



## High-performance call center outsourcing :

The chosen solutions are :

- **Telephony** : Alcatel 4400, Avaya S 8700.
- **International leased lines** with an emergency public network back up for voice and data transportation (operators: France Telecom, Cegetel, Maroc Telecom).
- **Optimized incoming call processing** with the following functionalities: **ACD CTI, SVI, Call blending** (flexibility).

ACD (Automatic Call Distribution)	CTI (Computer Telephony Integration)	Predictive Dialing
<ul style="list-style-type: none"> <li>• Queue management</li> <li>• Real-time activity monitoring of operators</li> <li>• Intelligent call flow allocation towards the operators</li> <li>• Personalized statistic follow-up</li> </ul>	<p>This system allows for real-time reporting with a stream of information about the customer (previous contacts, current contract ...) arriving directly on the operator's screen</p>	<p>The predictive systems meet the outgoing call requirements. They automatically dial the phone numbers listed in the files related to the transaction. Once the target answers, the call is passed on to the first available operator. The system also detects wrong numbers and answering machines and programs automatic callback for busy lines.</p>

**Multiplexed voice network** : a dedicated line (with back up) links our site to our various contact centers in and around Paris. This solution incorporates a level of data compression that guarantees optimum voice quality while allowing for substantial bandwidth savings.

**Powerful equipment** : all hardware and software are subject to safeguard procedures and have a redundant architecture that ensures optimum availability for customer contact processing.