WebRTC

Denwa
Contact Center

HYBRID SOLUTION FOR CONTACT CENTERS

Denwa
UNIFIED COMMUNICATIONS

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Contact Center

Do you want your Contact Center system to be on the CLOUD?
It is possible!

Do you want your Contact Center system be On-Premises?
It is possible!

Do you want to create an hybrid between the CLOUD and On-Premises?
It is possible!

With Denwa hybrid Solutions,
you're the one who decide which is better for your company. In business, as in nature, no two clouds are identical.

Fortunately, there's a whole continuum of deployment options available to fit your goals and your budget, whether you're looking to move your applications into the public cloud, build your own private cloud or create a hybrid between the two. With flexibility like that, it's no wonder so many businesses are migrating to cloud communications.

Let's see the options:

Public Cloud

The advantages of a public cloud platform can be summed up in three words: simplicity, scale and savings. It's simple to manage because all of the hardware and software is managed by your cloud provider. It scales up or down as your needs change. And it saves you money in opex, capex and excess capacity for peak demand periods.

Private Cloud

When security trumps savings, it's time to think about a private cloud. A private cloud can leverage virtualization and converged infrastructure for cloud-like scale and   efficiency, but in a private, dedicated system within your own data center. The protected nature of a private cloud provides an extra layer of security and control to meet ndustry-specific compliance requirements.

Hybrid Cloud

A hybrid cloud can provide the best of both worlds: security with scalability, less complexity with more control. With a hybrid cloud deployment, you can find the perfect balance of public and private clouds to meet your needs. It can also provide a convenient path to migration if your rip and replace isn't realistic across your entire business all at once.
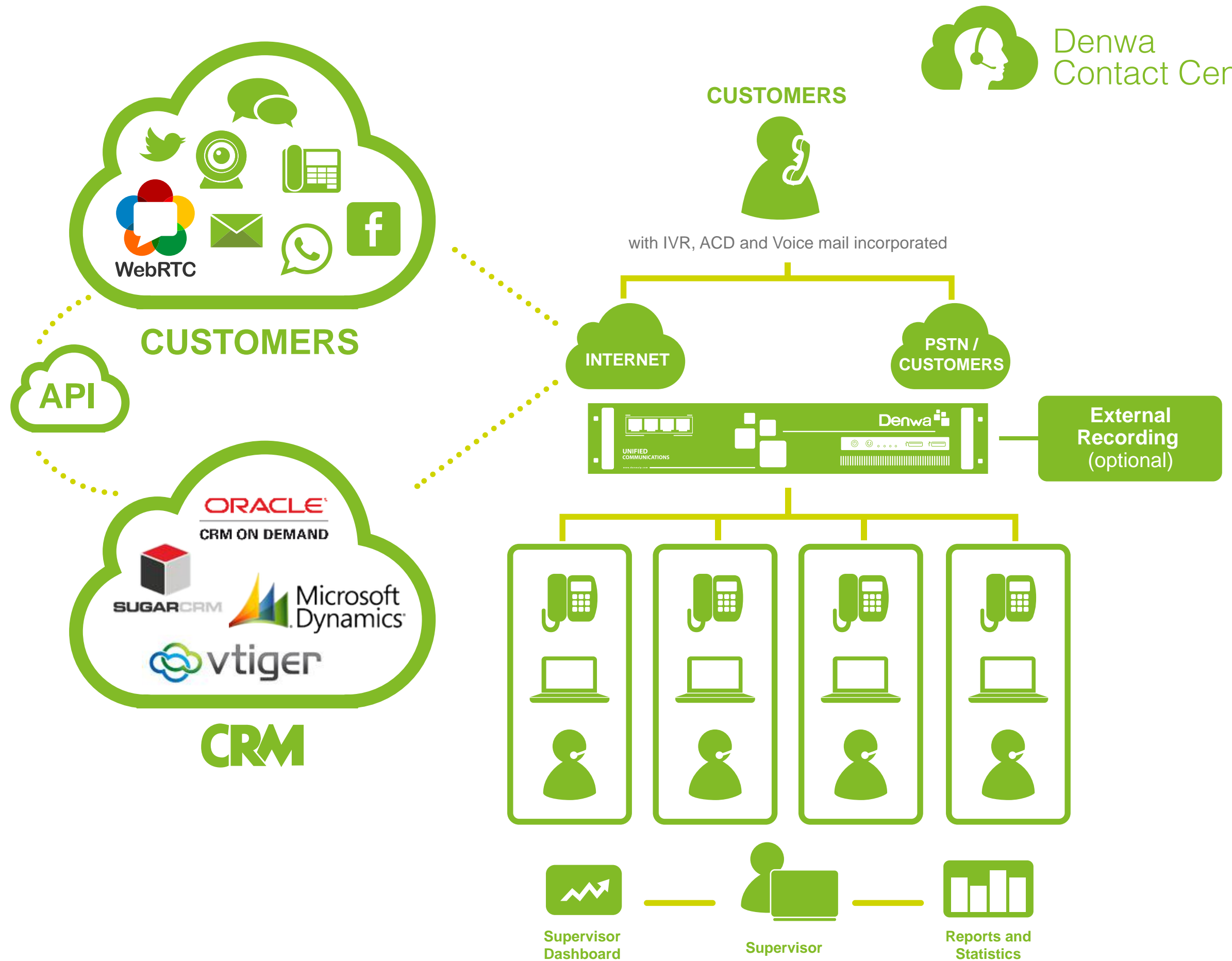
Denwa
Contact Center

WE OFFER
The all-in-one
Contact Center solution

Denwa contact center is an All in One, adaptive and flexible platform for Unified Communications, Mobility, Contact Center, Business Process Automation, Analytics and Reporting as well as service and database integration. Denwa continues to build on supporting customers to transform their telephone-oriented call center to a true, two-way, multi-modal interaction hub providing even more choices of interaction methods by implementing additional multi-channel access capabilities, including enhanced e-mail and chat routing options.

Denwa Contact Center

CUSTOMERS

WebRTC

CUSTOMERS

API

CRM

ORACLE CRM ON DEMAND

SUGARCRM

Microsoft Dynamics

vtiger

CUSTOMERS

with IVR, ACD and Voice mail incorporated

INTERNET

PSTN / CUSTOMERS

Denwa

UNIFIED COMMUNICATIONS

External Recording (optional)

Supervisor Dashboard

Supervisor

Reports and Statistics

The Digital Age

In today's digital age, the definition of customer experience has changed. Expectations of what it should be are higher than they have ever been. Consumers are no longer content with the nine-to-five regiment. They expect to connect any time, day or night. They expect the freedom to choose which channels to interact through. They expect to receive instant answers through seamless digital interactions. And with a cloud-based contact center, they will.

Interact how customers want

Your customers desire a memorable experience and you want to give it to them. So deliver one worthy of this hyper-connected generation by interacting through voice, email, chat, even social networks. Keep your door, and their options, open with a cloud contact center so they will have every opportunity to talk to you and no reason not to.

FUNCTIONALITIES

Denwa
Contact Center

Predictive, Progressive and assisted dialing.

Listen and real-time help for Agents.

Graphic monitoring of agents, queues and calls.

Incoming, outgoing and mixed campaigns.

Call recording.

Agent environment for incoming calls, Popup,

Automatic mailing Phone.

Administration Agent and Supervisor environments.

Scripts and forms

IVR with ACD and criteria for call distribution.

Integrated with Denwa Unified Communications and Denwa Tariff.

Integration with CRM or third party system and external DB through API.

Reports and statistics via Analytic Database.

AGENTS

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Dashboard

- Login differentiated by Queue.

- Assignment of the position / Extention per queue.

- WebPhone WebRTC.

- General Manager states.

- Status administrator per queue.

- Indicators of call waiting.

- Changing status queue.

- Calendar of Events.

- Data Form inbound or outbound contact.

- Notification of new scheduled outgoing call.

- Script visualization of the campaign.
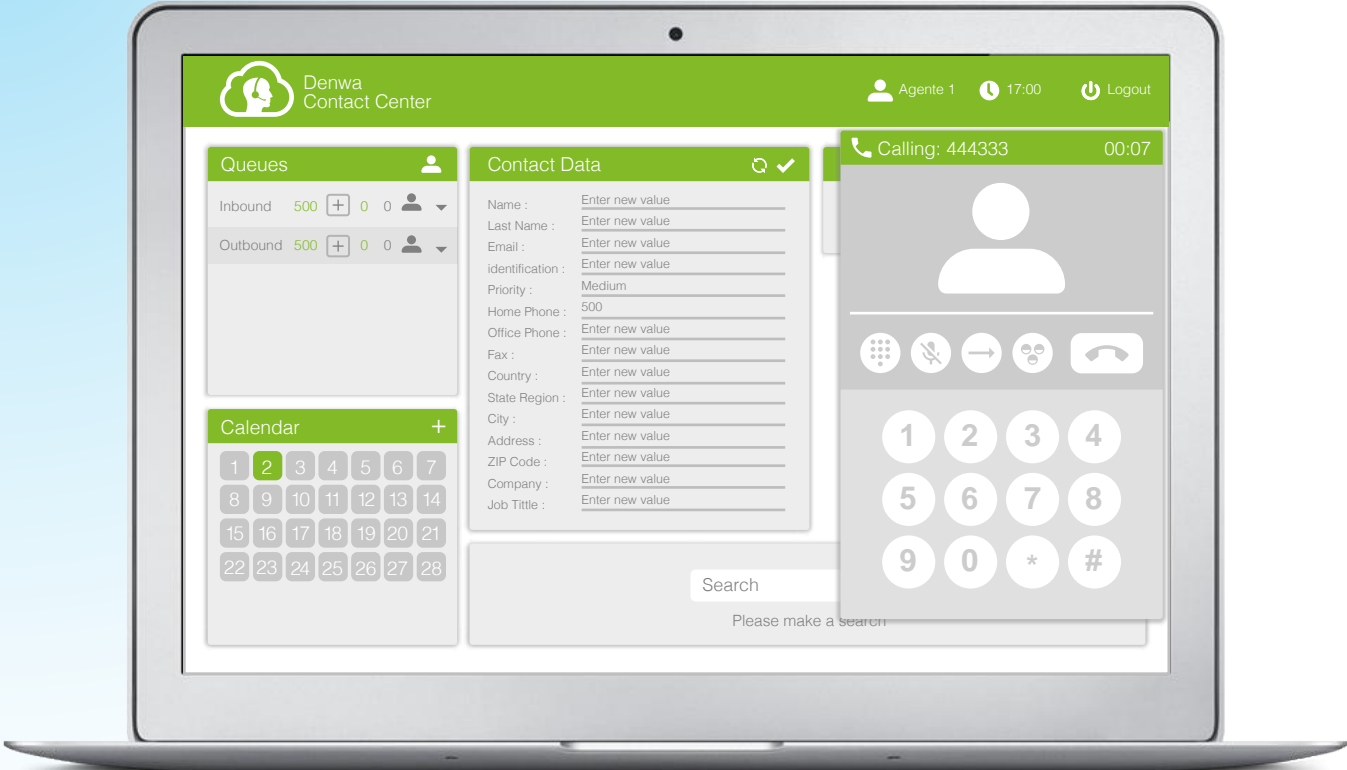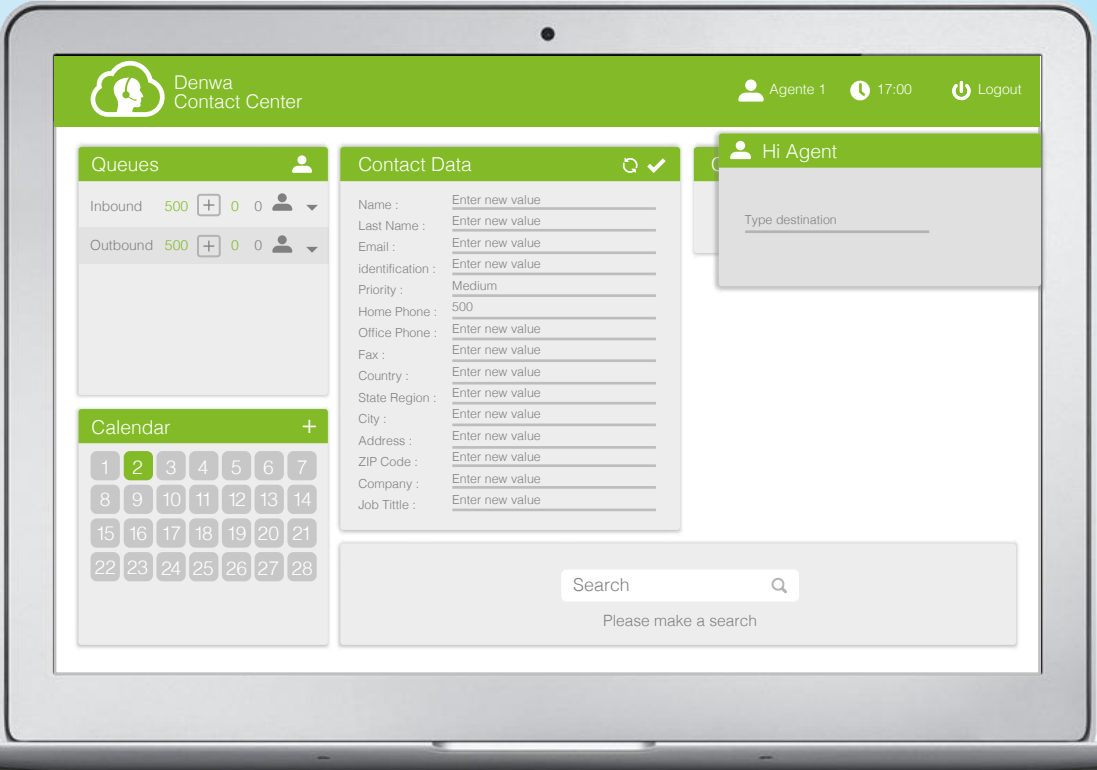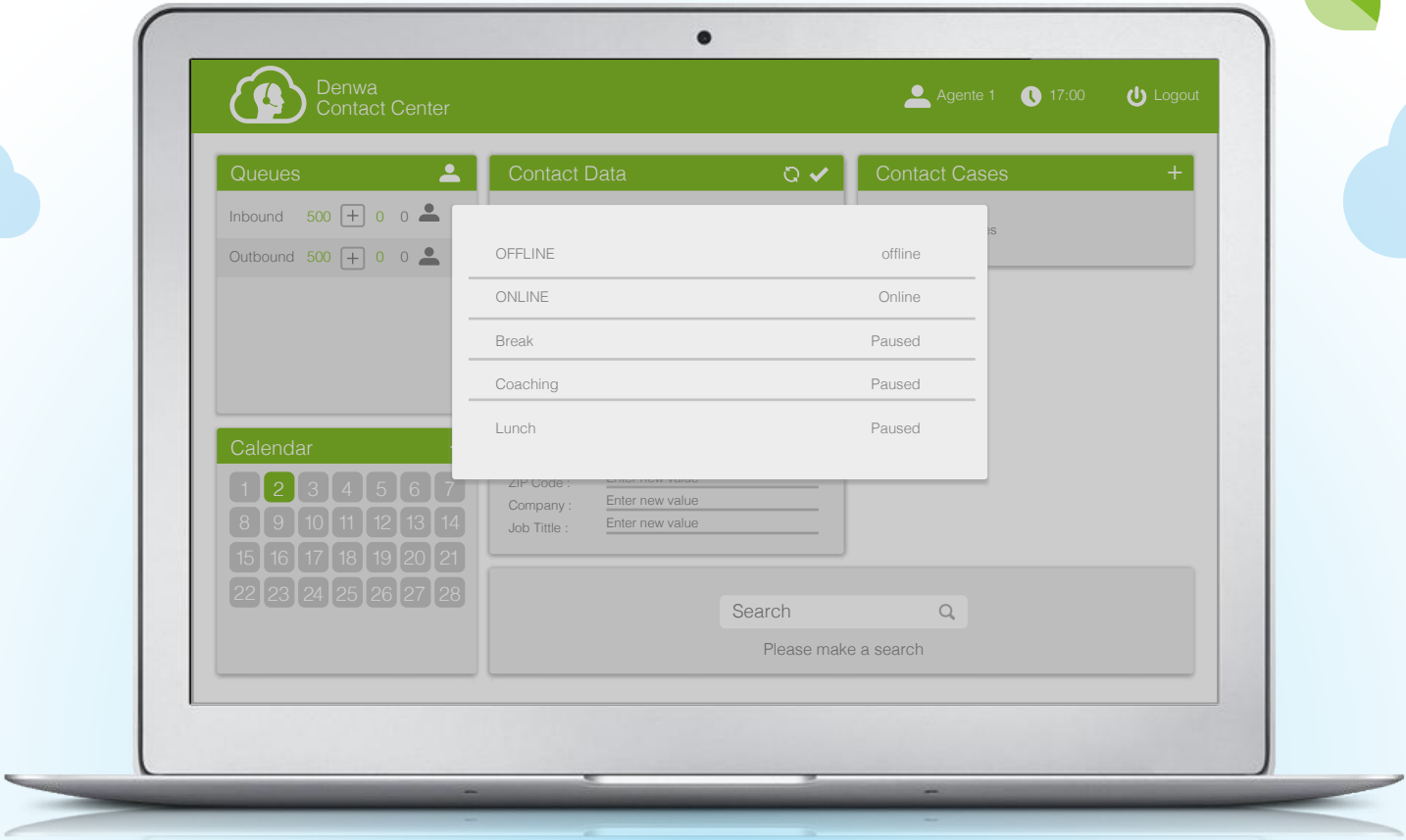
- Rating of calls.

Cases:

- List of contact cases.

- Opening new case assigned according the form.

- Case status modification.

- Finding contacts within the company directory to transfer calls.

AGENTS

Agent Dashboard

User data

Screen 1 (Agent Dashboard)

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Agente 1   17:00   Logout

Queues

Inbound	− +	
Outbound	− +	

Calendar

1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28

Contact Data

Name :
Last Name :
Email :
identification :
Priority :
Home Phone :
Office Phone :
Fax :
Country :
State Region :
City :
Address :
ZIP Code :
Company :
Job Title :

Search
Please make a se

Contact Cases   +
There are no cases

Screen 2 (User data)

Denwa Contact Center

Agente 1   17:00   Logout

Queues

Inbound	500 +	0	0
Outbound	500 +	0	0

Calendar   +

1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28

Contact Data

Name :	Enter new value
Last Name :	Enter new value
Email :	Enter new value
identification :	Enter new value
Priority :	Medium
Home Phone :	500
Office Phone :	Enter new value
Fax :	Enter new value
Country :	Enter new value
State Region :	Enter new value
City :	Enter new value
Address :	Enter new value
ZIP Code :	Enter new value
Company :	Enter new value
Job Tittle :	Enter new value

Search
Please make a search

Contact Cases   +
There are no cases

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SUPERVISOR

Denwa Contact Center

DASHBOARD

Queue statistics in real time.

- Calls in queue.
- Average wait time.
- Average wait time.
- Average call time.
- Amount of answered calls
- Amount of abandoned calls

Real time queue monitor

Amount of online calls

- ON Hold
- In Progress

List of call waiting.

- Information of incomming number
- Waiting time

Monitor of Agents in real time

- Amount of available agents
- Amount of agents in call

Real time queue monitor

- Status of the position
- Status of the agent
- Agent position allocation
- Status modification
- Viewing call contact

Call Monitoring

- Passive, just listen.
- Coaching, contact with the Agent.
- Conference

Statidistics and Reports

- Recordings
- Search
- Listening
- Indicators

SUPERVISOR

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Screen 1:

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Agente 1 | 17:00 | Logout

Queues

Inbound ⚙ —
Inbound	:	0	Calls
Holdtime	:	3	Calls
Talktime	:	12	Calls
Answered	:	1	Calls
Abandoned	:	3	Calls

Outbound ⚙ —

Reports ⚙ —
• Indicators
• Recording report

Inbound
| 0 | 0 | 0 | 2 | 1 | 0 |
| Calls | Waiting | Ongoing | Agents | Available | On Call |

Waiting

Agents
| ⚙ [500] Agente 1 | 1 | Available |
| ⚙ [500] Agente 1 | 0 | Unavailable |

Screen 2:

Denwa Contact Center

Agente 1 | 17:00 | Logout

Queues

Inbound ⚙ —
Inbound	:	0	Calls
Holdtime	:	3	Calls
Talktime	:	12	Calls
Answered	:	1	Calls
Abandoned	:	3	Calls

Outbound ⚙ —

Reports ⚙ —
• Indicators
• Recording report

Inbound
| 1 | 1 | 0 | 2 | 0 | 0 |
| Calls | Waiting | Ongoing | Agents | Available | On Call |

Waiting
| 200 | 200 > 555666 | 00:10 |

Agents
| ⚙ [500] Agente 1 | 2 | Unavailable |
| ⚙ [500] Agente 1 | 0 | Unavailable |

SUPERVISOR

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Screen 1

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Agente 1   17:00   Logout

Queues

Inbound ⚙ —

Inbound	:	0	Calls
Holdtime	:	3	Calls
Talktime	:	12	Calls
Answered	:	0	Calls
Abandoned	:	2	Calls

Outbound ⚙ —

Reports ⚙ —

● Indicators
● Recording report

Inbound

1	1	0	1	0	1
Calls	Waiting	Ongoing	Agents	Available	On Call

Waiting

| 200 | 200 > 555666 | 00:10 |

Agents

| ⚙ [500] Agente 1 | 2 | Ringing |
| ⚙ [500] Agente 1 | 0 | Unavailable |

Screen 2

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Contact Center

Agente 1   17:00   Logout

Queues

Inbound ⚙

Inbound	:	0	Calls
Holdtime	:	3	Calls
Talktime	:	12	Calls
Answered	:	0	Calls
Abandoned	:	2	Calls

Outbound ⚙

Reports ⚙

● Indicators
● Recording report

| Caller ID | : | 200 |
| Duration | : | 00:01:07 |

Contact Data:

Name :	Juan
Last Name :	Lopez
Email :	jlopez@yahoo.com
identification :	
Priority :	200
Home Phone :	3513566896
Office Phone :	1111
Fax :	4444
Country :	Argentina
State Region :	Cordoba
City :	Cordoba
Address :	Humberto Primo
ZIP Code :	5000
Company :	Denwa
Job Tittle :	Soporte

(partially visible) available On Call

e 1 2 Ringing
e 1 0 Unavailable

REPORTS

Indicators

Calls Indicators

- Received calls
- Answered calls
- Abandoned calls
- Average time of waiting
- Average time on calls
- Percent of answered calls
- Service level

Agent Indicators

- Percent of worked hours
- Accumulated time available
- Accumulated time not available
- Accumulated time on calls
- Unanswered Calls

Agent Indicators

- Not available times
- Percentage of occupancy per agents
- Average Response Time

Incomming calls

List of calls – Filters

- Per Date and hour
- Per Campaign
- Per Agent

Statistics for periods

- List of calls
- Per Date and hour
- Per Campaign
- Per Agent
- Per Status

REPORTS

Denwa Contact Center

Indicators

Agent StatuS

- Per Date and hour
- Per queue
- Per Agent

Recordings

List of Recordings

- Per Date and hour
- Per Campaign
- Per Agent

Cases Report

Cases Search

- Campaign filter
- Per case description
- Per Contact

- Per case status
- Per Date and hour

Forms

- Campaign filter
- Per form
- Per contact and case
- Per Date and hour

REPORTS

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Real time agent monitoring

Agent StatuS

- Available agents
- Agents on call
- List of agents and positions
- Status of the position
- Status of the agent
- Change status
- Viewing contact call

Call Monitoring

- Passive, just listen
- Coaching, contact with the Agent
- Conference

Statidistics and Reports

- Campaign filter
- Per form
- Per contact and case
- Per Date and hour

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Campaign : All   Queue : All   Agent : All   Submit   Export Chart (PDF)

Received calls [12-04 00:00 - 28-04 23:59]

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👤 Agente 1   🕐 17:00   ⏻ Logout

CAMPAIGNS   AGENDA   CASES   CONTACT   REPORT   SETUP

Reports   ↻ 🏠 ⏻

Reports :: Status of Agents

| From | 01-03-2016 00:00 | ... | Queue: | All | Sumit |
| From | 01-03-2016 00:00 | ... | Agent: | All | Export |

Agent	Status			Calls		
444	33%	67%		Total: 35	31%	69%
Milena	20%	33%	47%	Total: 169	44%	56%
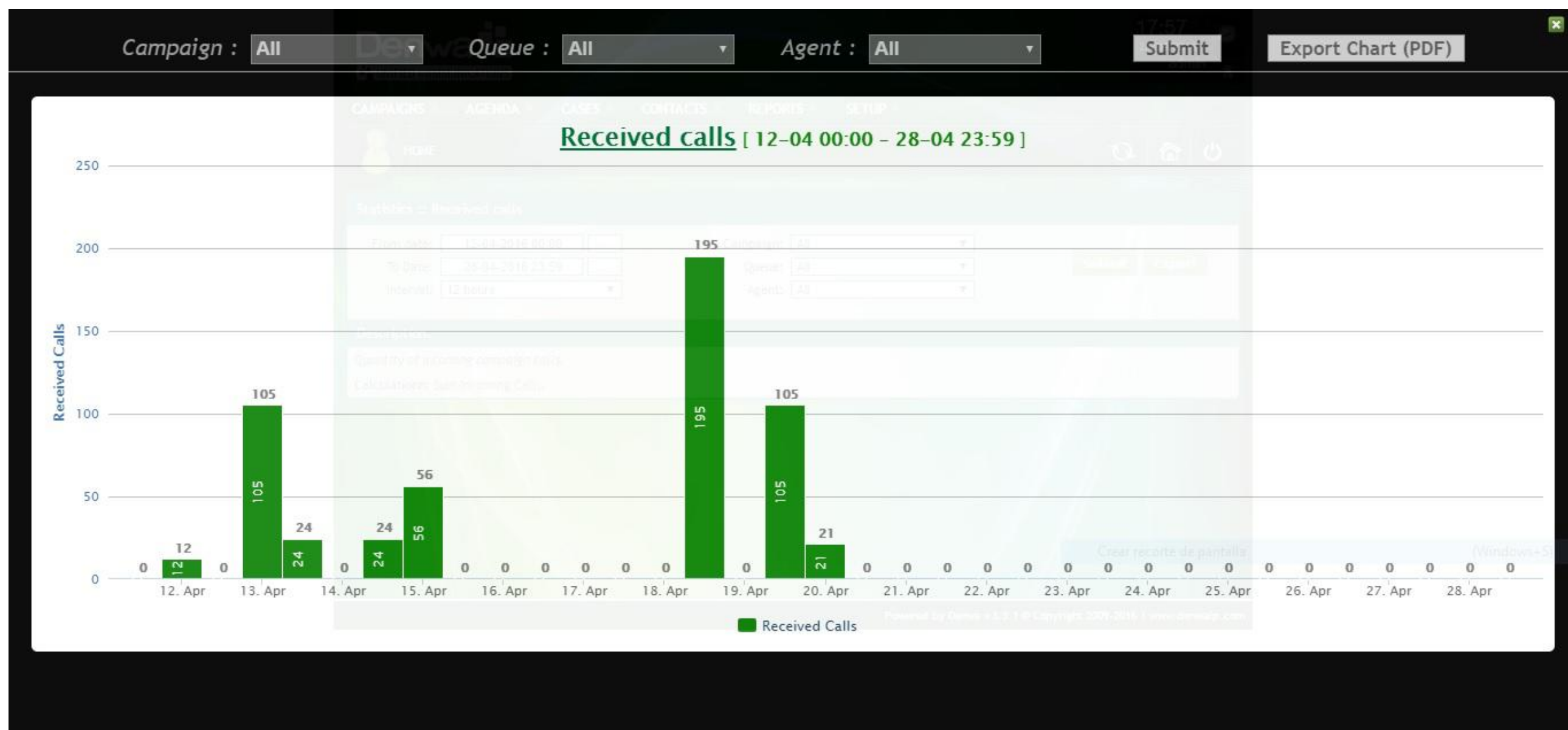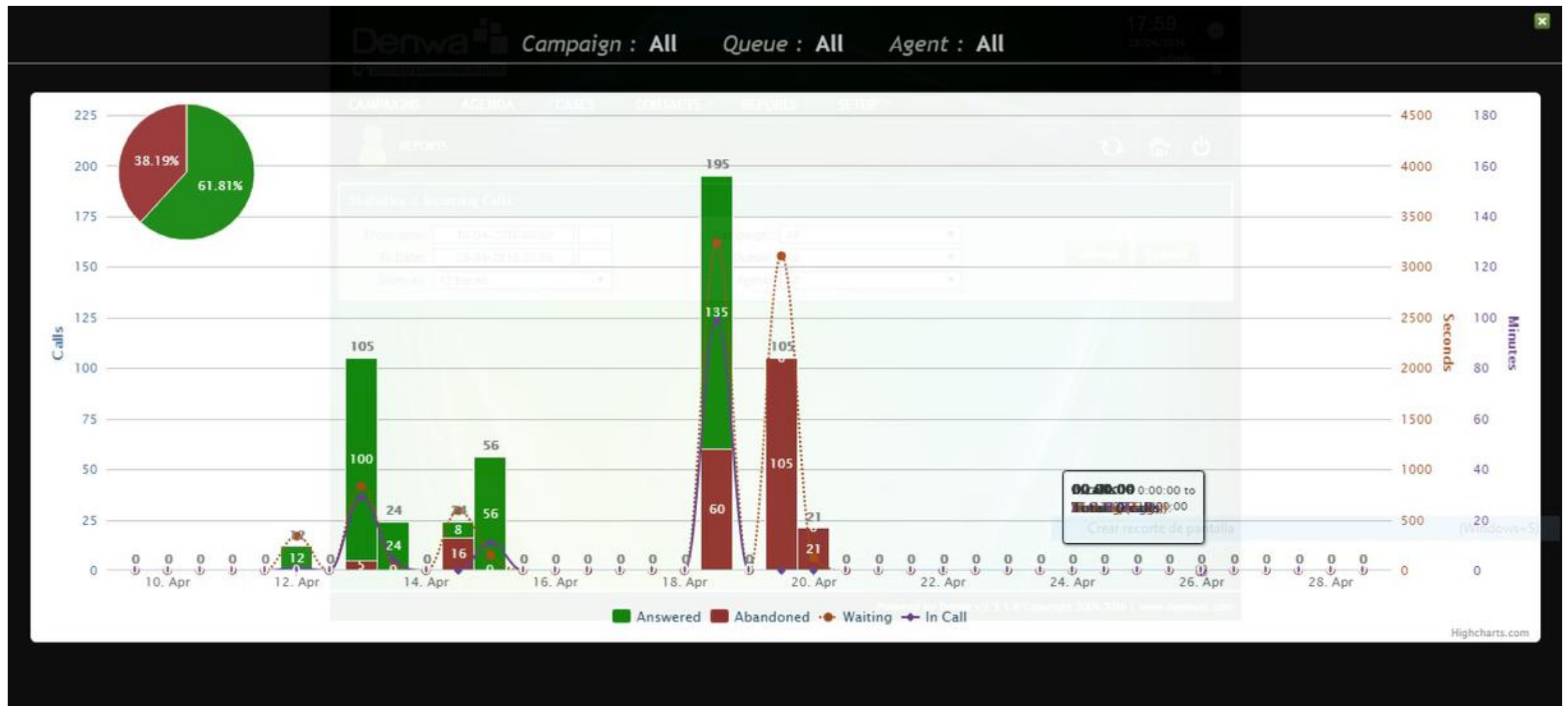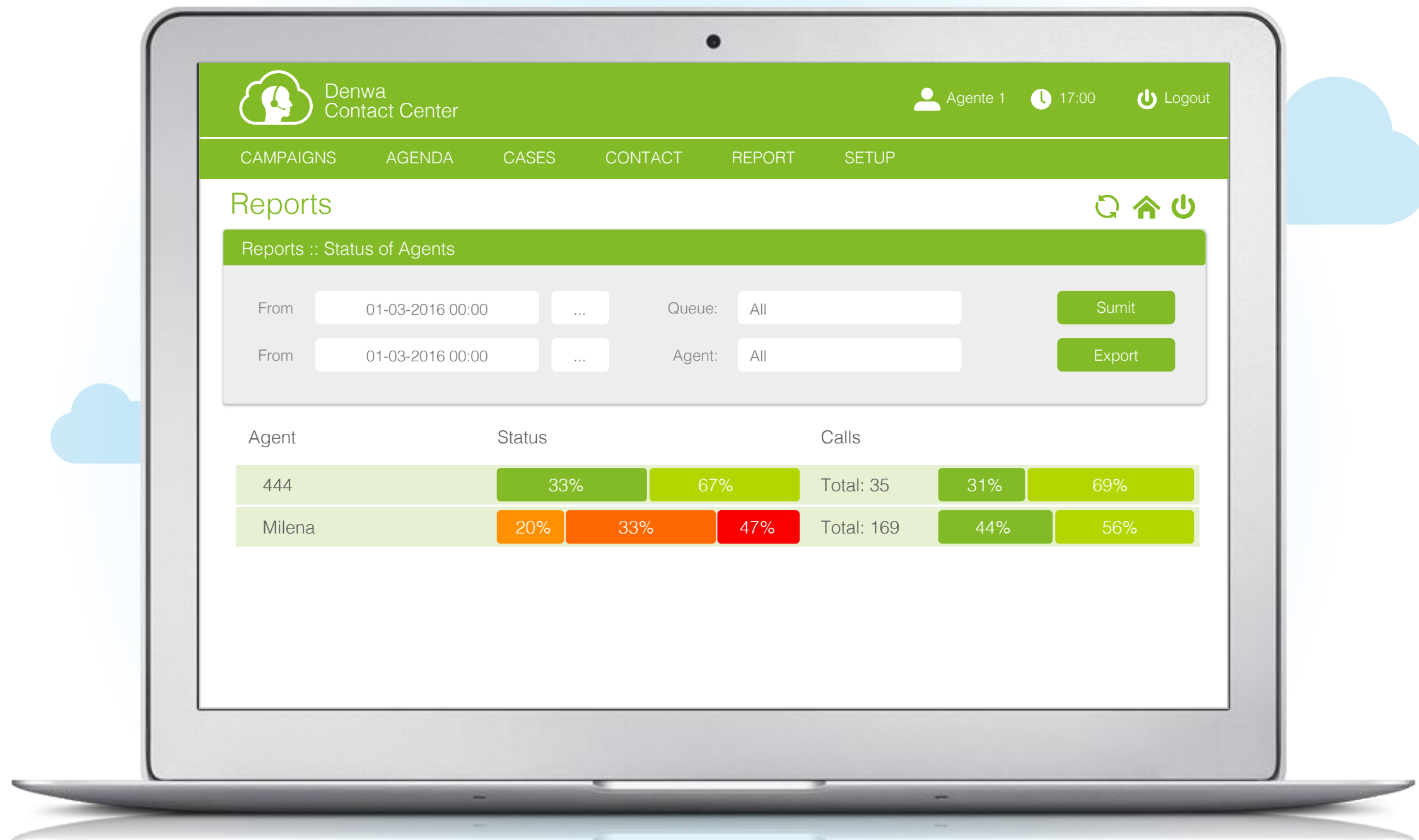
Percentage of hours worked [01–03 00:00 – 28–04 18:09] Agent: **444**;

Percent Work Time

■ Online ■ Offline ■ Paused
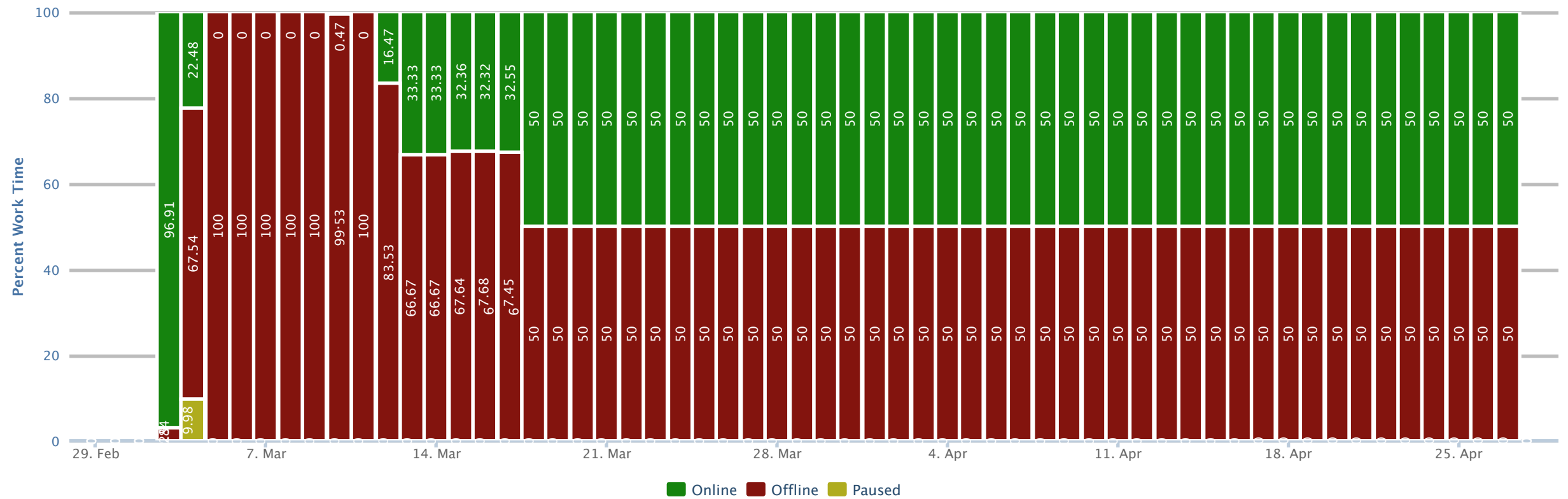
Agent Occupation Rate [10-04 00:00 – 28-04 18:00]

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Occupation Percent   Available Time   In Call Time
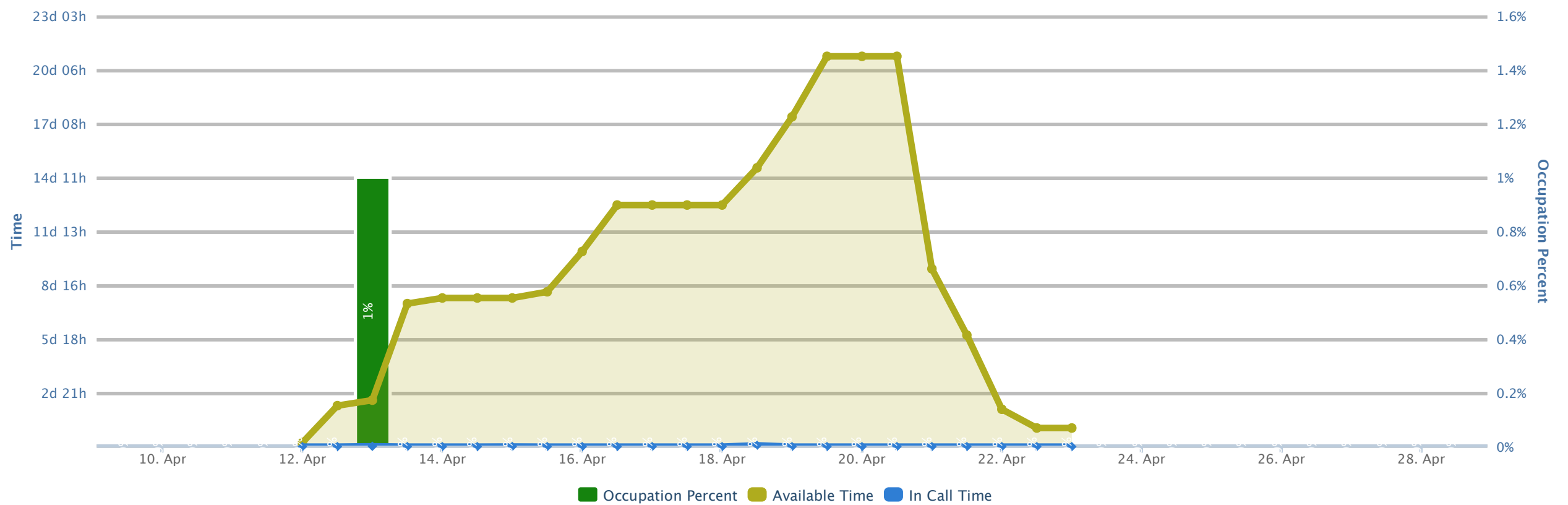
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Top Benefits of Multichannel Contact Center Solutions

BENEFITS

Be agile; Scale easily

Your business moves fast so the tools you use should be just as agile. By housing your services, features and applications in the cloud, your employees can deliver the same great customer experience anywhere. You'll also be able to scale easily, anytime, anywhere, so you can meet seasonality and growth head on.

Cut costs and be efficientt

Whether it's time or money, you can be doing better things with your budget than spending it on a server or additional software. With everything you need integrated into a single solution that's hosted in the cloud, you can deliver an exceptional customer experience while spending minimal.

BENEFITS

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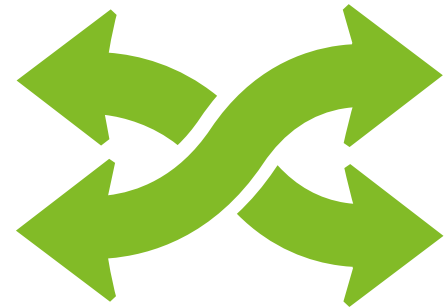
Flexible Customer Experience

Empower customers to interact with your contact center in the medium of their choice—voice, email, SMS, fax, social media, web chat, or multimedia self-service. Give your customers the flexibility to choose the medium that makes the most sense for them so they can make more intelligent, informed decisions and enjoy a superior experience.

Management Insight and Resource Planning

Get a real-time view of all customer activity from a variety of monitors and dashboards, drill down further into performance with historical charts and reports for multimedia customer activity, and replay historical multi-channel experiences in simulated real time. Forecast your resource requirements to build intelligent work schedules that can meet demand.

INDICATOR

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Unified Communications

With **25%**
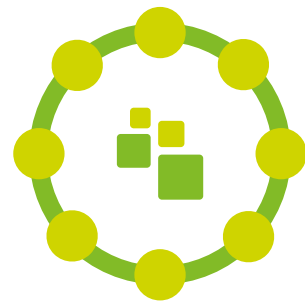
of the world's population now equipped with active social accounts, good and bad customer service experiences are shared almost instantly.

By 2020 customers will manage

85%

Relationships Are Going Digital

of their relationship with a business in the digital space without interacting with a human, according to Gartner.

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79%

Commit to Customers They'll Commit to You

of customers will commit to a deeper product or service relationship with a brand after a satisfying experience. The time to improve your digital customer experience is now.

Beyond the Call

According to Synthetix, **90%** of consumers will always check a website before emailing or calling a copany

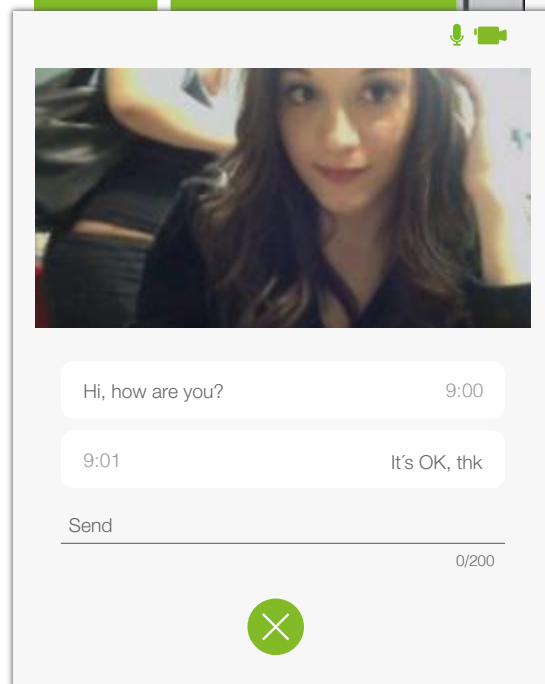and **63%** said they were more likely to return to a website that offers live chat (Forrester).

It's a Multichannel World

25% of consumers utilize one to two channels when seeking customer care

52% of consumers utilize three or four channels (Ovum)

When you thought it was all said...
We offer more ...

WebRTC

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Hi, how are you?   9:00
9:01   It´s OK, thk
Send
                                    0/200

Hi, how are you?
9:01   Every its ok!! th
Send

Hi, how are you?   9:00
9:01   Heloo,Finee
Send
                                    0/200
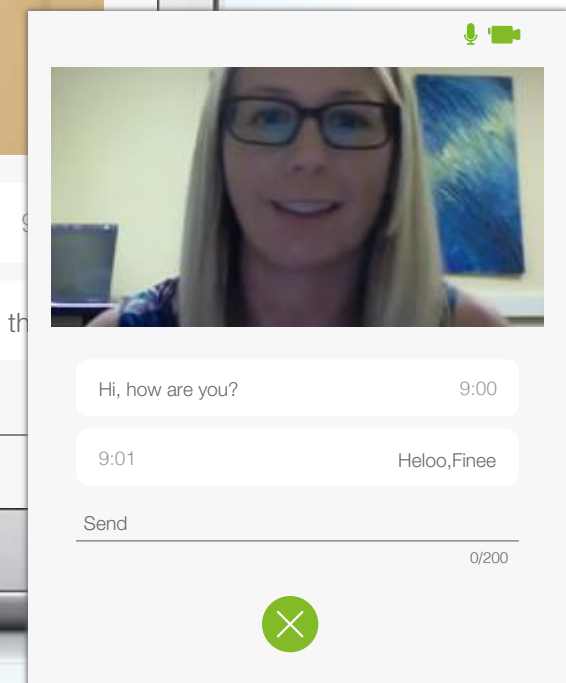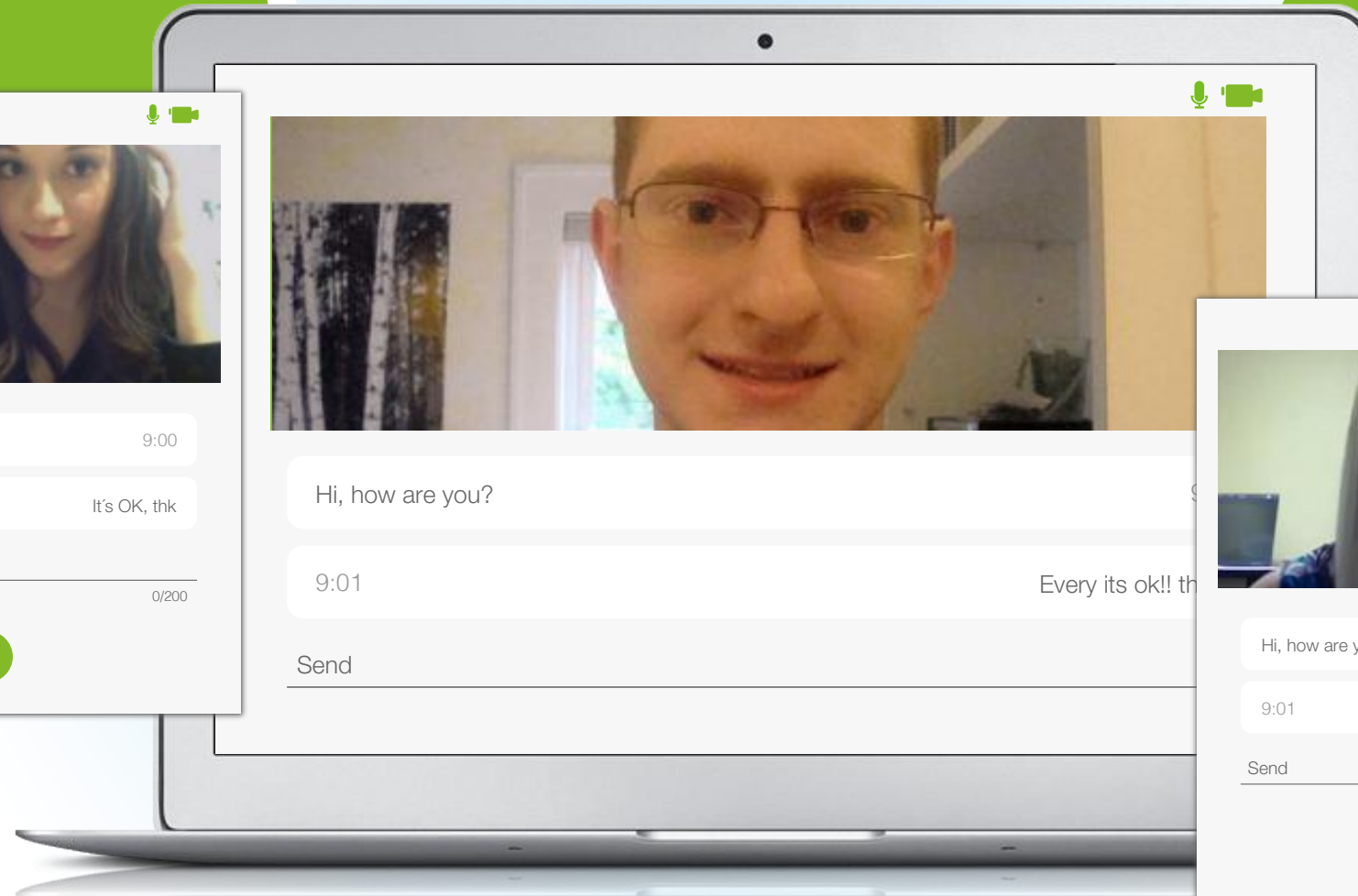
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WebRTC

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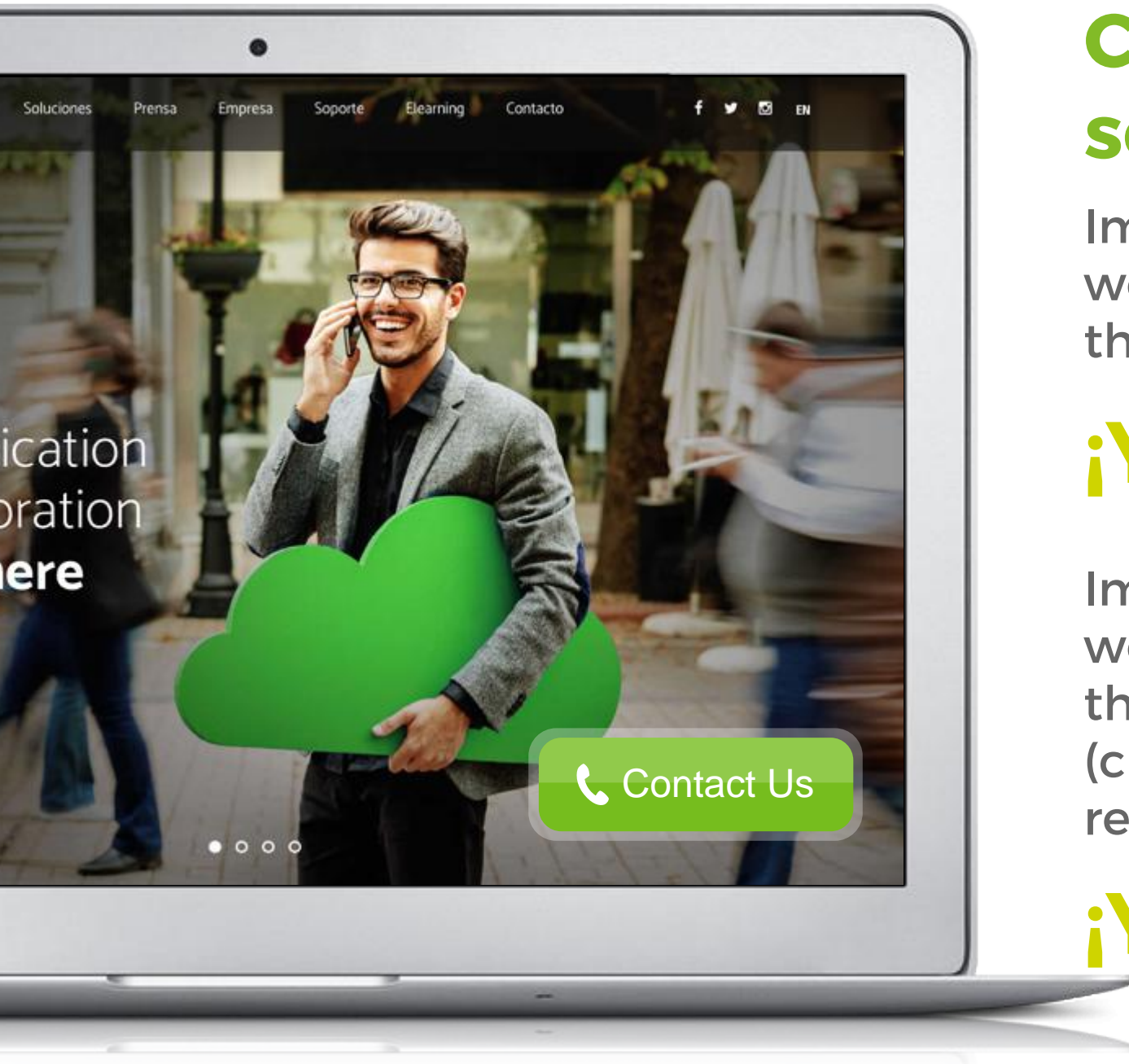
Could you imagine this solution?

Imagine your customers come to your website and from there with just one click, they call your company.

¡Yes! It is possible!

Imagine your customers come to your website and from there with just one click, they make a video conference meeting (chat, share screen, etc.) with your representatives.

¡Yes! It is possible!

Contact Us

What is WebRTC?

WebRTC (Web Real-Time Communication) is an API definition drafted by the World Wide Web Consortium that supports browser-to-browser applications for voice calling, video chat, and P2P file sharing without the need of either internal or external plugins.

WebRTC enables all kinds of real time communication such as audio, video and text between users by utilizing the browsers. Using WebRTC bears different benefits for different market segments. For end users it has two major advantages:

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Ease of use:

Real-time communication is supported without the need for additional applications or plug-ins.

Security:

WebRTC enforces the usage of encryption for the media. Thereby, WebRTC provides a higher security level than most currently available commercial telephony systems.

For enterprises WebRTC can provide even more benefits

• Cost savings: Save on the costs of toll-free telephone number for call centres.

• Rich communication: Enhance the communication to users and between employers with video and messaging without the need for special applications and servers.

• Un-interrupted communication: Keep the customers on the web page and at the same time start a voice and video call with customer.

• Security: Secure the communication with the customers as well as employees in the home office and remote branches using state of the art encryption standards.

How does it work?

WebRTC

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Call Us

Call Us

You choose the way
you communicate:

Video
Conferencing   Chat   Call

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Productos   Soluciones   Prensa   Empresa   Soporte   Elearning   Contacto   EN

Unified
Communication
& Collaboration
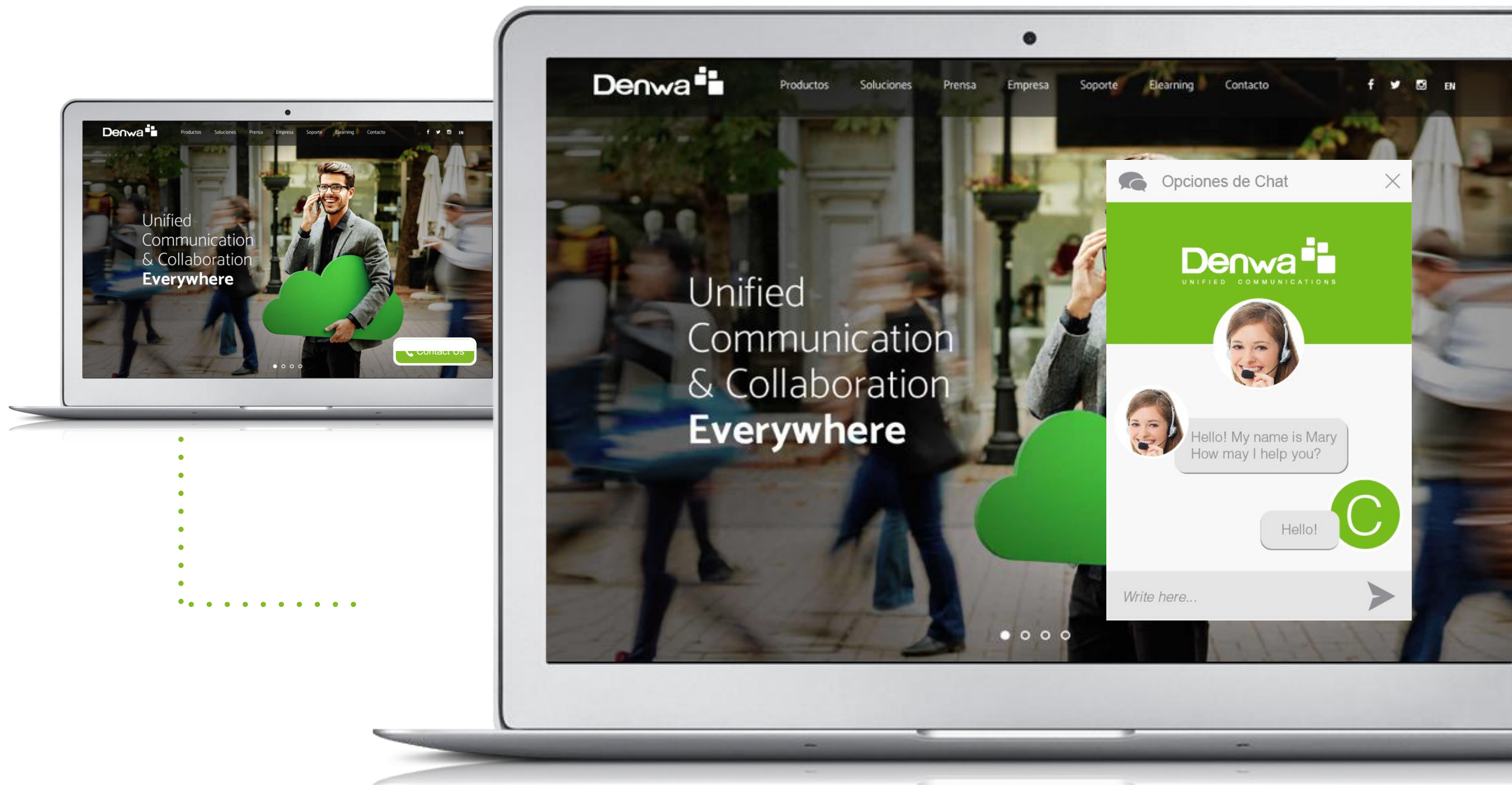Everywhere

Call Us

How does it work?

Call Options
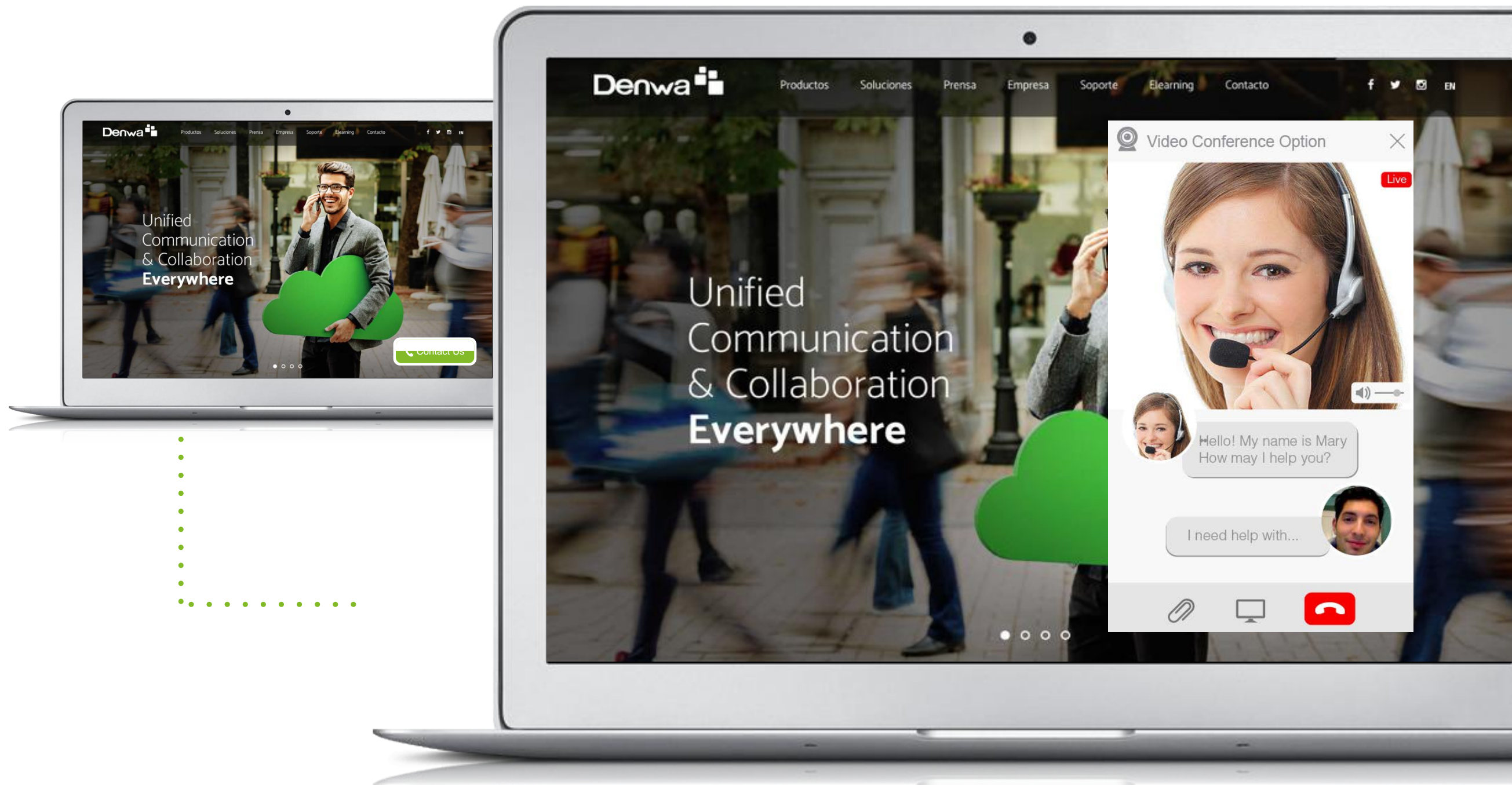
How does it work?

Chat Options

What else do you need to think?
Do not do it.

We already did!

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