

SPPS

SCREEN POP PRO SERVER

Advanced Desktop Communications

Enhancing the Caller Experience

between the caller, the agent desktop and corporate data.





Enhancing the Caller Experience

- ✓ Improve the overall caller experience
- ✓ Increase contact center agent productivity
- ✓ Robust desktop integration with caller and data
- ✓ Fast return on investment by reducing call duration

Screen Pops

Screen pops are synonymous with call center productivity and they are critical in the improvement of the caller experience. And the SPPS product series offers the most robust and flexible implementation of any screen server in the industry. From small workgroups to large enterprise implementations this product will fit in any contact center environment where agent desktop productivity is critical.

The primary function of the screen pop is to give the contact center agent more information about the person calling in order to create a more pleasant caller experience. The SPPS package is a robust software system that integrates that information quickly and from a myriad of sources.

The SPPS package reduces average call duration by getting information up front and passing that information to the agent for instant feedback.

This information follows the call throughout the network to avoid the frustration of making the caller repeat the same information.



From this...



...to this



ROI

Return On Investment (ROI) is more significant than most realize. For example, a small contact center with only 1,000 calls per day can reduce call times by 20 seconds and gain \$1,750 per month in savings. The formula is simple but powerful.

20 Seconds x 1,000 Calls
= 20,000 seconds per day
÷ 3600 seconds per hour
= 5.56 hours per day saved

5.56 hours
x \$15 avg. cost per agent
x 5 work days per week
x 4.2 weeks per month average
= \$1,750+ per month in savings.

The average monthly cost of the SPPS Enterprise Edition is less than 1/3 of the savings so the systems usually pay for themselves immediately upon implementation and then savings are realized instantly.

Flexible Contact Center Support

System can be configured to communicate with Contact Center Suites for reporting, call tagging and history.

- ACD login/logout/status
- Call notes, account code update to Call Detail
- Web Services API for custom integration to legacy applications
- CTI integration to popular CRM packages;
 - SAP
 - Saleslogix
 - Outlook
 - Microsoft CRM
 - and many others

Flexible Client Support

Client may be configured to operate in many desktop environments including;

- Windows 2000/XP
- Terminal Emulation
- Thin Clients
- Dockable station controls
- Integration with many PBX phone sets

Extensive Reporting and Archive

System reports on all call activity and allows for custom filtering and searching of call detail data. System will archive history permanently based on customer requirements.

Multiple screen configurations may be set per agent desktop allowing for a truly custom experience.

Client desktops may run separate applications on the same server on the same network allowing for multi-vendor support either on the CRM side or the PBX side.



Server Side Power and Database Driven Flexibility

The SPPS Enterprise Edition provides powerful and scalable SQL based architecture that can grow to hundreds of clients and offer unlimited CTI integration possibilities including;

- Direct SQL driven queries/updates inside the client screen
- Flexible layout controls for custom views
- Flexible API supports;
 - ASP.NET
 - C#.NET
 - SQL
 - HTTP
 - SOAP/XML
 - JAVA
- Legacy integration including AS/400, Terminal Emulation, Citrix client

Web Server Built into System

System may be accessed from web browser via internal secured network or via external secured domain. XML/HTTP web services API for CTI integration or remote access functionality.

Database Integration

The SPPS software may be integrated into any database that is ODBC/JDBC compliant for real time data access, or periodic FTP updates can be refreshed to the SPPS server as needed.

Notification Services Included

Customer alerts and other custom defined alerts for flexible configuration on the desktop.

Secure Chat Server Included

The SPPS Enterprise Edition includes a secure chat server that allows your agents to communicate with each other while on the phone without interrupting the caller experience.



SCREEN POP PRO SERVER

*Our Customer Premise Platform™
Is Your Interactive Telephony Solution*



*...this device, with the right use,
is more powerful
than we ever imagined...*

—Alexander Graham Bell



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