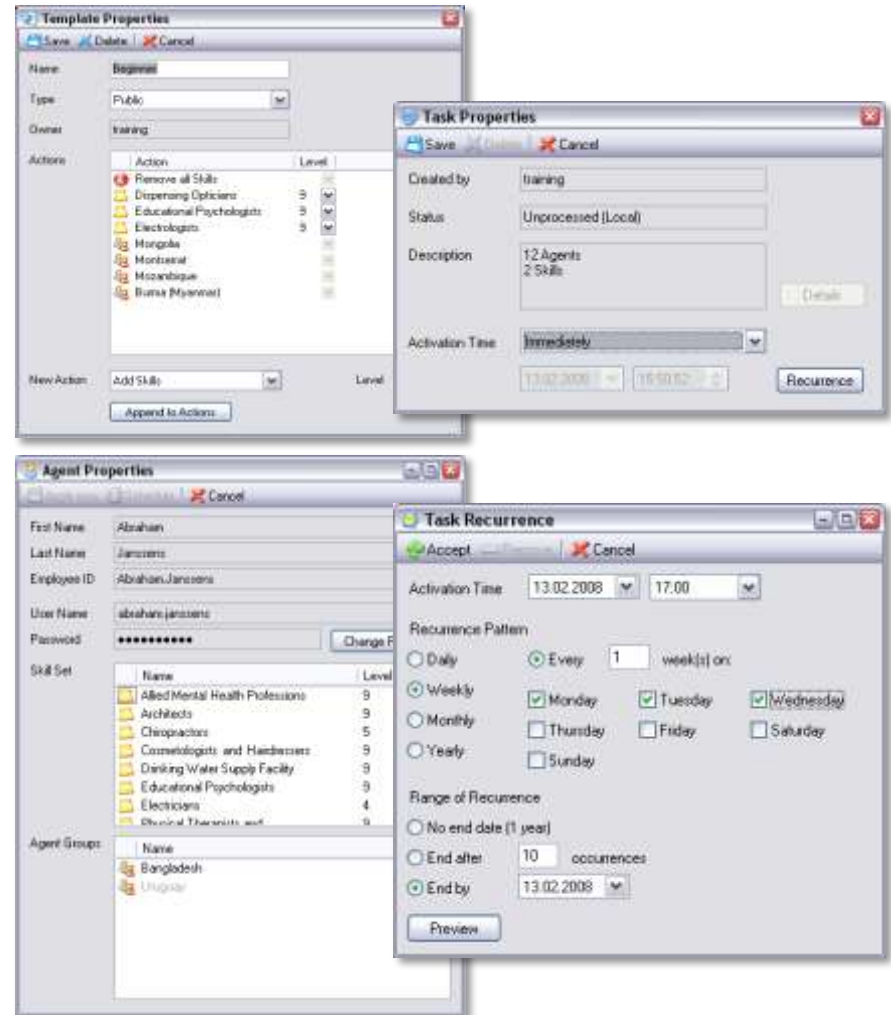
Features

- Unprecedented level of automation
- Scheduled changes
- Load and Quota enforcement
- Support for Virtual Skills and Agent Groups
- Sophisticated reporting and export to Excel
- Time-stamped user based activity log



Business Benefits

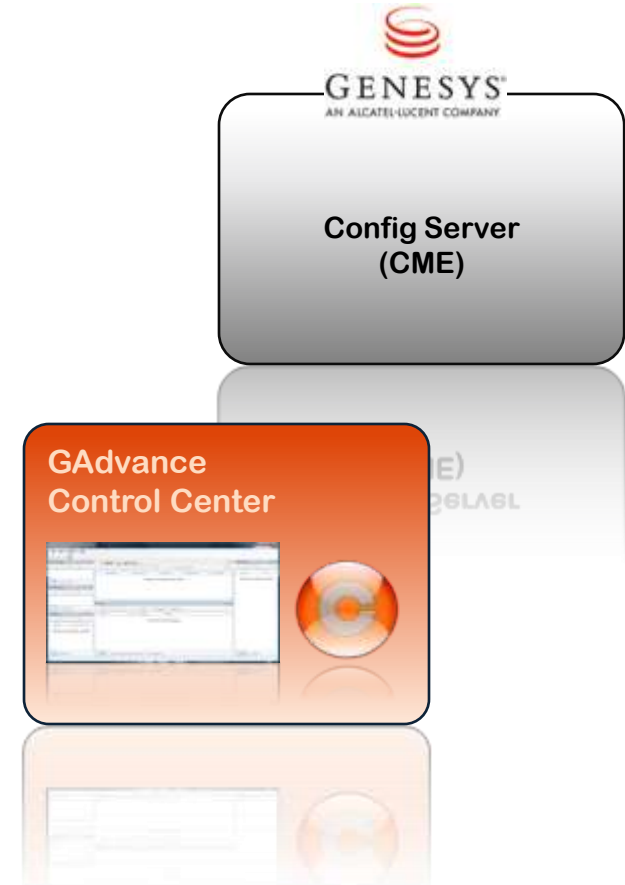
- Turns repetitive tasks into single-click activities
- Lowers cost of operation
- Shortens mission critical reaction times
- Dramatically lowers individual workload
- Simplifies daily routine tasks
- Empowers Supervisors and operational staff
- Scheduling ensures timely responsiveness



Improvements in Contact Center Configuration

GAdvance Control Center supplements Genesys Config Manager in convenient ways:

- Scheduled agent configuration
- Search for skills assignments
- Edit groups from agent perspective
- Export agent configuration
- Access limitable to skill and group settings → no authorized changes to other agent data
- Role based user access model
- Batch processing („templates“)
- List of frequent actions
- On-the -fly localization of CC Desktop
- Easy preselection and default setting of agents skills and groups



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
- Unified backend for all other GAdvance solutions

GAdvance Foundation Services

GAdvance Control Center Server



GAdvance System Repository Server





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