

Take the next step to better customer care

Appia's Call Center solution delivers the sophisticated features larger call centers use, but at a price smaller organizations can afford. Whether you have five or 200 agents in your call center, we'll design a solution that provides the tools they need to offer timely, professional service.

Improve agent productivity.

Enable both centralized and distributed call processing. Agents may be located anywhere while being managed centrally. This feature alone can justify Call Center if you have agents who work from home or at regional offices.

Minimize customer hold time.

Call-routing options can be based on automatic number or dialed number identification, database lookup, time of day, day of week, real-time statistics, on-queue, conditions, priority call, comprehensive and flexible skills-based, and priority queuing.

Get the tools you need to measure and manage call center performance.

Appia's Call Center provides real-time and historical reports to schedule agents and measure their productivity. Appia's exclusive Web Wallboard interface can be accessed by agents and managers from anywhere with just a Web browser.

Manage agents more effectively.

Options include flexible resource selection, contact call-detail records for the life of the call in the call center, and on-demand recording or viewing and listening to any recorded call.

Help your customers navigate to the resources they need.

Appia's Call Center supports automatic call handling by user interaction, processing user commands to facilitate self-service applications, performing "prompt-and-collect" functions to obtain user data, extracting and parsing Web content and presenting it to customers through a voice portal, and support for automatic speech recognition and text-to-speech options.

Customize to meet your specific requirements.

Appia's Call Center supports VXML, Web integration using HTML trigger pages, full XML capture of data from enterprise Web servers, and support for e-notification services (email, paging or faxes).



Simplify and Save with Appia Managed Services

Managed Groups

This solution rings all of the extensions in a group (e.g., billing, support, presales). Calls that go unanswered for a preset period are sent to voicemail. Agents are also able to log in and out of groups, which reduces customers' hold time.

Managed Queuing

This basic call-queuing solution is designed for up to 10 agents and includes premium voicemail. With Managed Queuing, calls ring an extension or into a hunt group. If the call isn't answered, the caller hears a predetermined length of music-on-hold before the call is tried again. This process repeats until the call is answered.

Call Center Basic

- Conditional routing based on time of day, day of week, DNIS, and ANI
- Exit to voicemail
- Music- or message-on-hold
- Prompt and collection of customer information
- Queue position and average wait-time announcements
- Reporting
- Skills-based routing
- Time-based escalation
- Supervisor able to log in/log out agents and force ready/not ready
- Agent log in/log out via IP phone

Call Center Enhanced

- All Basic features
- Barge and intercept
- Coaching
- Agent screen pops
- Priority queuing
- Populate data to any Microsoft Windows-compatible application
- Populate data to any browser-based application
- Customizable workflow automation and task buttons
- Agent work state available for after-call wrap-up
- Wrap-up codes



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- Log Out and Not Ready reason codes
- Windows PC-based Agent Desktop software interface
- Instant messaging between agents and supervisors
- Supervisor barge and intercept functionality
- Marquee: Supervisor can broadcast scrolling messages to agents

Call Center Premium

- All Basic and Enhanced features
- Notification of queue status and activity via email, pager or fax
- Third-party database read/write support (requires separate, compatible database server)
- Call routing based on data from database access
- Agent screen pop on data from database access
- Integrated Web browser in Agent Desktop application
- Support for Cisco IP Communicator softphone

Optional Call Center Features

- Web Wallboard online monitoring and management tool
- Call monitoring and recording
- Silent monitoring over phone or PC
- IVR, speech recognition and text-to-speech
- Voicemail message recording and positioning in queue for call-back
- Web- and email-based entry into a queue
- Audible notification over phone speakers or overhead page for predetermined conditions (X number of callers in queue, wait time in queue exceeds Y, etc.)
- Outbound preview dialer
- And more



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