



CCT ContactPro

Engage more customers through multichannel contact center communications

As the demand for any time, any where, any device customer interaction grows, the need for a solution that allows organizations to efficiently and proactively respond regardless of communication channel becomes essential.

The ContactPro solution from CCT, an Avaya DevConnect Technology Partner, gives organizations the tools necessary to manage multichannel communications in their contact center. A flexible, modular, and customizable client-server solution, ContactPro provides a unified interface for handling all inbound and outbound contact center channels.

The state-of-the-art ContactPro solution allows organizations to leverage their existing Avaya infrastructure, integrating with Avaya Interaction Center to help decrease contact center costs and increase customer satisfaction. Avaya Interaction Center is an open, standards-based software platform that simplifies management of multimedia customer service through voice, video, email, web chat and IP telephony. Interaction Center helps businesses manage service levels better and exceed customer expectations during each and every interaction.

ContactPro, part of the DevConnect Select Product Program, is a unified multimedia agent desktop solution that runs on the Avaya Interaction Center platform to help contact centers gain better control of all managed interactions. Scalable and customizable, ContactPro can be configured to meet individual requirements. It enables contact centers to manage inbound business transactions across multiple channels, and with the addition of the Outbound module, enables proactive customer engagement as well.

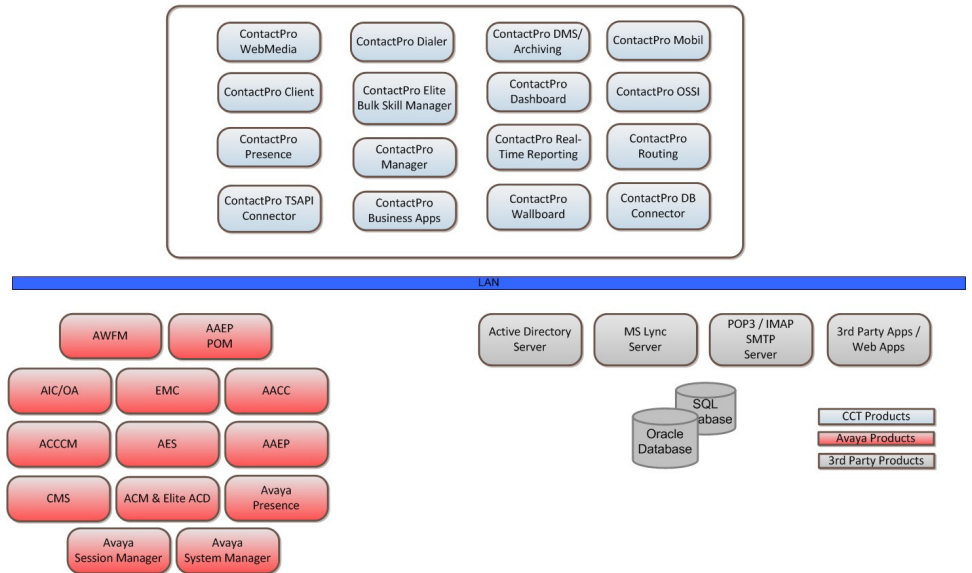
ContactPro consists of seven modules:

- CP Voice
- CP Email
- CP Presence Core, APS, Microsoft Lync
- CP Web/Chat/Callback
- CP Social Media
- CP Outbound/Avaya Aura® Experience Portal/Proactive Outreach Manager
- CP WebReporter and Dashboard





ContactPro High Level Architecture



Features

- **Configurable presentation** of all multimedia customer interactions, offering an overview of full customer history, as well as open and closed activities across all channels, allows supervisor to enlarge the agent skill from one media to many multimedia in one environment
- **Comprehensive agent support** providing comfort call options, help text modules, expert/supervisor integration, spell check, task list, and directory support
- **Complete voice handling** delivers full softphone functions, remote work function/intergration as well as directory and click-to-call support
- **Flexible email handling** with several transfer options, QM/supervisor acknowledge function, one-click open message closure, spell check and multiple language templates
- **Modular outbound management** using several integration options, with predictive, automatic or preview dialing, list management and result control
- **Easy and flexible integration** for web, chat and instant messaging as well as spell check and multiple language templates
- **Comprehensive social media board** to provide specific tweets or Facebook entries to the agent group
- **Configurable dashboard and wallboard** offers presentation of actual SLA levels and individual/team performance statistics
- **UC and collaboration integration** with Avaya applications and Microsoft Lync provides chat function to engage experts, supervisors and colleagues
- **Adjustable design and layout** allows individuals and supervisors to control information presentation including text modules

Benefits

- **Lower operating costs** through multiple contact control and consolidation of similar customer issues with the customer one-point function.
- **Higher agent productivity** through efficient information presentation, fewer screen pops and windows, comprehensive productivity support and a short learning curve.
- **Increased customer satisfaction and improved customer lifetime value** by allowing communication through all channels and providing agents with collaboration support for first-call resolution.
- **Optimized workflow** via integrated data and information handling, and real-time synchronization between activities.

System Requirements

The ContactPro application can run on a desktop PC or in a Citrix/VDI environment.

Learn More

To learn more about Avaya solutions and DevConnect Technology Partner CCT, contact your Avaya Account Manager or Avaya authorized partner. Or, visit us online at www.devconnectmarketplace.com.

About CCT

Founded in 1999, CCT is a leader in multimedia customer experience solutions, providing comprehensive unified communications and contact center solutions for large and midsize companies. CCT has many years of experience in contact center systems integration and expertise, meeting company-specific requirements and providing significantly increased value and efficiency in customer communication. With its flagship product ContactPro, CCT helps contact centers gain better control of all managed interactions and offers efficient support to increase agent productivity.

CCT is headquartered in Frankfurt, Germany with international headquarters in Philadelphia (USA) and Zuerich (Swiss).

For more information, visit www.cct-contactpro.com.

About Avaya DevConnect Select Product Program

The DevConnect Select Product Program (SPP) offers a powerful portfolio of compliance-tested, Avaya-compatible products and services from established DevConnect Technology Partners. SPP products are handpicked for the SPP portfolio based on their strategic value and interoperability with Avaya technology. SPP products eliminate the hassle of managing multivendor relationships and are easy to order through the standard Avaya order processes.

About DevConnect

In the Avaya DevConnect Program, registered membership is free to anyone and provides a wide range of developer resources, including APIs, SDKs, technical support and training. Enhanced Membership options offer higher levels of technical support, compliance testing and co-marketing benefits. To learn more or register for membership, visit www.avaya.com/devconnect.

About Avaya

Avaya is a leading, global provider of customer and team engagement solutions and services available in a variety of flexible on-premise and cloud deployment options. Avaya's fabric-based networking solutions help simplify and accelerate the deployment of business critical applications and services. For more information, please visit www.avaya.com.

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