

TxContact

Enabling Omni-channel Customer Engagement



Over the past two decades, the concept of convergence in the communications technology domain has evolved from an idea to an all-encompassing reality that cannot be ignored anymore. Today, enterprises and customers alike are adopting varied communication networks and channels seamlessly and with such ease that we can safely say that the era of true convergence has begun.

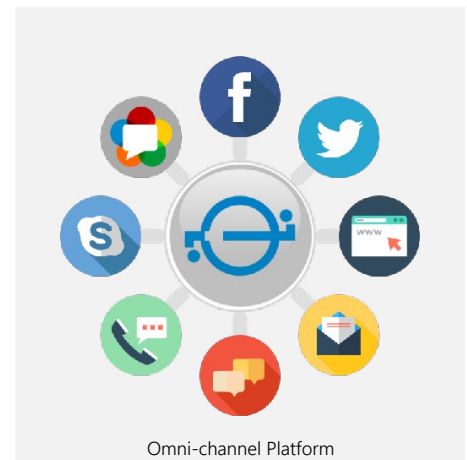
Internet and web based technologies like VOIP, Chat, Social media and WebRTC are being widely used by Customers and Enterprises along with conventional channels like PSTN Voice, Email, SMS and Fax to reach out to customer support, multi-channel marketing and for conducting Surveys. In order to engage with Customers over disparate channels, Enterprises have to deploy multiple applications to handle each of these channels for the same customer base. This results in higher costs and as information is scattered over multiple systems, there is no way to correlate customer interactions to provide timely support, which directly affects customer satisfaction leading to inefficient customer engagement.

Telenetix's TxContact is an Omni-channel Contact Center Platform specifically designed and developed to enable Enterprises to engage with their customers seamlessly, track customer interactions over multiple channels by logging every interaction over every channel on a common CRM or a database and implementing a workflow to streamline a transaction from start to end by assigning tasks to relevant support teams based on pre-defined business rules. On the agent side, all the channels can be addressed using an Unified Agent Interface (an advanced omni-channel phone client) and supervisors can assign agents to Omni-channel queues to handle voice, email, chat or social media without the agents having to shift between applications.

Key Strengths

The key challenge for a niche technology products company like ours is not just about engineering or developing a resilient product. It is also about keeping the overall costs low while providing a customized solution to meet the specific business process requirements. We achieve this by making sure that the underlying technology is robust and developed in house to reduce our dependence on third party components thereby keeping the cost considerably low as compared to large companies that stitch together products owned through acquisitions.

On the other hand, we can still compete with open source solutions as our platform requires lesser number of servers for large deployments resulting in space and power savings, better turnaround times when it comes to customizations or integrations with third party applications and most importantly our complete ownership of technology makes sure that our platform performs with high efficiency, allows scalability with existing hardware and takes lesser time for issue resolution.



Highlights

- Omni-channel Platform with Automated Call, Chat, Email and Social media distribution
- Low Hardware Footprint
- No Third Party dependency
- Omni-Channel Unified Agent Interface (TxTalk Softphone)
- Real time Call Quality Monitoring based on MOS values
- Outbound Dialer with Campaign Manager and Predictive dialer
- Ready connectors for leading CRM and Databases
- Quality Assurance Module with 100 % recording, Screen Capture and agent evaluation tool
- PCI DSS compliant
- Supports WebRTC, Skype and 3rd party mobile App integration

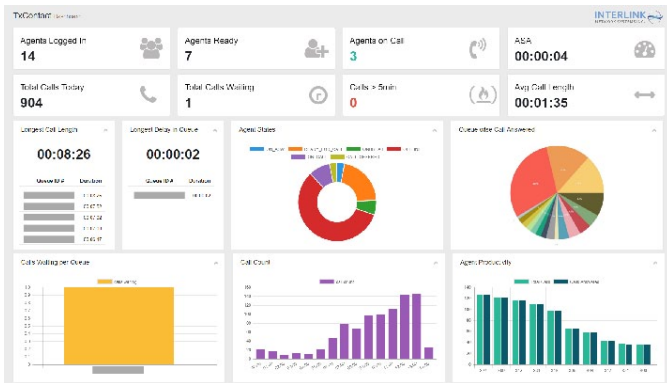
Basic features

OMNICHANNEL

Engage with customers over Voice, Chat, Email, Skype, WebRTC, SMS or Social media using TxContact's powerful Omni-channel capabilities. Also, track and correlate every transaction over any channel using a Unified CRM and Unique customer ID.

IVR (SPEECH RECOGNITION AND DTMF)

Design any callflow with speech recognition and TTS in multiple languages.



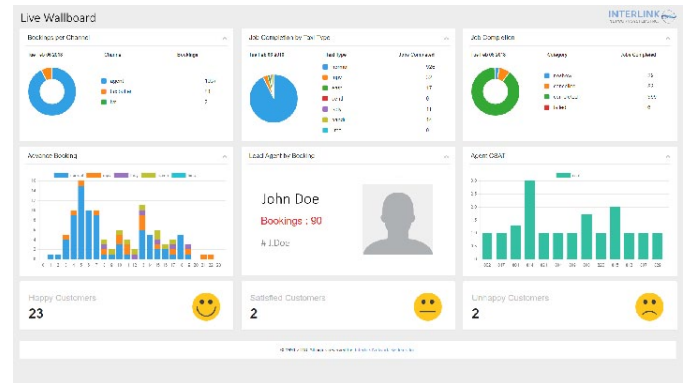
TxContact Live Wallboard

QUALITY AND 100% RECORDING

Record inbound and outbound calls. Listen to the past recordings at any time over a secure channel.

UNIFIED DASHBOARD

Get the statistics of all types of channel items(calls, chats, emails, social media interactions etc.) that are queued and being handled by the agents in real time.



Custom Live Wallboard

ACCESS CONTROL

Control users access to TxContact depending on various roles.

SKILLS BASED ROUTING

Helps in routing the customer call from a queue to the most appropriate agent. Talk times inherently decrease when customers are able to talk to the right agent.

CALL BLOCKING

Customize a list of numbers to be blocked to stop any bots or spam callers from using your contact center resources. Calls are dropped immediately if the number is in the blocked list.

REPORTING

A completely customizable reporting solution for both historical and real-time data.

VOICEMAIL

Route the calls to voicemail instead of letting the caller wait in the queue.

HOT-DESKING

Use a single desk-phone or ip-phone for agents working in different shifts.

Unique features

PREFERRED AGENT

Assign a customer call to a particular agent if agent is available.

CRM INTEGRATION

Supports built in Connectors to various systems such as Connectwise, Oracle CRM on Demand, Salesforce, Microsoft Dynamic CRM, Microsoft PowerBI, vtiger, Remedy, Quickbooks and Siebel.

SMART HOLD & AUTOMATIC CALLBACK

Provides the option to schedule callbacks to customers at their convenience and also retain their position in the queue.

CALL CONTROL

Basic call handling features such as hold, mute, transfer, conference, reject using easy to use softphone.

CUSTOMIZED MUSIC-ON-HOLD/HOLD-MESSAGES

Customize the music-on-hold and the hold messages to be played at regular intervals when the customer is waiting in the queue.

RESPONSIVE UI DESIGN

Provides an optimal viewing experience across a wide range of desktops or mobile devices.

DISPOSITION CODES

Ability to set custom disposition codes depending on the requirement.

ACW

Allocate a specified amount of time to the agents for After Call Work.

DNIS BASED CALL ROUTING

Supports DNIS based call routing to queues.

EMERGENCY MESSAGE HANDLING

Close all queues and play a customized message in emergency without any downtime.

PRIORITY CALL QUEUING

This feature lets you assign priority to callers, thereby ensuring that the customers with high priority are not waiting on hold for a while.

SUPERVISOR FEATURES

Barge-in, whisper and monitor features help the supervisors to assist the agents on customer calls from anywhere.

COMPLETE REDUNDANT/SCALABLE ARCHITECTURE

Provides a complete geographical redundant architecture and can be scaled to quickly meet demand. Optimal performance regardless of call volume or the number of agents.

DATA IMPORT & SYNC

Integrate with existing CRM or helpdesk software to sync and import agents or queue data.

OPTIMIZE AGENT EXPERIENCE

Provide the agents with the right tools such as softphone, dashboard, training and guidance to better assist the customer and improve the overall customer experience.

REDUCE AGENT ATTRITION

Agents can use multiple channels to communicate with the customer such as email, chat and handle the angry, unhappy customers. Use of IVR will help to automate the routine enquiries that agents have to provide to the customers. These small measures will reduce agent attrition rates considerably.

MULTI-TENANCY SUPPORT

Provides in-built support for multiple tenants and maintains transparency by not sharing any data across tenants.

QUICK CALLING USING SKYPE

Customers can communicate with the contact center by initiating a call to the contact center by using Skype. A button added on your company website can help the customer to reach the contact center without the need of any other software or plug-ins.

Cloud Hosting

WORK FROM HOME

Ability to support agents working from home and provide the same set of experience to the customers irrespective of the location of the agents.

SUPPORT ANY SIP GATEWAY

Connect to any SIP standard gateway to connect to the PSTN.

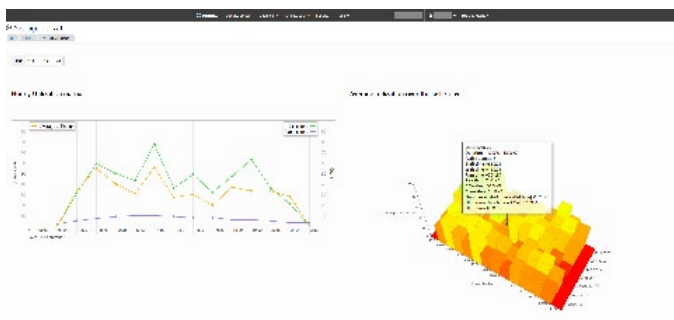
STORAGE

Recorded conversations can be stored in the cloud servers or any internal server of the company on-demand.

Dashboards and Reports

CUSTOM DASHBOARD

Create custom dashboards and monitor real time statistics by queues, agents, channels.



Average Utilization Report

PROVISIONING

Provision the contact center phones without any manual intervention.

INTEGRATION

Allows integration with your business systems by providing simple, easy to use API's. Follows industry standard protocols for information exchange.

INCREASE AGENT PRODUCTIVITY

A single agent can handle multiple customers simultaneously through chat, email, social media channels. This will let the agent make use of call channel as and when required.

PBX INTEGRATION

Supports integration with popular PBX's such as Avaya, Cisco, FreeSwitch, Skype for Business etc.

SAVE PSTN COSTS USING WEBRTC

Helps the end-users(customer) to communicate with the contact center experts using a single browser interface. This removes any additional software or plug-ins to be installed on the customer's desktop. Contact center will benefit by saving PSTN cost since the calls originate from the website or mobile app.

PAYMENT GATEWAY INTEGRATION

Supports secure Payment Gateway Integration. We are certified by CyberSource, PayPal, Authorize.Net, FirstData/Bank of America etc. The integration can be used to process Credit Card and Debit card transactions while accepting online orders from customers.

NO HARDWARE COSTS

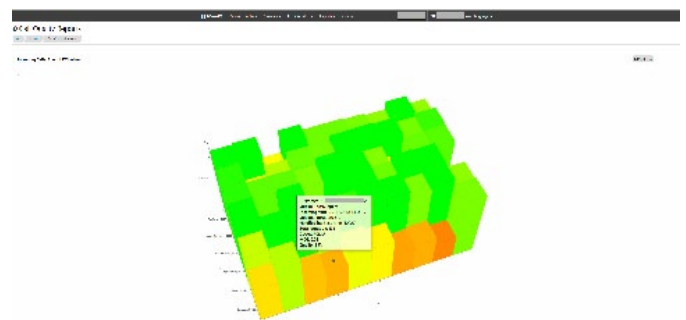
Completely eliminates the hardware cost associated with contact center operations and maintenance.

SECURITY

All the communication between the agent and the cloud contact center can be completely encrypted.

SLA INDICATORS

Track the performance of your contact center by monitoring the SLA of each queue and alert supervisors based on various levels.



Call Quality Report

Queue	Name	Wait	Aband	Ready	Hold	Offline	Idle	Missed	Service
1	Business Ar	12	4	0	4	0	1	3	0
1	Business En	12	4	0	4	0	1	3	0
1	GeneralQueue Ar	4	1	0	1	0	1	1	0
1	GeneralQueue En	12	4	0	4	0	1	3	0
1	GeneralQueue In	12	4	0	4	0	1	3	0
1	UnstaffedQueue Ar	12	4	0	4	0	1	3	0
1	UnstaffedQueue En	12	4	0	4	0	1	3	0
1	UnstaffedQueue In	12	4	0	4	0	1	3	0
1	UnstaffedQueue Ar	12	4	0	4	0	1	3	0
1	UnstaffedQueue En	12	4	0	4	0	1	3	0
1	UnstaffedQueue In	12	4	0	4	0	1	3	0
1	UnstaffedQueue Ar	12	4	0	4	0	1	3	0
1	UnstaffedQueue En	12	4	0	4	0	1	3	0
1	UnstaffedQueue In	12	4	0	4	0	1	3	0
1	UnstaffedQueue Ar	12	4	0	4	0	1	3	0
1	UnstaffedQueue En	12	4	0	4	0	1	3	0
1	UnstaffedQueue In	12	4	0	4	0	1	3	0

Queues Dashboard

Name	Agent ID	Status	Reason Code	In-Queue Since	Total Break	Last Login Time
Akshay Sharma	821	On Call		00:00:00	00:00:00	2018-02-10:08:00
Anish Murtia	823	On Call		00:00:00	00:00:00	2018-02-10:10:54
Aruna Ganesha	810	On Call		00:00:00	00:00:00	2018-02-10:09:38
Ayman Sheehan	827	On Call		00:00:00	00:00:00	2018-02-10:11:06
Harshini Prasad	812	On Call		00:00:00	00:00:00	2018-02-10:10:00
Jane Patel	828	On Call		00:00:00	00:00:00	2018-02-10:10:57
Khalid Shams	813	On Break		00:00:00	00:00:00	2018-02-10:10:57
Mahmoud Ahmed	816	Ready To Call		00:00:00	00:00:00	2018-02-10:08:00
Mohamed Salim	814	Ready To Call		00:00:00	00:00:00	2018-02-10:09:54
Mohamed Karam	806	Ready To Call		00:00:00	00:00:00	2018-02-10:10:36
Muhammad Haneef	825	On Break		00:00:00	00:00:00	2018-02-10:09:19
Saxi Sheriff	822	On Break		00:00:00	00:00:00	2018-02-10:10:54
Waseem Ahmed	800	Ready To Call		00:00:00	00:00:00	2018-02-10:09:40
Yasmeen Hameed	801	Ready To Call		00:00:00	00:00:00	2018-02-10:11:00
Yousuf Hameed	841	On Call		00:00:00	00:00:00	2018-02-10:10:01

Real-time Agent Performance Report

REAL TIME STATISTICS

Monitor the queue statistics such as "Calls waiting", "Abandoned rate", "Agents ready" etc.

CUSTOM REPORTING

Ability to customize the reports on various fields and conditions.

QUALITY ANALYSIS

Monitor the quality of each calls handled by agents.

COMPLETE TRACKING OF ANY MULTI-CHANNEL

Complete tracking of customer interaction with IVR, agent is available as various reports.

TRACK AGENT ACTIVITY

Detailed activity of agents during the entire shift from login/logout to any breaks taken with the time spent in each activity.

ACCESS CONTROL FOR REPORTS

Ability to control the access provided to supervisors for various reports.

SCHEDULE REPORTS

Reports can be scheduled to be run at a specified time and be sent to email addresses mentioned in various formats(XLS, CSV, PDF).

TxIVR



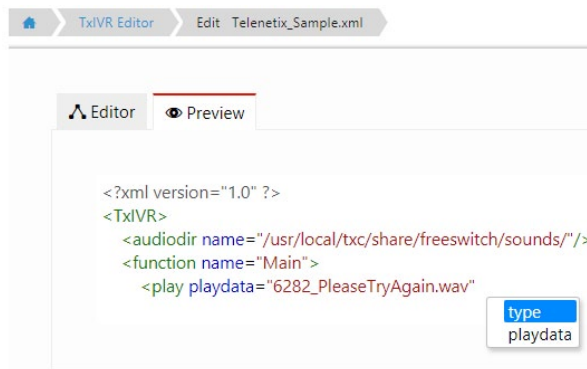
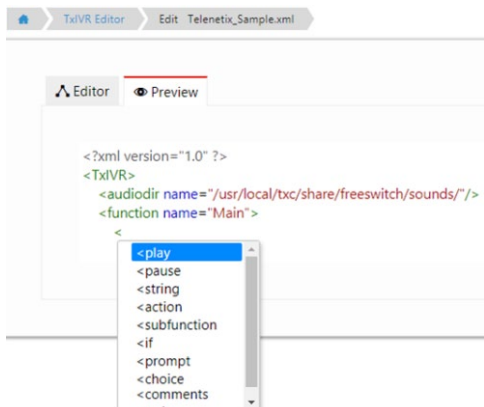
Open, scalable and easy-to-maintain IVR

A highly scalable, standards-based IVR module that helps Contact Centers to automate routine questions and answers, thereby driving down call volumes, operational costs and improving agent productivity.

TxIVR is easily manageable from a web interface with options to manage the audio prompts, configure the office hours and holiday list and edit the call flow using XML or graphical editor.

The XML editor includes IntelliSense features, which assists users to create customized call flows. IntelliSense helps the users by suggesting.

- The XML elements/tags that can be used at a certain level in the document.
- The attributes of the XML element can have.
- The default values for the attributes when applicable.

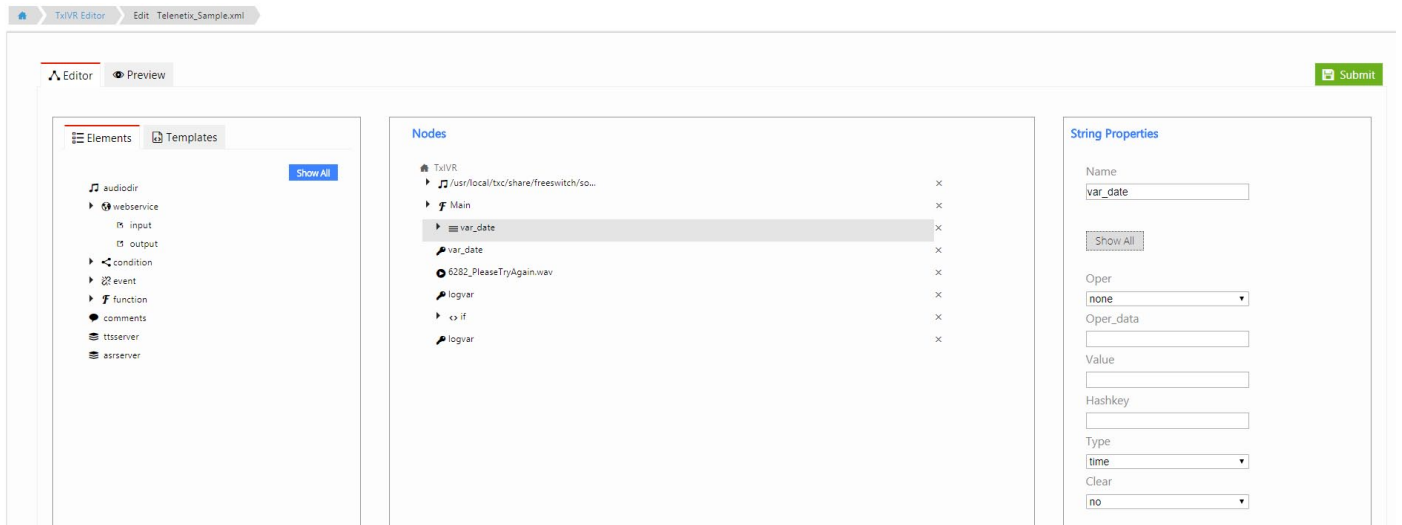


TxIVR Editor

TreeView Editor

TreeView Editor displays XML files as tree views and allows basic operations - adding, editing and deleting text nodes and their attributes.

The main goal is to provide a simple tool to create/edit XML configuration files for users without knowledge of XML.

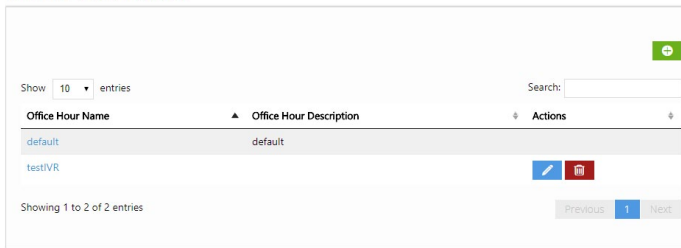


TreeView Editor

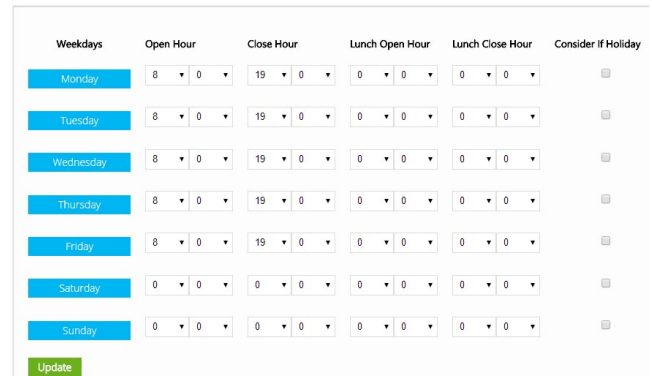
Office Hour

TxIVR provides an easy way to configure office timings for each day through the web interface. On receiving a call, the IVR XML can know if the office is open or closed by making a web service request to the URL provided by the web portal. TxIVR also allows a single tenant to have multiple office hour profiles.

Office Hour Profiles



Office Hours

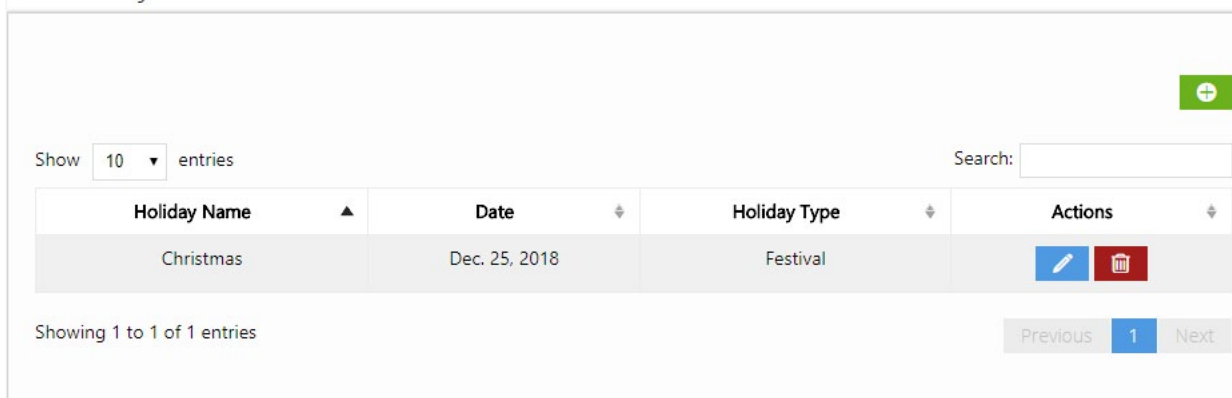


Office Timings Configuration

Holidays

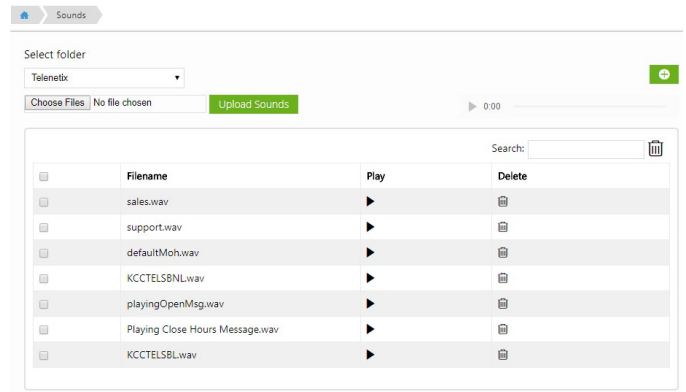
Users can create a holiday list and the TxIVR will use this holiday list to determine if the office is open or closed. This is the section where the user can add a list of the holidays for the tenant.

Holidays



Sounds

This section allows users to easily manage the various audio files used in the IVR call flow.



TxDialer

Connect : Engage : Outperform



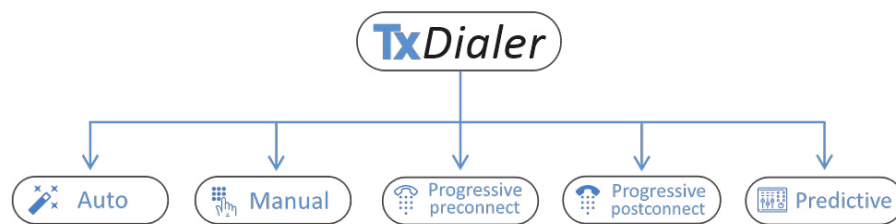
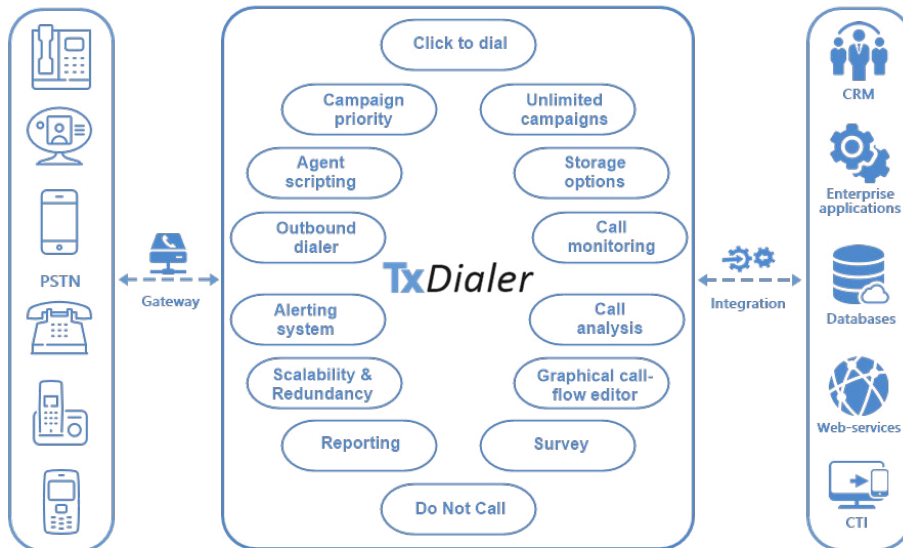
TxDialer is a Proprietary, High Availability, Auto Dialer Software from Telenetix Private Limited that supports a wide range of dialing modes to address specific needs of different business processes in a typical BPO. The Campaign manager of TxDialer allows users to run process specific campaigns while the disposition based re-churn feature allows Team leaders to improve connect rate using the multiple re-churn filters. TxDialer's Predictive Dialer mode helps Contact centers to achieve maximum agent utilization rate exceeding *90% for large Queues.

Name	Agent ID	Status
Hong Barrie	0301	On-Call
Toby Beckmann	0302	On-Call
Yang Alden	0303	On-Call
Rim Kumar	0304	On-Call
Veta Loflanc	0305	On-Call
Tiwa Blaler	0306	On-Call
Neva Slick	0307	On-Call
Nekkie Coombsy	0308	On-Break (Auto Up)
Lakesha Aaronson	0309	Calling PA#
Karika Shetty	0310	On-Call
Matthew Livey	0311	On-After Session Work
Cristal Dubay	0312	On-Call
Luanh Barish	0313	On-Break (Auto Up)
Merle Mordneck	0314	On-Call
Constance Grive	0315	On-Call
Delmy Talbott	0316	On-Call
Zinnamie Papazian	0317	On-Break (Auto Up)
Chiu Elnicy	0318	On-Call
Merlon Janson	0319	On-Call
Jeanie Plaza	0320	On-Call
Gertie Plaksted	0321	On-Call
Levi Hino	0322	On-Call

Predictive Dialer Live Agent Status Dashboard

Highlights

- Feature rich softphone
- Auto-Rechurn based on dialer dispositions
- Bulk upload
- Multiple Campaign Management
- Agent scripting
- DNC List
- Scheduled callback
- CTI Screenpop
- Redundancy
- Scalability
- Blended Mode
- Real time monitoring
- Reporting

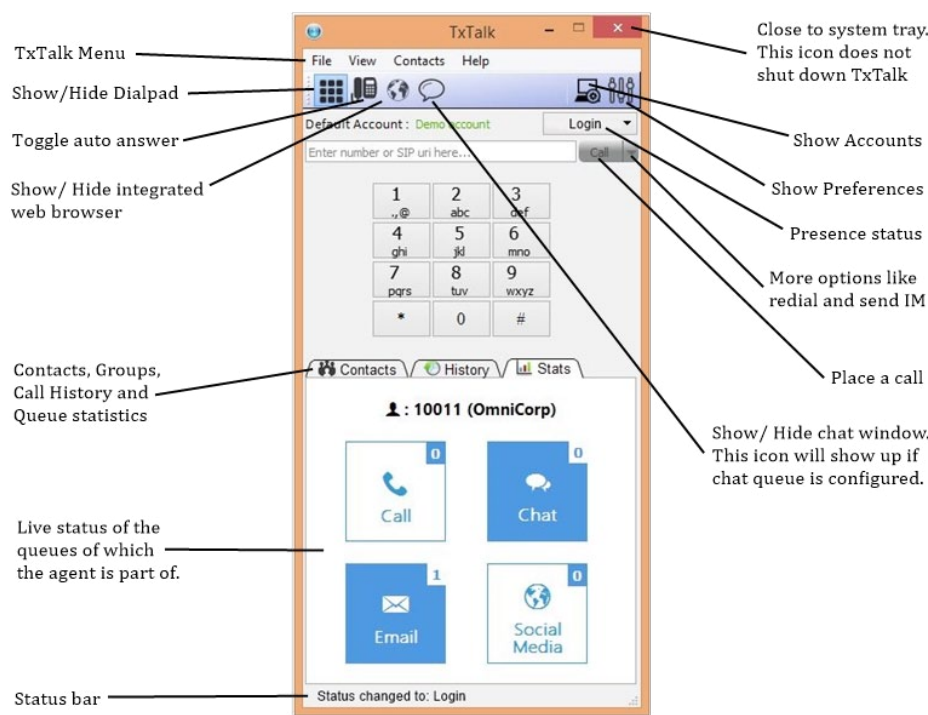


Types of TxDialer

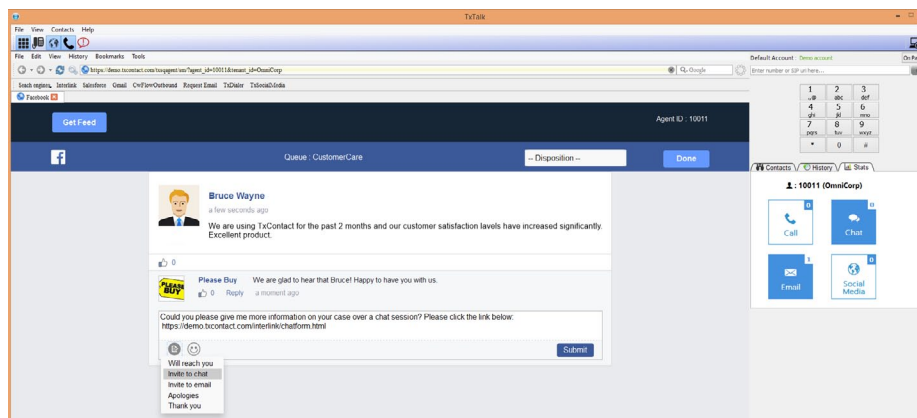
[Click here to know more on TxDialer](#)

An Omni-Channel Customer Engagement Softphone

TxTalk is a proprietary, Omni-channel, feature-rich SIP softphone designed and developed to address the specific business needs of next generation Contact Centers. Its unique design with built-in screen-pop window enables agents to access third-party applications like CRM, Databases and other web based applications without having to toggle between applications. TxTalk enables agents to engage with customers across communication channels like PSTN, Skype, WebRTC, IM, SMS, Email and Social Media seamlessly through a single User Interface resulting in improved customer satisfaction and better agent efficiency.

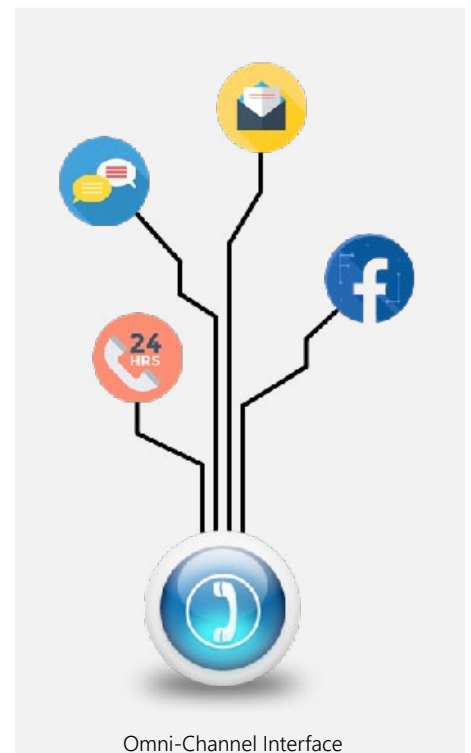


TxTalk User interface



TxSocialMedia Web Console with TxTalk

[Click here to know more on TxTalk](#)



Omni-Channel Interface

Highlights

- Single Application to handle Voice calls, Live chat, Email and Social media channels.
- Supports all standard SIP features including IM, presence, DTMF, etc.
- Automated screen pop on call events providing the agent with case/customer information.
- Supports secure end-to-end communication. TLS and SRTP for calls, secure web connection for chats, emails, and social media.
- Supports a wide range of audio codecs like iLBC, GSM, G.711, G.722, G.729 etc.
- Built In web browser for seamless integration with leading CRMs including Salesforce, Vtiger, Oracle CRM On Demand, Connectwise, Dynamic CRM and other proprietary CRMs.

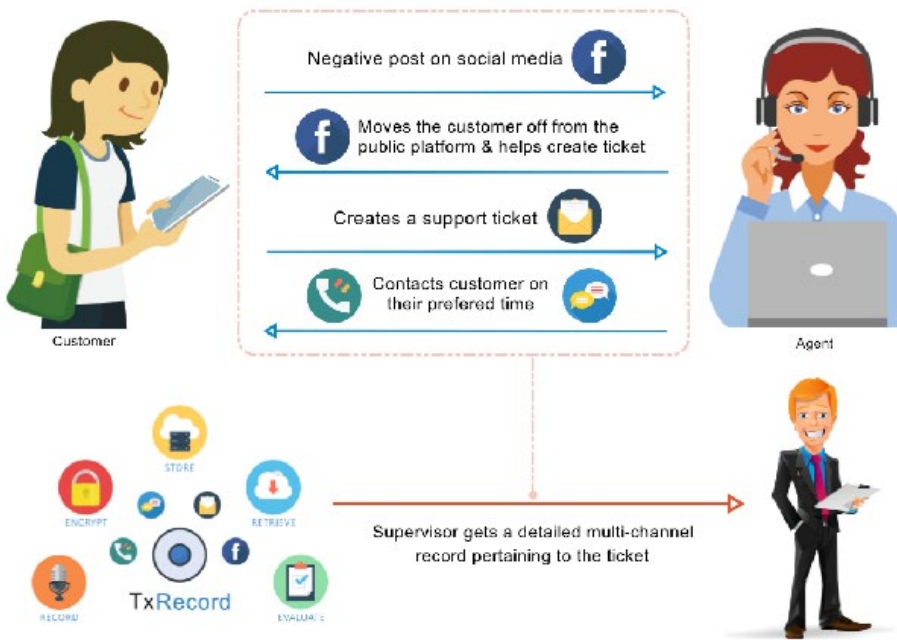
The Quality Assurance and Compliance Module

TxRecord, a high availability and robust VOIP call recording software is designed to efficiently address the key requirements of compliance and quality assurance that are critical in today's Contact Center Business Operations. The "Performance Evaluation Tool" enables Supervisors to evaluate the performance of agents based on call records and recommend appropriate training sessions. The system is capable of recording 100% of calls including IVR initiated and "No connect" calls.

Omni-Channel Recording

Highlights

- OmniChannel Recording
- Cloud based or on-premise solution
- Quality Assurance with Performance Evaluation Tool
- Multi tenancy support
- Switch Agnostic Solution
- 100% Software based recording
- Disaster Recovery and High Availability
- Integration with Dropbox, Google Drive for archival policy
- Metadata search feature
- Web Based Access



Agent Evaluation

Supervisors can evaluate the agents using the Performance Evaluation Tool, which provides a point based or percentage based scoring mechanism. By specifying weights to each categories based on their relevance and importance, you can evaluate agent's customer interaction through any channel. This helps to assign specific training session to agents for improving their customer interaction skills. Each recording can be analysed and rated that provides the agents with better feedback on the calls when they performed better and when they did not. Also these evaluations along with the recordings can be used by the supervisors to train the agents who are underperforming.

Assessment Form			
Application:	Tech Support	Recording:	826c10eb-7136-478b-8859-185e3412eed5
Agent:	Bharadwaj Nithish(10011)	Reviewer:	Manoj
Comments:	Enter the Comment		
Review form:	Demo Form	Score	Reset
Assessment Form			
Call Introduction/Greeting Score: 2 Weight: 5			
CSR name given? "My name is" or "This is"	Weight: 0	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A	
Verification of Account Information/Transaction Entry Score: 2 Weight: 5			
Caller Name verified with the caller	Weight: 1	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A	
Contact Phone Number obtained?	Weight: 1	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A	
Communication Score: 2 Weight: 5			
Addressed the caller's needs? (restated request issue)	Weight: 1	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A	
Complete and accurate information provided by Associate?	Weight: 1	<input type="radio"/> 0 <input checked="" type="radio"/> 1	
Instructed Customer where to find information?		<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A	

Assessment Form

Assessment Report			
Application:	Tech Support		
Agent Name:	Jacob		
Recording:	10002_b7167d5e-b1ed-42b0-afaf-aa6f79d0d24f		
Reviewed Date:	2015-06-24T07:10:28		
Reviewer:	Interlink		
Comment:	Very%20well%20handled		
Score:	92		
Assessment Form			
Call Introduction/Greeting	Weight: 5	Score Per Question: 2	
CSR name given? "My name is" or "This is"	1	1 * 2 = 2	2*1=2
Module Total [Module weight * Points]:	5 * 2 = 10	5 * 2 = 10	
Verification of Account Information/Transaction Entry Weight: 5 Score Per Question: 2			
Caller Name verified with the caller	1	1 * 2 = 2	2*1=2
Contact Phone Number obtained?	1	1 * 2 = 2	2*1=2
Module Total [Module weight * Points]:	5 * 4 = 20	5 * 4 = 20	
Communication			

Assessment Report

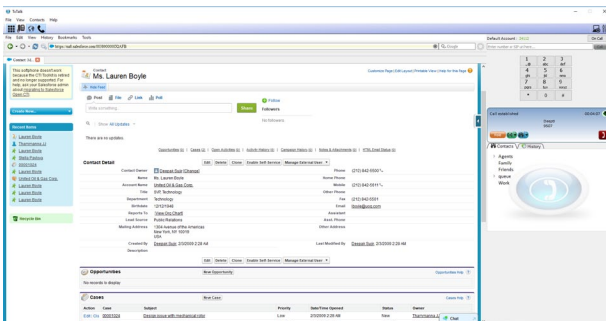
[Click here to know more on TxRecord](#)

Third Party Integration

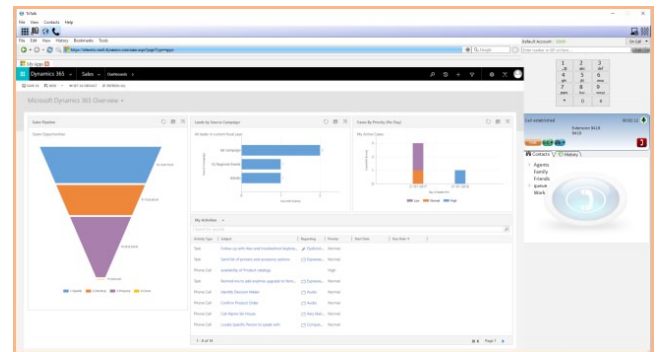
- Ready CTI connectors to pop up the customer information from CRM to the agents.
- Enable Click-to-call feature to reach out to customers without the hassle of typing in the numbers manually.
- Improve First Call Resolution Rates by routing the customers to the right agent at the right time.
- Priority routing feature enables calls from priority customers to be routed directly to the next available agent without having to wait in the call queue.
- OmniChannel support to interact with customers using any channel (such as websites, chat, email, and social media) from a single window.



Third Party Integrations with TxContact



Salesforce Integration



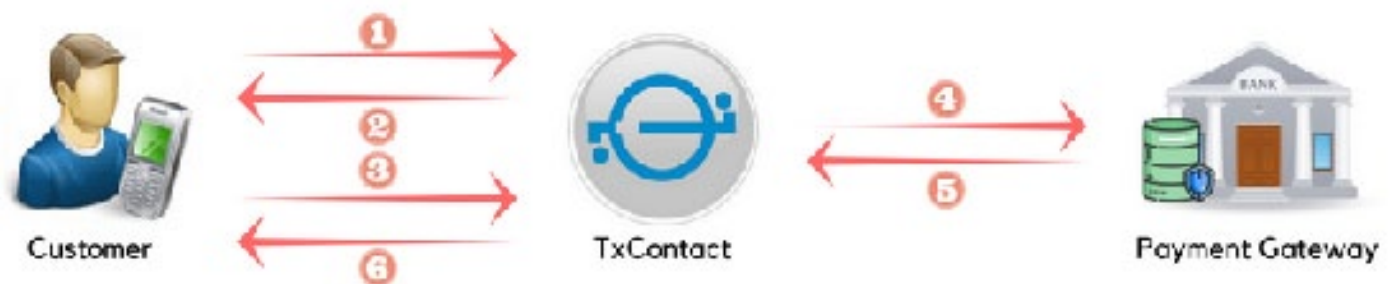
Microsoft Dynamics CRM Integration

Payment Gateway Integration

TxContact's IVR module is certified by leading payment gateway systems like CyberSource, PayPal, Authorize.Net, FirstData/Bank of America and can be integrated with similar gateways if required.

The secure integration with Payment gateways enables processing of Customer's Credit and Debit card for payment transactions over IVR.

The agents can also conference the customer with the IVR during the transaction for providing assistance to the customers. When the customer is typing in the card details, the agent's call is placed on hold and only the customer will be interacting with the IVR system thus ensuring complete security of the transaction.



Payment Gateway Integration with TxContact

1. Customer calls for support/service
2. TxIVR takes the customer through customized callflows prompting them to enter the credit card information
3. TxContact collects the entered credit card number and authentication credentials
4. TxContact sends the information collected securely to the payment gateway for verification/authorization using 128 bit encryption
5. TxContact collects the status of the transaction from the payment gateway
6. The customer is provided with info on success/failure of the transaction

PBX Features

- Auto Attendant
- Simultaneous Ringing
- Business Hour Rules
- Call Blocking
- Caller ID
- DID
- Call Forwarding
- Blind Transfer
- Assisted Transfer
- Multi-party Conference
- Call Parking / Pickup
- Call Monitoring
- Extensions
- Flexible CDR system
- Do not Disturb
- Remote Call Pickup
- Work from anywhere
- VoiceMail to Email
- Complete control through web portal
- Hold and Retrieve
- Personal Greetings
- Status Indicators
- Configure Personal Greetings
- Music On Hold
- Rich set of Codecs supported
- VoiceMail with MWI(Message Waiting Indicator)
- Auto Provisioning for phone management
- CTI Integration
- CRM Integration
- ACD
- Supports standard SIP phones
- Supported Telephony Interfaces : Analog , E1, T1 , SIP , SS
- Softphones
- Multiple Phone Lines

System Requirements

For 500-1000 Agents with 100% Recording ([HA Configuration](#))

Telephony Servers

- **Server** : 2 physical servers
- **Specs** : Dual Intel Xeon 8 core with 2.4 GHz, 32 GB RAM, 300 GB X 3 HDD

Web Database Servers

- **Server** : Virtual machines
- **Specs** : 16 cores, 2.2 GHZ, 32 GB RAM, 300 GB X 3 HDD



Telenetix established in the year 2004 is a Customer experience and Universal Communications technology company. Our focus has been in having a unique corporate culture that starts with our mission statements Curiosity, Passion, Commitment and Openness. Creating innovative solutions that solve our customer problems and help them to grow their business is our primary goal and we work towards achieving it with our expertise.

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