QUENTRIS
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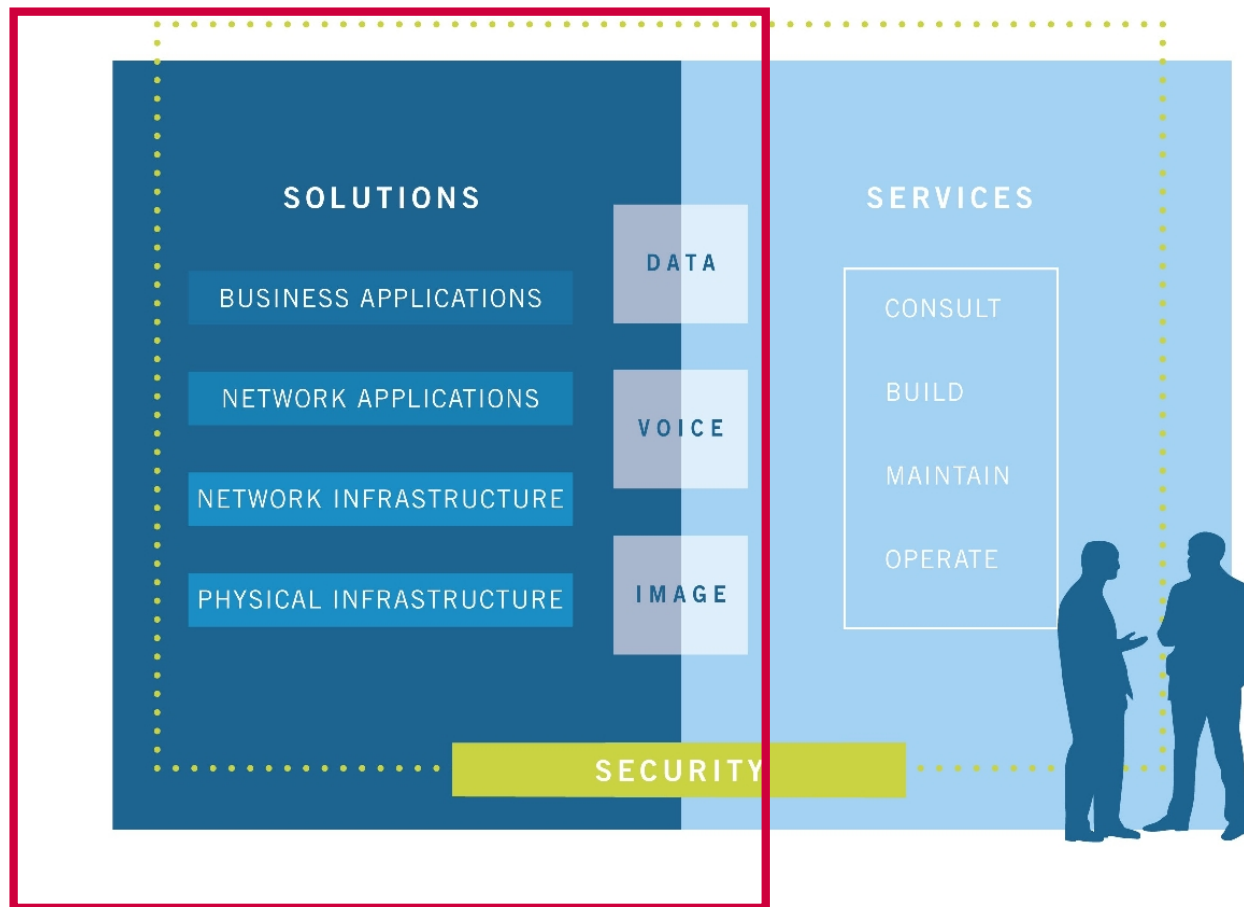uni
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Smile 3

Because your incoming calls will never give you a second chance to make a

"First Impression".

Who is Quentris ?

ascom Network Integration Belgium purchased by GDF SUEZ

Some key figures

ø Geographical coverage :

- ü Be-Ne-Lux for Network Integration
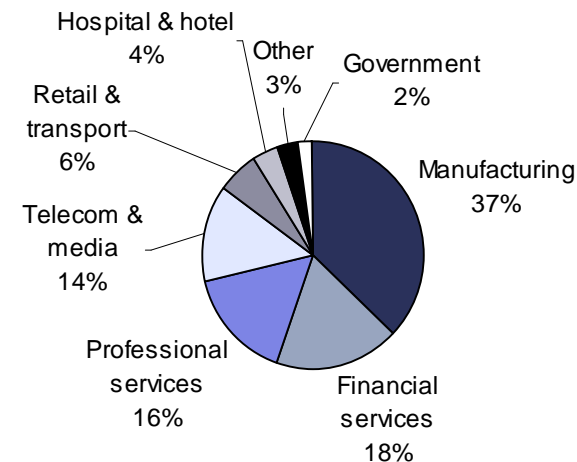- ü Worldwide for SMILE Consoles

ø Personnel : > 100

- ü Engineers : 65
- ü Commercial team : 18

ø Customer base :

- ü 50 + white collars
- ü International companies
- ü SME using BCM

Revenue breakdown by industry

- Hospital & hotel 4%
- Other 3%
- Government 2%
- Retail & transport 6%
- Manufacturing 37%
- Telecom & media 14%
- Financial services 18%
- Professional services 16%

ø Financial performance :

- ü Revenue 08: 17,5 M€
- ü EBIT : 5 %

Why do you still need an operator?

Will Operators be killed by DID, IVR, ACD, website info, etc...?

?

No, but job will change into « **multi function** » job:

Assistant + Operator.

Companies needs and expectations

Ø Professional welcome of their customers

   üHigh quality and efficiency treatment for all incoming calls

      §Welcome messages, reach the requested person on first try, inform caller about availability of requested person

      §Time of day and holiday treatments

   üVIP customers specific treatments

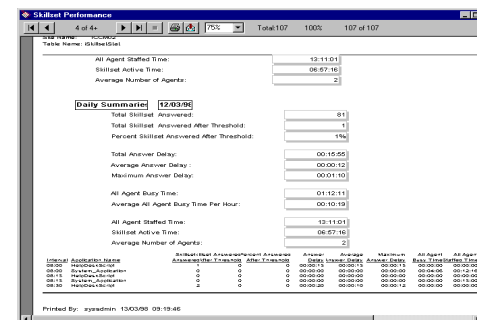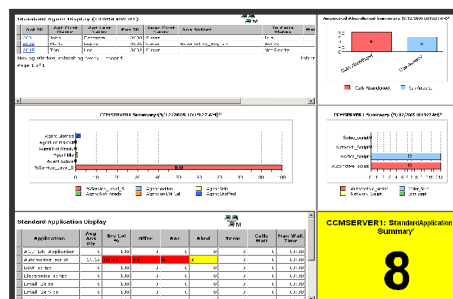   §Prioritization of incoming calls

      §Specific Welcome messages

Companies needs and expectations

Ø Metrics to measure these high quality standards

ü Real time statistics

ü Historical statistics about number of incoming calls, average speed of answer, number of abandon calls, Telephone service factor, …

ü Quality monitoring via call recording

Companies needs and expectations

ØFlexibility

ü Operators are not always dedicated persons (can be a pool of assistants/secretaries)
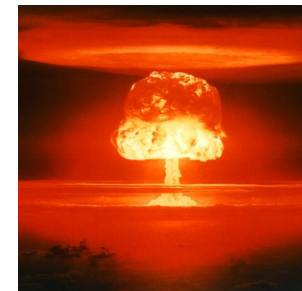
ü Operators could work from home

ØRisk reduction

ü Record all calls or on demand recording

§ a legal requirement for some industries

§ a tool to protect against threats & abusive calls

Operators' needs and expectations

ø Easy to use and efficient tool to deal with incoming calls

  ü get relevant information in a twinkling of an eye

  ü get alternative contacts when requested person not available, …

ø Integrated with Enterprise business tools

  üE-mail & Calendaring systems

  üVoicemail system

  üCorporate Directory
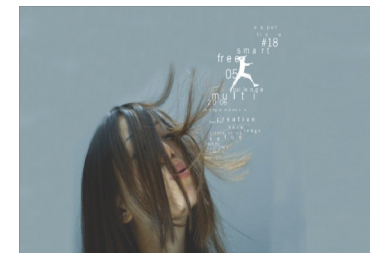
ø Adress their mobility needs

ø Personalizable interface

Distributors' needs and expectations

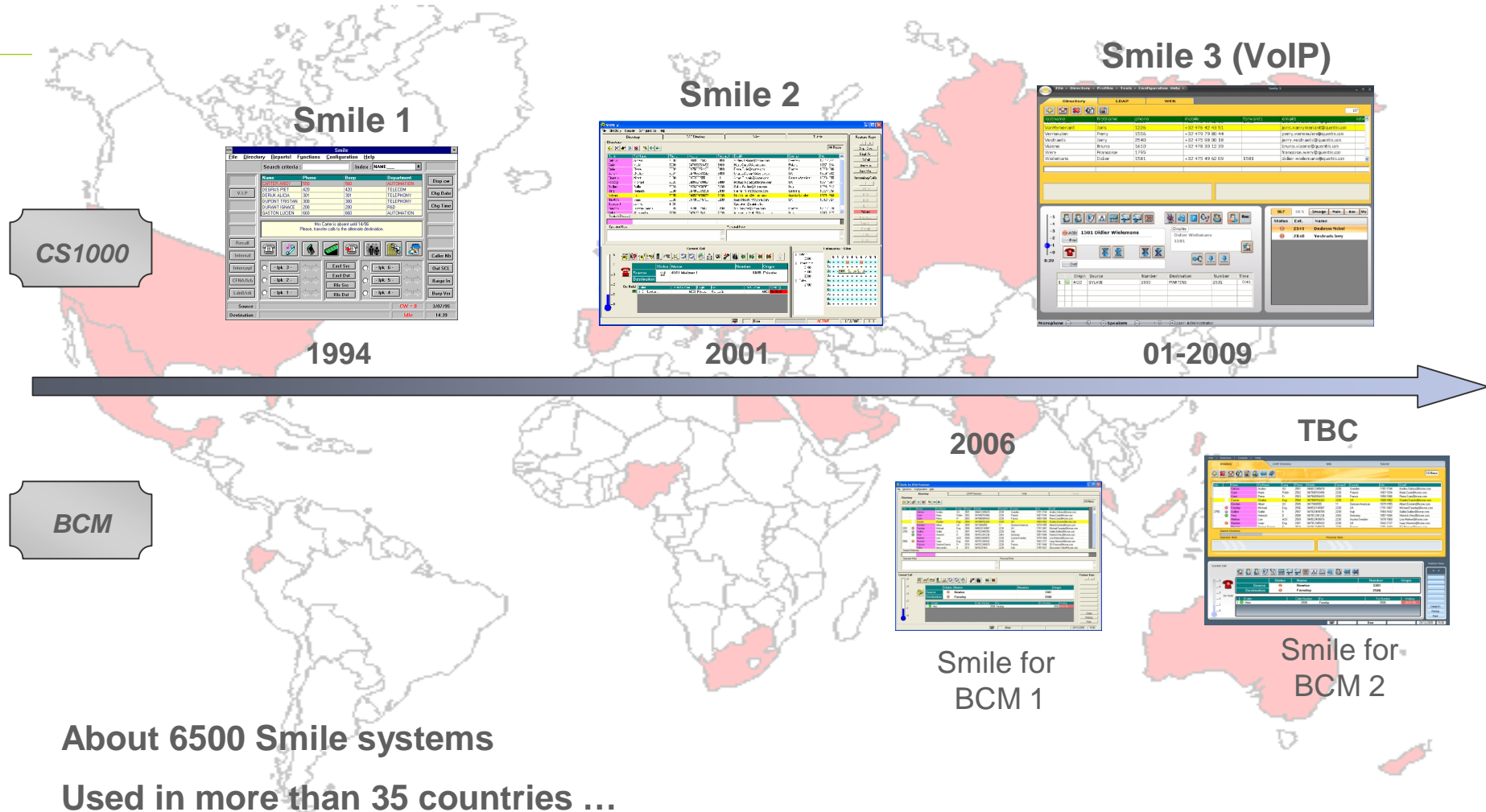ø Large and reliable feature range at competitive pricing

ØEasy to install, to train and to maintain solution

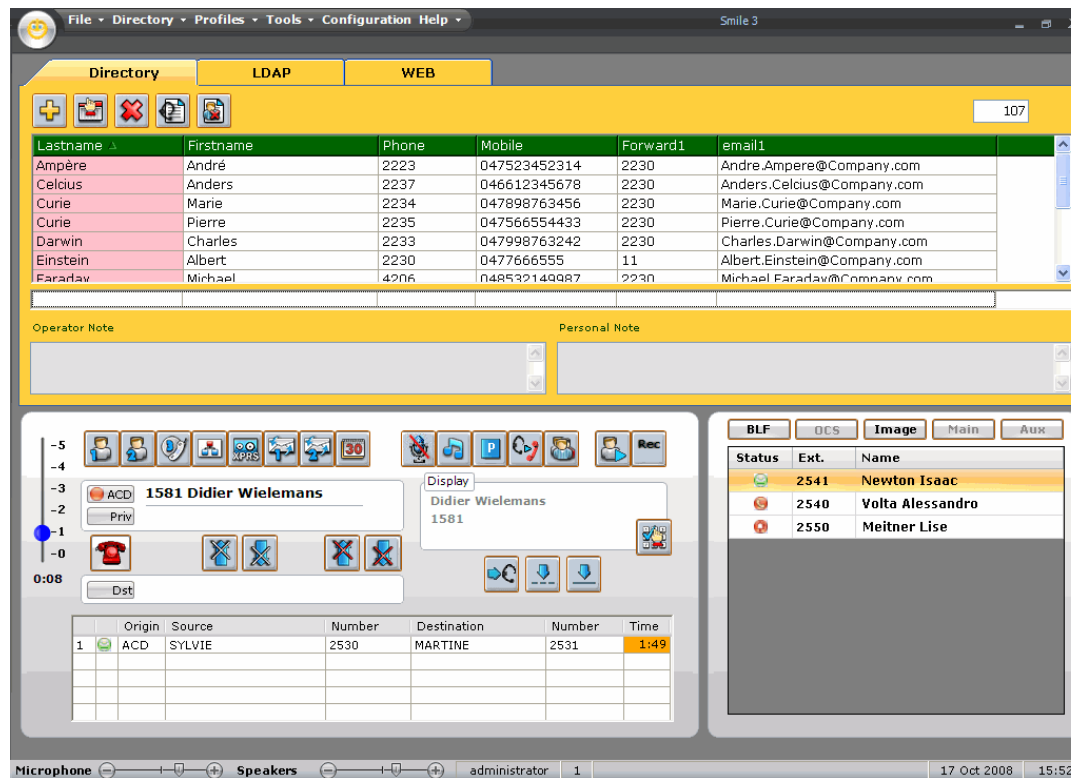ØPreferably one stop shopping

The Smile story

Smile 3 (VoIP)

Smile 2

Smile 1

CS1000

BCM

1994

2001

01-2009

2006

TBC

Smile for
BCM 1

Smile for
BCM 2

About 6500 Smile systems

Used in more than 35 countries …

Smile 3 Highlights

Ø **Smile 2 facilities**:

   Cockpit Philosophy,

   Multi-criteria search repository,

   LDAP, Emails, Calendar, …

Ø **IP based Operator Console**:

   No additional hardware required
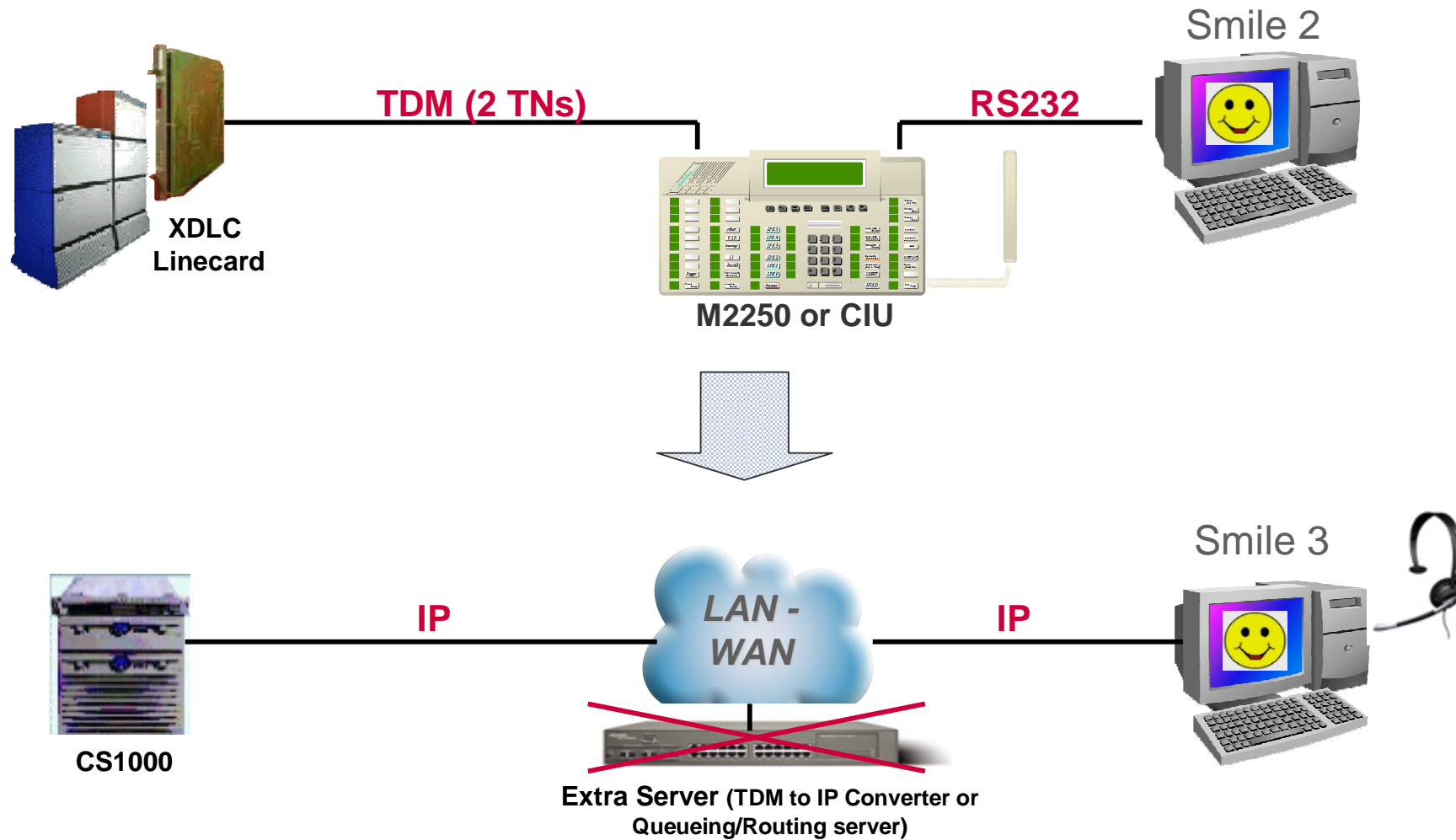
   (except USB Headset)

Ø **Call Recording, Operator Greeting and Presence**
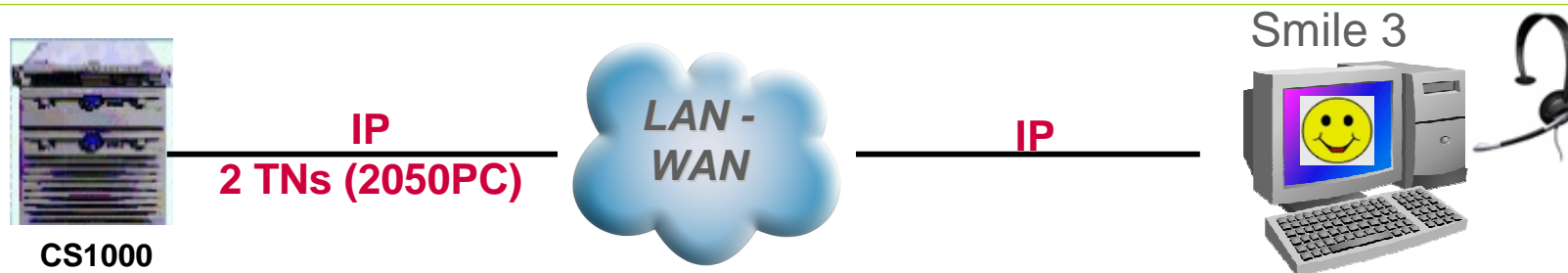
Ø **One package** = PREMIUM "**Pool-of-Users**" licensing model

Ø **Available languages:** Danish, Dutch, English, French, German, Italian, Norsk, Spanish and Russian

Architecture Evolution

Smile 2

TDM (2 TNs)   **RS232**

**XDLC
Linecard**

M2250 or CIU

Smile 3

IP   **LAN -
WAN**   **IP**

CS1000

Extra Server (TDM to IP Converter or
Queueing/Routing server)

Smile 3 Solution

Smile 3

IP
2 TNs (2050PC)

LAN - WAN

IP

CS1000

Ø Smile 3 = Call Center Agent with Attendant facilities (2 x 2050PC)

Ø Multi-line management:
  ü Incoming Call on ACD Key
  ü Private Call on private DN SCR key
  ü Hold keys (up to 5 calls on hold)

Ø Automatic network configuration through DHCP (Full & Partial)

Ø Primary and Secondary Connect Server (Rls 3.1)

  üManual swap over

Ø End-to-End Quality of Service (DSCP settings assigned by the TPS)

Ø NAT (Network Address Translation)

Smile 3 - Standard queueing

Ø Smile 3 is a softphone operator console configured as an ACD agent of the CS1000

Ø CS1000 is responsible for queueing and routing calls to the available Smile 3 agent

 üCallers take benefits of all CS1000 ACD features (first RAN, second RAN welcome messages) as well as of high available and resiliency CS1000 features

 üIn case of Smile 3 failure, another Smile 3 can take over or a standard digital/IP phone can be used as fallback

 ü Backup phone can be configured as ACD agent or as the Night Call Forward destination of the Smile 3 ACD queue

LAN - WAN

CS1000
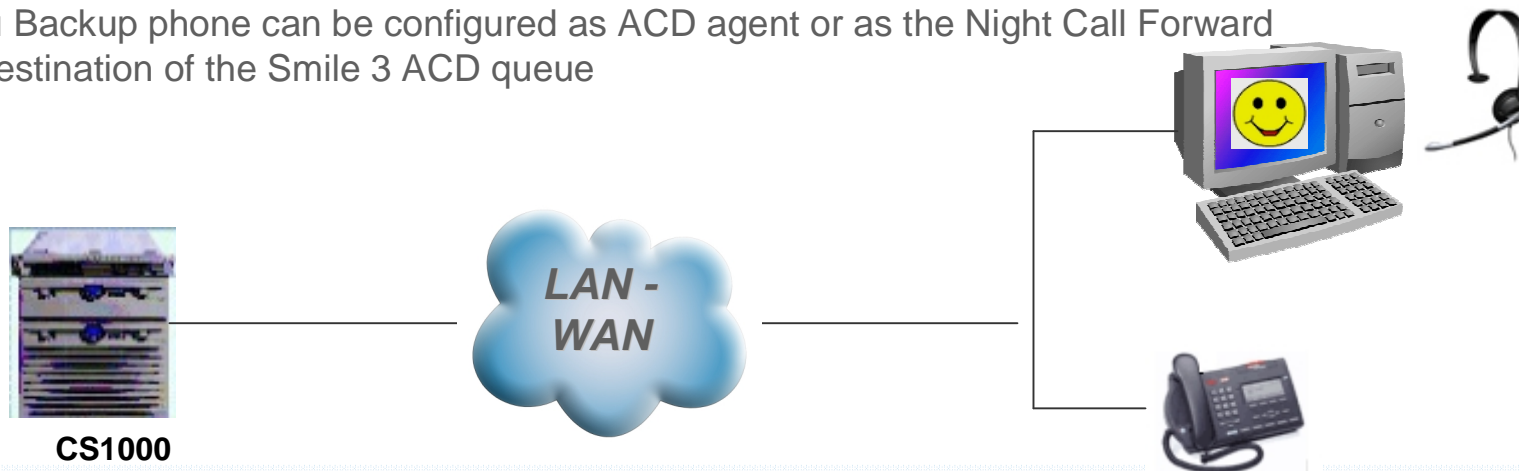
Smile 3 - Standard queueing
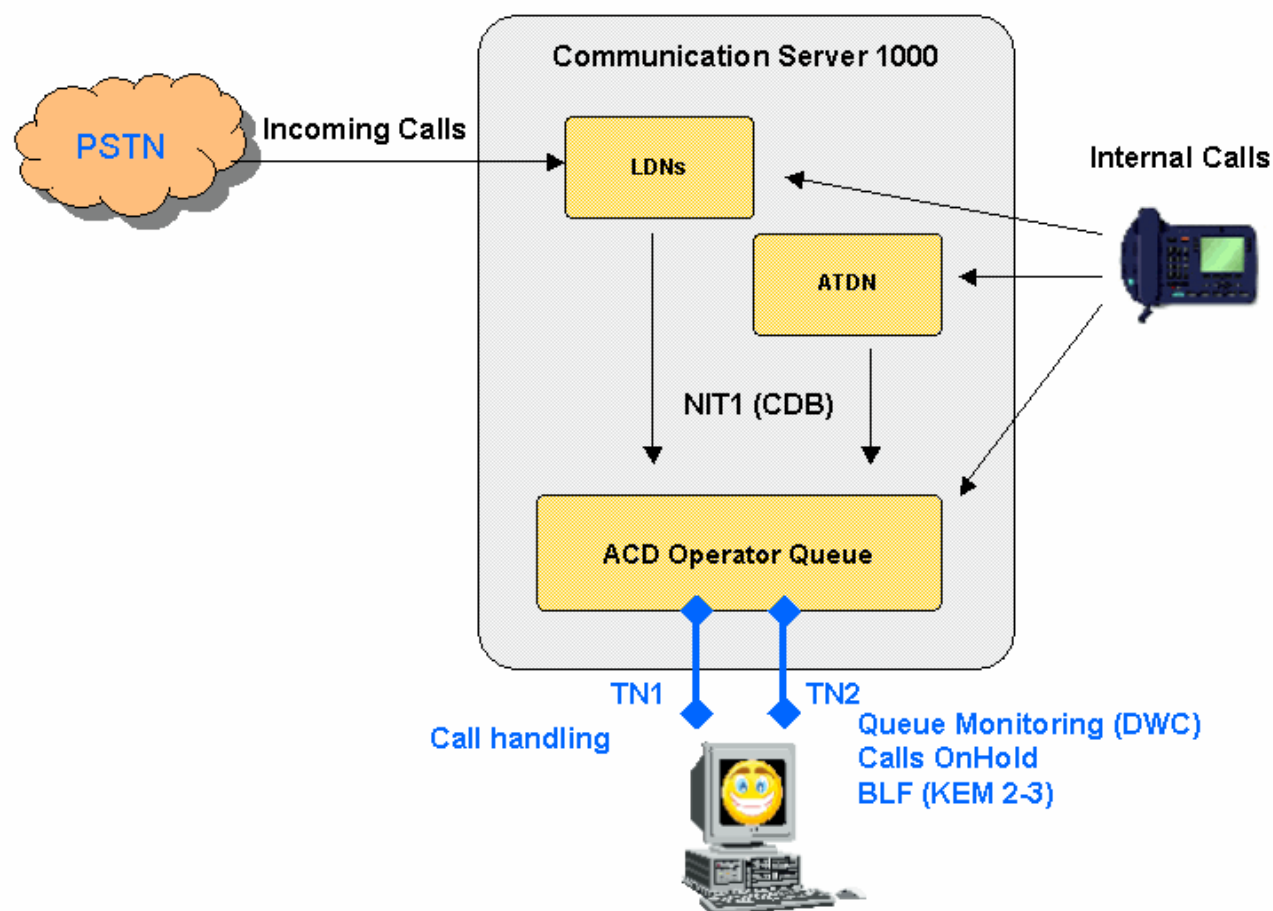
Smile 3 - features
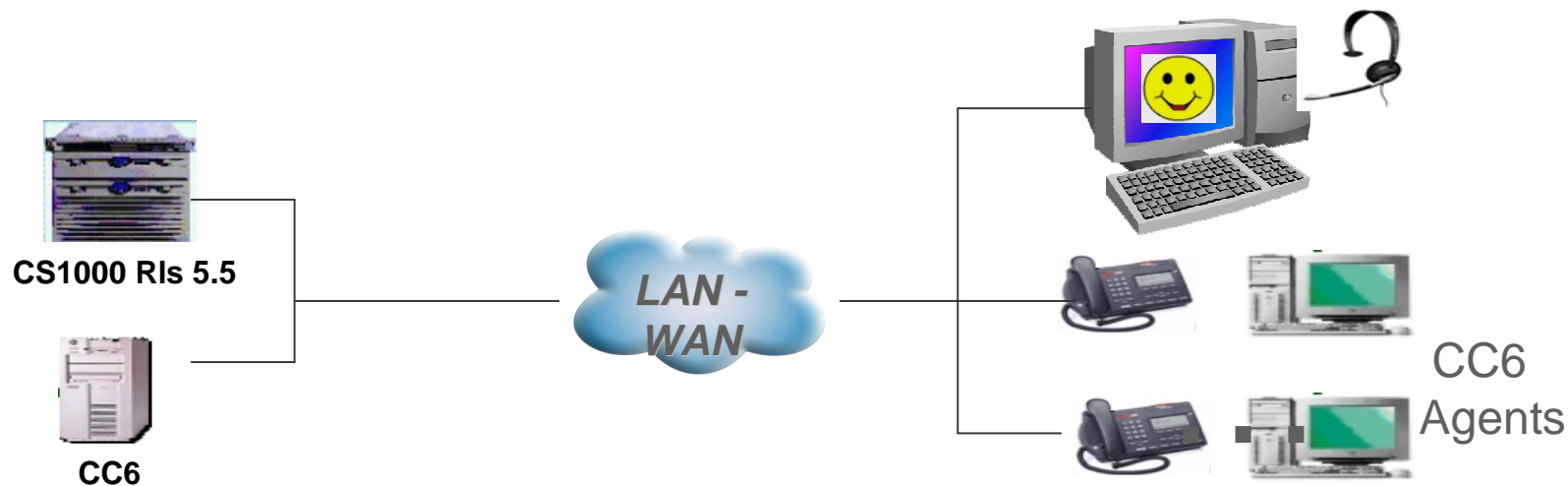
Ø Standard Telephony features

ü GIPS VoiceEngine

ü Make Call, Answer Call, Hold Call, Audible reminder of held calls, Label on Hold

ü Incoming call lookup in the directory (based on CLID or DNIS)

ü Mute/UnMute

ü Transfer Call (Blind –Screened), Conference

ü Exclude Source/Destination

ü Release Source/Destination

ü Call Park, Call Intrusion, Camp on (package 121 required)

ü Basic Busy Lamp Field

ü Operator greeting

ü Local Call recording

ü Calls waiting indicator with Longuest Waiting Time (Thermometer)

ü Attendant Status (Logged In, Not Ready, Logged Out, Make Set Busy)

ü Night service Status Indication
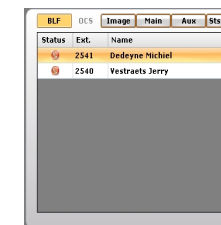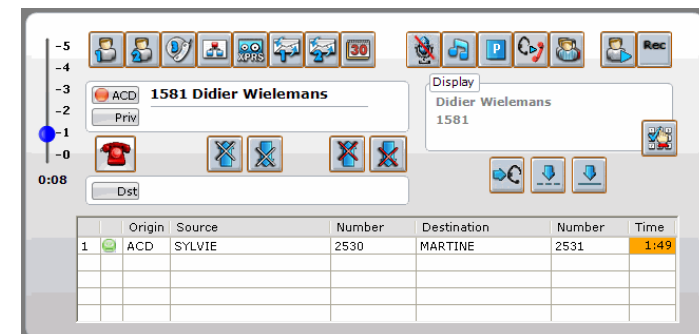
Smile 3 - Integration with Contact Center 6

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Ø Specific calls treatments can be added through CC6 call scripting

  ü Specific welcome messages played according to DNIS/CLID

  ü VIP calls special treatments, priority queuing, …

Ø CC6 reporting tool available to measure quality of supplied service

Ø Call recording available through Contact Recording enabling Quality Monitoring possibilities

CS1000 RIs 5.5

CC6

LAN - WAN

CC6 Agents

Smile 3 - features

Ø Advanced Telephony features … coming from integration with CC6

ü Skill-based routing

ü Specific calls treatments based on CLID/DNIS

ü Welcome messages, prioritization, …

ü Time of day and holidays calls routing

ü Extended real-time and historical reporting

ü Call recording via Contact recording 6 (Duplicated Media Stream)
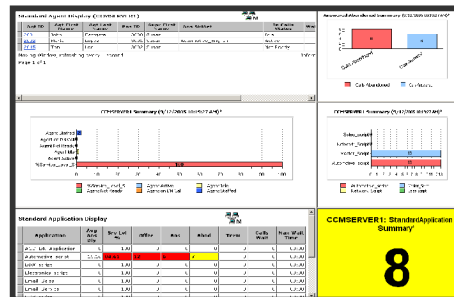
Smile 3 - features

Ø **Directory features**

ü Smile 3 directory automatically updated from:

ü in-house main LDAP directory (LDAP Update) or Telephony Manager Rls 3.x

ü .csv file
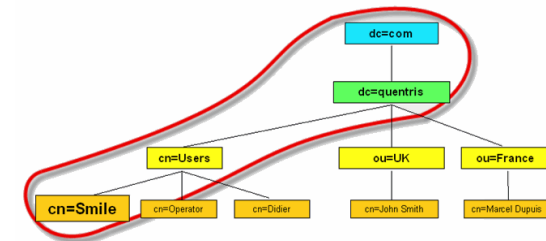
ü Direct access to LDAP directory (LDAP LookUp)

ü Sort Smile 3 directory on whatever field

ü Search based on whatever directory field

ü Multicriterias search engine intrinsically enabled

ü Operator and Personal notes associated with each directory record

ü Smile 3 directory contains both internal employees and external contacts

Smile 3 - features

Ø Productivity features

ü Automatic on top, Automatic maximize (Screen PopUp)

ü Shortcuts to activate Smile 3 features

ü Operator greeting

ü Send/receive e-mail (phone call notification, automatic personal note update)

ü Open MS Outlook calendar

ü Express messaging access

ü Call Secretary or Mobile phone numbers

ü Internet/Intranet access through Smile interface

ü Busy Lamp Field , Microsoft OCS presence integration

ü Profile management

ü Smile 3 licensing model

ü Basic Statistics (Rls 3.1)

GIPS - VoiceEngine

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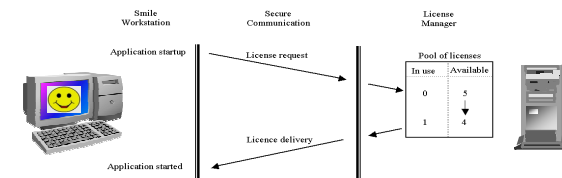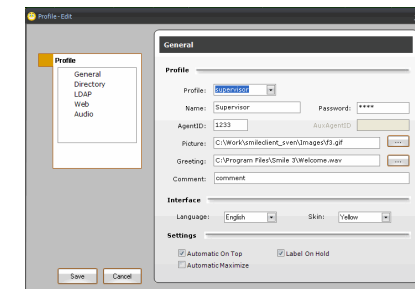
gips
GLOBAL IP SOLUTIONS

GIPS VoiceEngine handles all the necessary voice components for VoIP, providing superior voice quality even under adverse network conditions.

ØSame Voice Quality as Nortel i2050, GoogleTalk, Skype, etc...

    üG.711 and G.729

ØMultiple audio device configuration:

    üUSB HeadSet/Handset - Ringer

ØCall recording (Monitoring - Teaching - Malicious Call Trace)

    üLocal .Wav file

ØAutomatic operator greeting

Smile 3 - Presence

Ø Standard telephony presence (BLF)
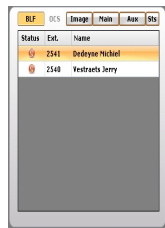
ü Available by default

ü Allows the monitoring of up to 36 internal extensions

ü The extensions to monitor are located on the 2 KEM of the auxiliary TN 2050PC used by the Smile

ü Installator can easily define the most useful DN to monitor

Ø Microsoft OCS 2007 Presence Integration
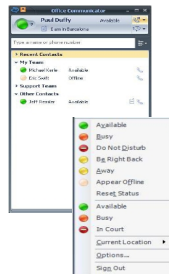
ü The OCS presence controls provide applications with presence information for contacts that is presented in visual styles and with behaviors similar to those in Communicator

Profile Management and Statistics

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Ø Profile management:

ü Interface flavour, Personal logo/photo, Language

ü Directory browsewindow settings

ü Choice of Operator greeting

ü Audio device/settings, …

Ø New phonebook reports (Rls 3.1)

Ø Basic Operator Statistics (Rls 3.1)

ü Login / Logout / NotReady

ü Incoming and Outgoing # of calls per operator

Ø Advanced Operator statistics using CC6 integration
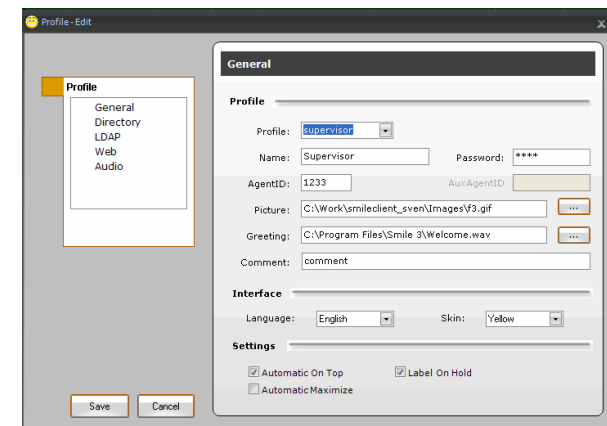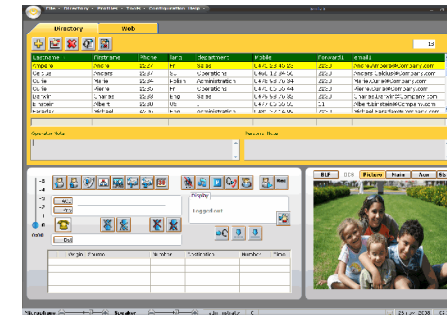
License Manager

ØToday, each Smile 2 license is dedicated to a specific station.

ØWith the Smile 3 License Manager, the Smile licenses will be shared in the pool of Smile workstations:

-> "**Pool-of-Users**" licensing concept.

ØThis is very useful when operators are working in shift.
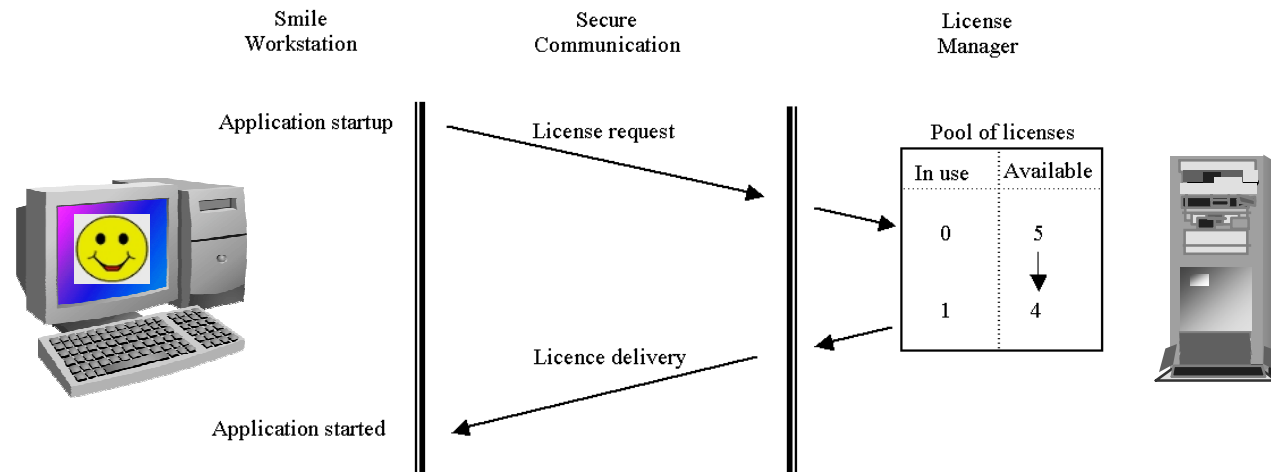
System requirements

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Hardware Requirements:

Pentium IV, 3 GHz

1 GB of RAM

A 17 inch monitor

1 Gb free on hard disk

1 USB port for the headset

1 Network Card

1 USB port for the optional Dongle on License Manager

PBX Requirements:

CS1000 Rls 5.0, 5.5 or 6.0

2 IP Users (no basic IP users) and

  2 ACD Agents

2 CC6 Agent Licenses (if CC6 is used)

Package 121 (CampOn)

Software Requirements:

Windows XP Prof. or Windows Vista (32 bits)
.NET Framework 2.0 (minimum)

Extra requirements :
- Send e-mail : e-mail client installed on the Smile workstation
- Open Calendar : e-mail client MS Outlook and e-mail server MS Exchange
- Personal Note : e-mail server compliant with POP3 and SMTP.
- OCS Presence & IM: Microsoft Office Communicator 2007 R2

Nortel Compatible Product

NORTEL
Compatible Product

Nortel
Certificate of Compatibility

The Nortel Developer Program is pleased to verify that:

Smile 2
a product of
Quentris

has successfully met the Nortel standards for compatibility testing in a laboratory environment with the Nortel communications platform listed below.

Successful Completion of Compatibility Test Audit on **November 24, 2008**

DEV. PRODUCT NAME: Smile 2	NORTEL PLATFORM TESTED: Communication Server 1000E
OPERATING SYSTEMS: Not Applicable	
DEV. PRODUCT RLS LEVEL: 3	NORTEL RELEASE LEVEL: 5.5
S/W Patch Release: Not Applicable	S/W Patch Release: Not Applicable

Compatibility Region: Global

Smile 2 is an OEM product

Smile 2 Express
Smile 2 Advanced
Smile 2 Premium

Available from

Nortel

Smile 3 compatibility tests successfully passed on November the 18th 2009
in Nortel Galway labs (Global Compatibility)

AVAYA
DevConnect

NORTEL
COMPATIBLE
N
**PRODUCT**

Unique Selling Points

Ø Niche Market

   ü Optimized for Nortel CS1000

Ø Smile 3 is the evolution of the Smile 2:

   ü Cockpit, Screen PopUp, LDAP, Email, Calendar,Embedded Web browsing interface, etc…

   ü Easy to train (minimum delta training required), easy to install

Ø PBX integrated solution:

   ü Benefits of CS1000 robustness (ACD and FallBack mechanisms)

   ü Contact Center 6 Integration

      § Call queueing

      § Skill based routing

      § Advanced reporting

      § recording (Duplicate media stream)
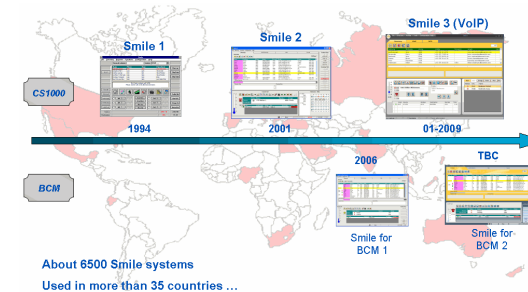
Unique Selling Points

Ø Ubiquity: IP based console – License Manager

Ø Presence:

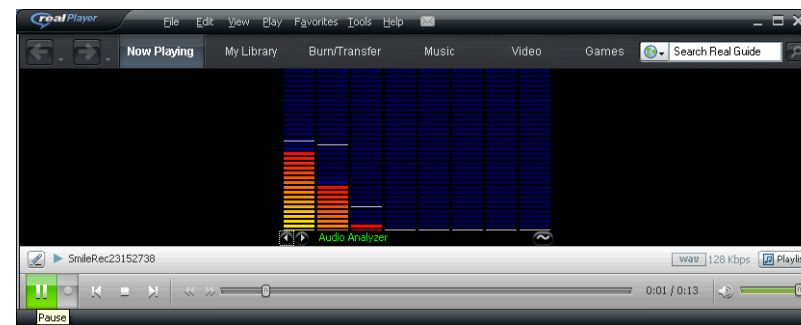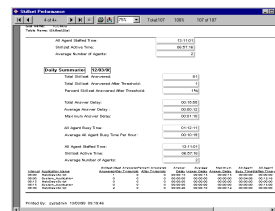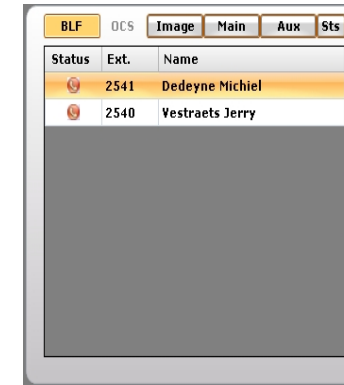ü Standard telephony presence (up to 36 ext.)

ü Microsoft OCS 2007 presence support

Ø Local call recording and Operator Greeting

Ø Basic Stats (Rls 3.1)

Ø Visual Impaired Persons (VIP) (Rls 3.1)

Ø Attractive pricing

Features & Benefits

Feature	Function	Benefit
Unistim, 2050PC emulation (2 ACD TNs per console)	Registering as "IP" position on PABX	Strong and reliable Nortel Protocol, Good integration with Nortel CS 1000.
GIPS voice engine Audio G.711	Audio Management	Worldwide successful software, Also used by Nortel i2050 softphone, Skype, Google Talk, WebEx, etc,…
No additional hardware required (except an USB headset)	Software solution	No need for additional server, Makes the complete Nortel solution cheaper.
All SMILE 2 Premium facilities	SmUpdate, Networking, LDAP LookUp & Update, Emails, MS Outlook Calendar, Multi- language, etc,… (See SMILE 2.5 feature table)	All most demanded features available, Easy to switch over for Operators from SMILE 2 to SMILE 3 (same look, same shortcuts…), The 8 current SMILE 2 languages are available, and easy to translate in more languages.
New (Vista Like) User Interface with same "Cockpit Concept" as before	All relevant information and feature keys available on ONE screen	Accurate and easy call handling, Ideal solution for customers looking for an upgrade of their SMILE 2 system to an IP solution at low additional cost.
Call queueing and distribution using ACD	Queueing and Automatic Call Distribution	Quality of the well-proven Nortel ACD technology. This queueing solution is equivalent of a contact center solution
Compliant with CC6	Skill based routing + Reporting + Real–Time Displays + Enhanced call treatment	Better service and easier activity reporting.
Support of QoS, NAT, DHCP (Full and Partial)	Supports customer's network infrastructure	QoS: Better voice quality, NAT: SMILE can be used by remote users, facilitates home working DHCP: Automatic configuration.

Features & Benefits

Feature	Function	Benefit
Call recording local to **.wav** file	Malicious call recording on PC, Teaching and quality monitoring	Low cost recording.
Call recording Duplicate Media Stream (CC6 recording system)	Uses professional Nortel recording system	Good integration with Nortel CS 1000 by recovering part of Nortel call center technology.
Multi-line management	1line for incoming calls, 1 private line and 6 lines for calls on hold	Easy handling of private and business calls.
Busy lamp field	BLF for 36 extensions	Up to 36 extensions can be selected for BLF info, giving fast and accurate info to the operator.
License Manager	"Pool-of Users" licensing concept (SMILE license(s) is (are) installed on central server	Different operators can use one SMILE license at different time schedules of the day, Allows flexible and multi task environment for the operators.
OCS presence	Presence management of contacts in OCS of customer	Real time presence management. Good Nortel-Microsoft integration.
Embedded Tools: Ping, Traceroute, Ethernet Stat	Tools for Technical Engineers	Facilitates technical interventions, No need for sophisticate tools at 1st level intervention.
SMILE 3 = Premium Package	100% downloadable software	Allows very attractive pricing and Easy to install

Smile Success

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- ü Algeria
- ü Australia
- ü Belgium
- ü Bahrain
- ü Denmark
- ü Egypt
- ü Ecuador
- ü France

- ü Germany
- ü Greece
- ü Netherlands
- ü Hong Kong
- ü Ireland
- ü Italy
- ü Kuwait
- ü Luxembourg

- ü Malaysia
- ü Morocco
- ü Mauritius
- ü Mexico
- ü New Zealand
- ü Nigeria
- ü Norway
- ü Oman

Smile Success

ü Philippines

ü Qatar

ü Russia

ü Saudi Arabia

ü Singapore

ü South Africa

ü Spain

ü Switzerland

ü Turkey

ü U.K.

ü US

ü United Arab Emirates

Smile Web Site

http://www.SmileConsole.com

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E-mail: Christophe.vanhoutte@quentris-gdfsuez.be