



DOTVOX CC-One

for Omni-Channel Contact Centers

Become a High-performance, Agile Contact Center

Join the movement into the new era of contact center performance optimization. While operational efficiency will always be a priority for contact centers, more and more are aspiring to be strategic corporate assets by also prioritizing their contribution to top line revenues and delivering interactions with positive business outcomes.


Leveraging the cloud, DOTVOX CC-One provides real-time visibility, analytics, and on-demand control of contact center operations across channels and sites. Consumer-facing contact centers rely on CC-One to improve agent productivity and performance, and the overall customer experience.

DOTVOX CC-ONE

Whether you are a new business creating your first contact center, a medium size business looking to improve contact center operations, or a large enterprise needing visibility and control over multiple contact center sites and systems, DOTVOX has a contact center solution that will fit your needs.

DOTVOX CC-One is a unified contact center solution, offering omni-channel web, email, chat and social customer interactions, along with integrated collaboration between your agents and back office subject matter experts through voice, chat and video.

Even if you have existing systems in place, CC-One can gracefully migrate you to the cloud and all of its benefits without an expensive and risky “rip and replace” approach.

A black and white photograph of a call center agent wearing a headset, looking down at a computer screen. The image is partially obscured by a dark grey overlay containing text and a navigation arrow.

Real-time visibility, analytics, and on-demand control of contact center operations.



OPTIMIZE THE PERFORMANCE OF YOUR CONTACT CENTER WITH CC-ONE

DOTVOX CC-One is a Software-as-a-Service (SaaS) offering that creates a single, global queue in the cloud from which to route omni-channel customer interactions to one or more teams, sites or outsource partners.

CC-One optimizes performance by dynamically determining how best to route each interaction based on predictive analytics. With CC-One you can:

Maximize Business Outcomes – improving sales conversions, revenues, retentions, customer satisfaction scores and first call resolutions.

Reduce Call Abandon Rates – with a global queue that routes based on real-time data about call volumes, Resource Availability And Other Variables.

Improve Performance Visibility Across Sites – centrally monitoring the business and operational performance of agents, teams, sites, systems and outsourcers in real-time.

Provide A Consistently Personalized Customer Experience Globally – centrally queuing voice, email and chat so that the same routing rules are applied across the entire contact center.

Reduce Administrative Overhead – managing all contact center operations, resources and interactions from a central command center in the cloud.

Use What You Have – because CC-One works with existing systems and infrastructure and the DOTVOX CC-One Cloud Routing Edition can even route interactions to distributed on-premise systems.

DOTVOX CC-One Business Edition

The DOTVOX CC-One Business Edition gives supervisors control over every incoming and outbound interaction from a central point, regardless of organization, technology or location. CC-One knows which agents, teams, sites and partners are available at any given time and sends each interaction to the agent with the best performance record for handling it.

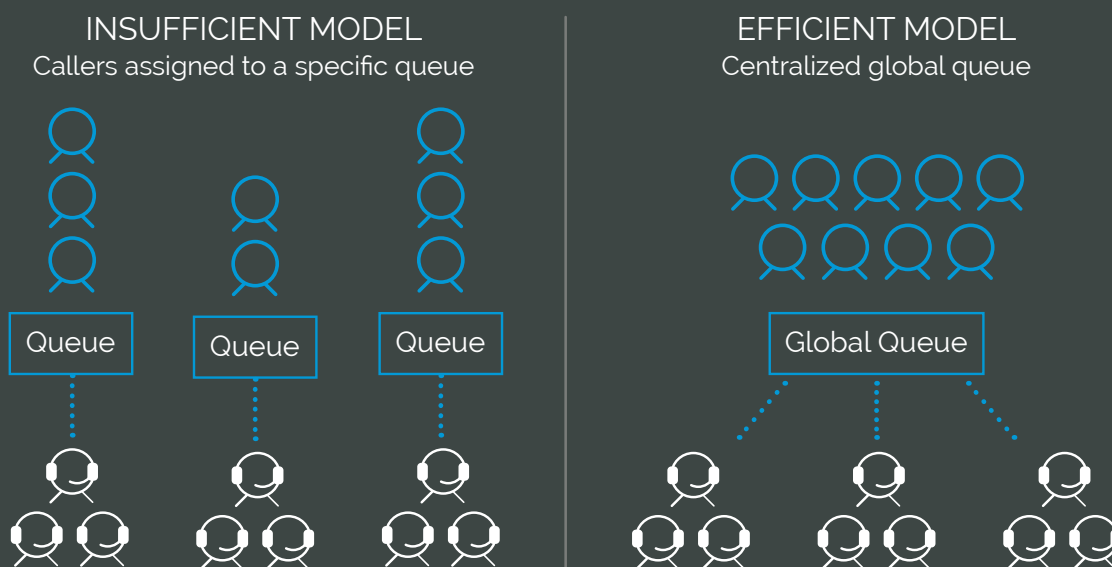


FIGURE 1

Routing customer interactions centrally from the cloud improves efficiency and performance.

CC-ONE BUSINESS EDITION CAPABILITIES

Centralized Queue in the Cloud – allows customer interactions from anywhere in the world to be queued centrally in the network and routed to distributed teams and agents in a dynamic fashion. Callers wait in a single “line” and not in pre-defined lines with longer wait times than others.

Centralized Standard Routing Rules – regardless of where the agents are – in-house, outsourced, at home, or offshore – supervisors centrally manage routing strategies to respond quickly to changing traffic conditions and performance.

Comprehensive WFO Suite in a Unified Environment – dynamic scheduling with agent participation, Quality Management, and “voice of the customer” insights across channels via speech, text and desktop analytics.

Outbound Campaigns – with preview and progressive dialing.

Integration with Existing Systems through Open Standards – including SIP, XML, MSCML/MSML, VoiceXML, HTTP.

DOTVOX CC-One Analyzer

CC-One includes the award-winning DOTVOX CC-One Analyzer that brings data together from automated call distributor (ACD), interactive voice response (IVR), workforce optimization (WFO), outbound campaign, customer relationship management (CRM) and other customer applications and data sources, such as demographic services, into a Customer Engagement Analytics Repository in the cloud. With all the data in one unified view, you can analyze, understand, manage and automate customer interactions in new and innovative ways.

From within a single browser window, you drag and drop data from your ACD, IVR, WFO, Chat, Email, and other customer interaction systems and create:

Real-time Operational Dashboards – that visually display everything going on in the contact center across channels, systems and sites. Includes queues, call volumes, agent activities and states, and the nature of current customer interactions, so you can make operational changes at any time to maximize performance and productivity.



FIGURE 2
Real-time Operational Dashboard displaying current interactions by entry point and queue, average handle times, performance against SLAs throughout the day, and current agent states.

Scheduled Performance Reports – that automate the creation of daily, weekly, monthly and quarterly cross-system reports that detail performance against key goals and service levels and get automatically distributed to key stakeholders.

Interactive Customer Engagement Analytics – that lets you interactively explore and cross-analyze your customer interactions and agent activity with business and financial results to find opportunities for optimization you never knew existed. For example, the agent behaviors, customer attributes, scripts, teams, outsourcers or marketing campaigns that deliver business outcomes with positive results.

DOTVOX CC-One Analyzer

- Displays agent and customer data from multiple systems such as ACDs, IVRs, WFOs, outbound campaigns, and CRMs
- Tracks operational and business outcome metrics
- Creates custom cross-system metrics using data from multiple systems to map operational metrics to business outcomes
- Integrates data from multiple sites and outsourcers
- Provides tabular, pie, line, bar and animated time-motion visualizations
- Delivers a unified view of cross-system data through a Universal Data Dictionary that understands the data coming from different contact center systems
- Connects the events and transactions in different systems that result from a customer or agent trying to accomplish a single task, like placing an order, asking a technical question, or inquiring about the status of a shipment

Analytics-driven Customer Engagements™

The DOTVOX CC-One Business Edition leverages the CC-One Analyzer to collect the data in ACDs, IVRs, WFOs, outbound campaigns, CRMs and other systems and uses that data to automatically drive the behavior of all contact center agents and systems. CC-One provides two analytic methods to determine how to route and distribute interactions and scripts:

- **Business Rules Engine** – uses pre-defined rules for routing, distribution and scripting based on data such as customer type, interaction type, channel, team, and the skill and performance level of available agents and contact centers.
- **Predictive Analytics Engine** – dynamically routes customer interactions based on machine learning using historical and real-time performance data from multiple customer and contact center systems. Customers and agents are matched based on “context”, such as demographics, customer journey phase, customer value, issue, product, and agent past performance to maximize business outcomes.

The Dynamically Generated Results:

Performance routing – matches customers in real time with the agents that will drive the best business outcomes.

Demographic routing – matches customers with agents with whom they will most likely have an affinity.

Customer status routing – routes based on customer current status, such as routing delinquent payment callers directly to collections, or those in an early customer phase to help services.

Value-based routing – routes customers with a high propensity to buy or higher lifetime value with priority to higher-skilled agents.

Service-level routing – dynamically routes to minimize abandons, wait times, and other service-level commitments.

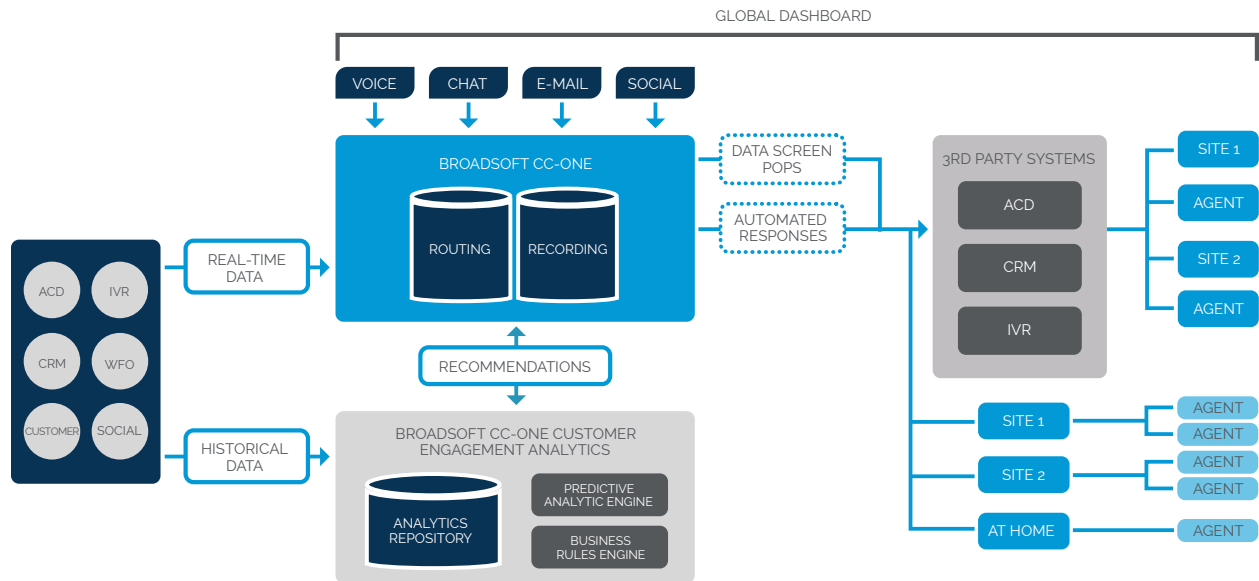


FIGURE 3

The DOTVOX CC-One Cloud Routing Edition can centrally route omni-channel customer interactions to distributed on-premise and cloud systems from other vendors.

Visit [DOTVOX.com](https://www.dotvox.com) for more information.