

# Virtual Voice Portal

colt

Colt Interactiv Services

## Benefits at a glance

- Choose service access numbers that will identify your company in the market
- Increase customer satisfaction through better qualification of your inbound calls and reduce waiting times
- Fully integrate your call centre with your business applications including differentiated service levels
- Optimize your resources queuing calls on the network during peak times, and allocate calls dynamically to different destinations based on site capacity or agent skills
- Increase your business focus, creating self-service solutions to handle customer needs, while your agents can concentrate on more valuable business
- Ensure service continuity during exceptional events (for example natural disaster) to continue serving customers, or play flash announcements
- Access the latest technology without capital investment, complementing your existing infrastructure and pay economically per usage

## Managing customer interactions

Colt Intelligent Network Services offer a large portfolio of advanced features that enable your company to manage all your customer interactions on any type of media (for example voice, email and chat) with just one partner – and improve the quality and the productivity of your contact centre organisation.

All services are hosted on our cloud network and can be delivered independently of your existing IT and telephony infrastructure without any hardware or software installation.

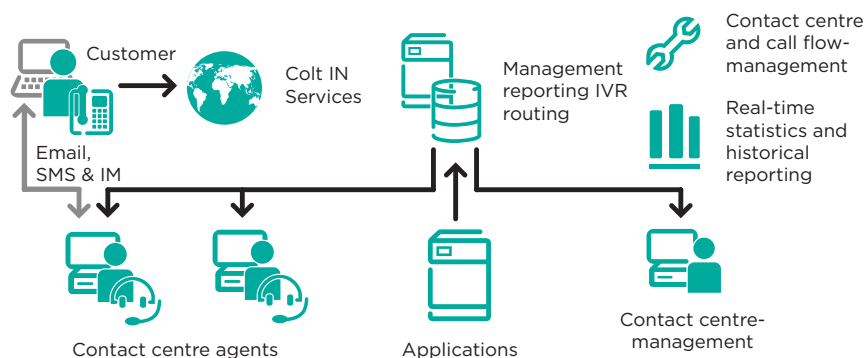
You can easily manage your configuration centrally via our secure web administration portal.

## A complete range of services

### Colt Service Access Numbers

Our Intelligent Network (IN) enables your customers to access your company through one phone number or multiple phone numbers, managing all inbound call traffic to your contact centres. We provide multiple phone number types using different cost bases:

- **Colt Freephone:** your customer can call you free of charge
- **Colt Shared Cost:** your customer pays a part of the cost
- **Colt Premium Rate:** your customer pays your service through the telephone bill
- **Colt IN Geo:** your customer only pays national call charges



## Colt INteractiv Call Suite

### INteractiv Call Flow

INteractiv Call Flow enables you to qualify all incoming calls to your contact centre and to apply sophisticated call routing, call distribution and voice portal functionalities.

### INteractiv Call Contact

With INteractiv Call Contact you can deploy a virtual call centre very quickly. You can allocate calls dynamically to the next available agents, based on their skills and priorities.

Your agents log in via a web console. No agent-based license applies; you can have as many agents as you need to handle peak times.

### INteractiv Call Stats

INteractiv Call Stats provide detailed real-time and consolidated statistics for all interactions with your contact centre. Statistics are available via the web interface and data can be downloaded as a CSV or Microsoft® Excel report.

## Web Management Interface

The INteractiv Manager is the configuration portal for all your INteractiv service applications, directly accessible from your browser via a secure Internet connection.

The INteractiv Manager web interface includes a powerful and easy-to-use script editor that does not require any particular technical skills. You simply drag and drop items from a toolbar to create your required voice menus.

## Service Level Agreement

We guarantee a strong Service Level Agreement (SLA) available through our Colt helpdesk running 24/7. Our well trained support engineers guide you through both implementation and use of Colt IN services.

## Feature Overview

### INteractiv Call Flow

- Interactive Voice Response (IVR) menu prompts with Dual-tone Multi Frequency (DTMF) navigation
- Announcement management: static and dynamic, pre and post contact announcements
- Calendar management: time of day, special day
- Intelligent routing: load balancing, overflow and capacity management
- Call queuing: maximum acceptable simultaneous calls, call rejection, waiting time announcement
- Integration with internal and external databases
- Interaction with your business applications via web services
- Email notifications

#### Optional features:

- Voice navigation with an Automatic Speech Recognition (ASR) feature
- Voice recording and storage
- Dynamic voice synthesis (text to speech)
- Outgoing call broadcast
- SMS and email management

### INteractiv Call Contact

- Automatic Call Distribution (ACD) to agents based on their availability, skills and queue priorities
- Queue management: priorities, overflow, estimated waiting time, waiting announcement etc.
- Agent and supervisor web console
- Screen pop-up for agents and managers
- Call monitoring, recording and in-call assistance

#### Optional features:

- Post call survey /questionnaire

### INteractiv Call Stats

- Real-time or historical statistics and reports
  - Dedicated interfaces in control panel
  - Data can be displayed as graphs or downloaded as CSV or Excel file
  - Integration with ticketing and alarm systems
- #### Optional features:
- Custom reports automatically sent at defined frequencies

For more information,  
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