

Competella Unified Communication Suite Release 2.5

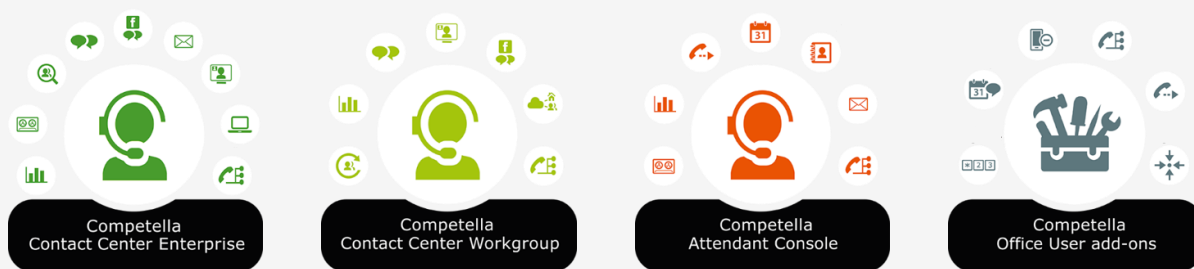
Meet the ultimate Customer Experience Journey expectations

The Competella Unified Communication Suite provides excellent tools for routing and distribution of contacts to contact center agents and switchboard attendants that integrates call control with an advanced directory search engine, access to presence, calendar, e-mail and IM. The system adds queuing and media control handling functionality to Microsoft Skype for Business beyond the level found in legacy PBX's. Competella Unified Communication Suite supports both Skype for Business in Office 365 and SfB on-premises in single customer and multitenant configuration for Service Providers.

The Competella Unified Communication Suite is part of the Microsoft infrastructure and is designed to comply with the technical framework and architecture defined by Microsoft. The product suite adds new values to Microsoft Office and Skype for Business and is designed to utilize and integrate with other Microsoft Office products e.g. Dynamic CRM, Exchange and Teams.

Application Suite for Contact Center, Workgroups, Attendants and Office users

The products in the Communication Suite can be used in four typical solutions; Competella Contact Center Enterprise, Contact Center Workgroup, Attendant Console and Office User add-ons. The Competella Communication Suite is modular, which means that you can add extra functionality to the solution over time to improve the customer experience journey and meet the expectations of your customers, users and the organization.



Contact Center Enterprise

- Advanced contact center
- Fast and professional service
- IVR filtering automation
- Distribution to best available skill
- Multimedia contact blending
- Queue, call and agent overview
- Call recording
- Realtime call-log utilization
- Excellent organization search
- Ergonomic use with short-keys
- Integrate CRM and save time
- SO-ME surveillance / chat
- CX Survey integration
- Supervision on the fly
- Realtime agent coaching
- Fact based planning
- Optimize and configure instantly
- Business intelligence information

Contact Center Workgroup

- Hunt group, ACD solution
- Response Group replacement
- Call distribution for departments
- Simultaneous ring
- IVR filtering automation
- Mobile agents
- Clientless installation
- Chat distribution, SO-ME / Web
- Integrate CRM and save time
- Realtime queue overview
- Fact based planning
- Optimize and configure instantly

Attendant Console

- Advanced Attendant client
- Fast and precise call transfer
- Queue, call and agent overview
- Call recording
- Distribution to best available skill
- IVR filtering automation
- Realtime call-log utilization
- Fast call handling
- Excellent organization search
- Presence overview - unified
- Administer user key-words
- Easy call message function
- Ergonomic use with short-keys
- Change forwarding – Skype users
- Optimize and configure instantly

User Add-ons

- Individual user tools
- Presence based call routing
- Mobile status integration
- Office client with directory search
- Activity Management
- Boss-secretary functionality
- Spoken presence