Open Source Call Centres Case Studies: 40 and 200 Seats

Presented by

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Open Source Software Used in Both Case Studies:

- Linux Operating System
 - OpenSuse http://www.opensuse.org
 - Ubuntu http://www.ubuntu.com
- Asterisk Telephony and PSTN / VOIP
 - 1.4.21.2 or 1.4.27.1 http://www.asterisk.org
- Apache Web server
 - 2.2 http://httpd.apache.org
- ViciDial Call Centre software

- 2.2.0 - http://www.vicidial.org (http://vicibox.org)

40 Seat Outsource Call Centre: Requirements

- Inbound / Outbound blended call handling
- Record all calls
- Inbound IVR with web configuration
- Agent dynamic web links depending on queue
- Reporting based on DIDs and IVR path
- Ability to transfer calls based upon queue

40 Seat Outsource Call Centre: Blended Call Handling

- Manual dial with inbound call handling
- Predictive outbound with inbound
- Broadcast outbound notifications with press 1 to talk to agent

40 Seat Outsource Call Centre: Call Recording

- All calls recorded when the call arrives at the agent
- Option for audio recording and time logging for calls during their IVR time
- Calls compressed to MP3 and archived on separate server
- Web links from ViciDial interface to archived recordings, also allowing for easy searching

40 Seat Outsource Call Centre: IVR with Web Configuration

- ViciDial web-based Call Menu features
 - Step-based IVR programming
 - Custom dialplan
 options per step
 - Day/Time-based restrictions

	J			
Vicial	HOME Timeclock Logout		Friday January 8, 201	0 11:53:26 AM
VIGIAIAI				
ADMINISTRATION	MODIFY A CALL MENU R	cORD: defaultlog defaultlog ?		
<u>Users</u> <u>Campaigns</u>		logging of all outbound calls from agent phor		
Lists			audio chooser ??	
Scripts	Menu Prompt Menu Timeout		audio chooser	
Filters		×	audio chooser 🕥	
In-Groups	Menu Timeout Prompt:			
Show In-Groups	Menu Invalid Prompt:		audio chooser 🧿	
Add A New In-Group	Menu Repeat			
Copy In-Group		0 - No Time Check 💌 ?		
Show DIDs	<u>Call Time:</u>	- • ?		
Add A New DID	Track Calls in Real-Time Report:	0 - No Realtime Tracking 💌 🕐		
Copy DID	Tracking Group:	▼ ?		
		SUBMIT		
Show Call Menus		Call Menu Options:		
Add A New Call Menu	Option: TIMEOUT	Description: hangup	Route: HANGUP	v ?
Copy Call Menu User Groups		io File: vm-goodbye	audio chooser	
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	DELETE THIS CALL MENU			
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VERSION: 2.2.0-233 BUILD: 100104-1454				
BI0100-100104-1454				

40 Seat Outsource Call Centre: Queue-based Agent web links

- Ability to link to specific website per queue
- Ability to have custom variables per agent per queue (extranet logins, agent codes, etc...)

Inbound Gro	ups: 🥐			
INBOUND GROUP	RANK	CALLS	WEB VARS	
AAA ALL TEST - Alpha test	4 💌	0	user@pass:	
AGENTDIRECT - Single Agent Direct Queue	0 💌	0		
□ <u>AGENTDIRECT9</u> - always on agentdirect	0 💌	0		=
CL GALLERIA - TEST inbound galleria	5 💌	1	var1=123&var2=321&var3=22	
SALESLINE - Training Sales Line	-6 💌	0		
TESTCAMP IN - test duplicate	8 💌	0		
✓ <u>TEST</u> IN - TEST inbound	8 💌	1	test=test12345&	
✓ TEST IN2 - TEST inbound 2	1 💌	2	2222=3333&	
✓ TEST IN3 - TEST inbound 3	-9 💌	3	bob=bob&2=1&	
o VICIdial - Mozilla Firefox				
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CX 🔬 📄 http://user@pass:www.customercrm.org/viewred	ord.asp?custom	er_phone=905	5552314	
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40 Seat Outsource Call Centre: DID and IVR reporting

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Calls wit	h no Calle		0								
Unique Ca	llers:		2133								
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 IVR		QUEUE			TOTAL						
CALLS					AUG TIME	CALL PATH					
+	++		++		++						
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1 65						SERVICE 2 / SEP	WICE OUE	UE 3			
1 53						SALES 5		_			
52		2					RVICE_EN	GLISH / SERVICE	C_QUESTIONS / SERVI	CE_QUEUE_6	
1 50		15				SALES_6					
41 38						SALES_7	STOR OTE		S AGE VMT		
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40 Seat Outsource Call Centre: Per-Queue Outside Transfers

- Up to 5 remote transfer numbers per queue
- In outbound dialing, up to 5 presets per list
- Blind transfers and consultative transfers
- Ability to record and log calls after the transfer is handed off

40 Seat Outsource Call Centre: Conclusions

- Faster setup time for new customers
- More flexible call routing
- Easier expansion ability as they transition more customer accounts from their old solution
- Faster and more accurate accounting of time

200 Seat Inbound Call Centre: Requirements

- Inbound call handling only
- Record all calls
- Inbound DID and IVR web configuration
- Vtiger CRM integration
- Support for at-home agents and agents in three countries(USA, Mexico and Peru)
- English and Spanish agent and administrative web interfaces

200 Seat Inbound Call Centre: DID Reporting

/ICI dial	<u>Users</u>	<u>Campaigns</u>	<u>Lists</u>	<u>Scripts</u>	<u>Filters</u>	<u>In-G</u>	roups l	lser Gro	oups R	emote Agei	<u>ıts Admin</u>	<u>Reports</u>
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++ +00:00-00:15+ 00:15-00:30							+ !	+				

200 Seat Inbound Call Centre: Vtiger CRM Integration

- ViciDial has native synchronization of user accounts and customer accounts with Vtiger CRM
- Custom reports and user modules were added to Vtiger and ViciDial for a more seamless integration

200 Seat Inbound Call Centre: Agent Locations

- Hosted by ViciHost.com at a large co-location facility in Tampa, Florida, USA
- Co-location facility has good data paths to Peru and Mexico networks that other client locations are using
- Agents connect through soft-phones(GSM codec) and use Firefox for the agent interface

200 Seat Inbound Call Centre: Multi-Lingual Web Interfaces

- Full Spanish and English Agent web interfaces as well as custom web interfaces and IVR prompts are all bi-lingual
- ViciDial agent web interface available in 13 languages:
 - English
 - Spanish
 - French
 - German
 - Italian
 - Portuguese
 - Brazilian Portuguese

- Dutch
- Greek
- Russian
- Polish
- Slovak
- Traditional Chinese

200 Seat Inbound Call Centre: Conclusions

- Many more options for customer call routing than old system
- More consistent customer experience
- More efficient, reliable and flexible than regional systems
- Better accounting for agent time

Thank you!

For more information, go to:

www.vicidial.org

Or visit our booth in the expo hall