

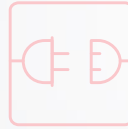
FrontStage – Key Attributes

Omnichannel. Stable platform. Customizability. Easy Integration.



Multimedia

Voice
Email
SMS
Fax
Video
Social Media
Web Chat...



Integration

CRM
GIS
HRP
E-Commerce
ERP
3rd party CC

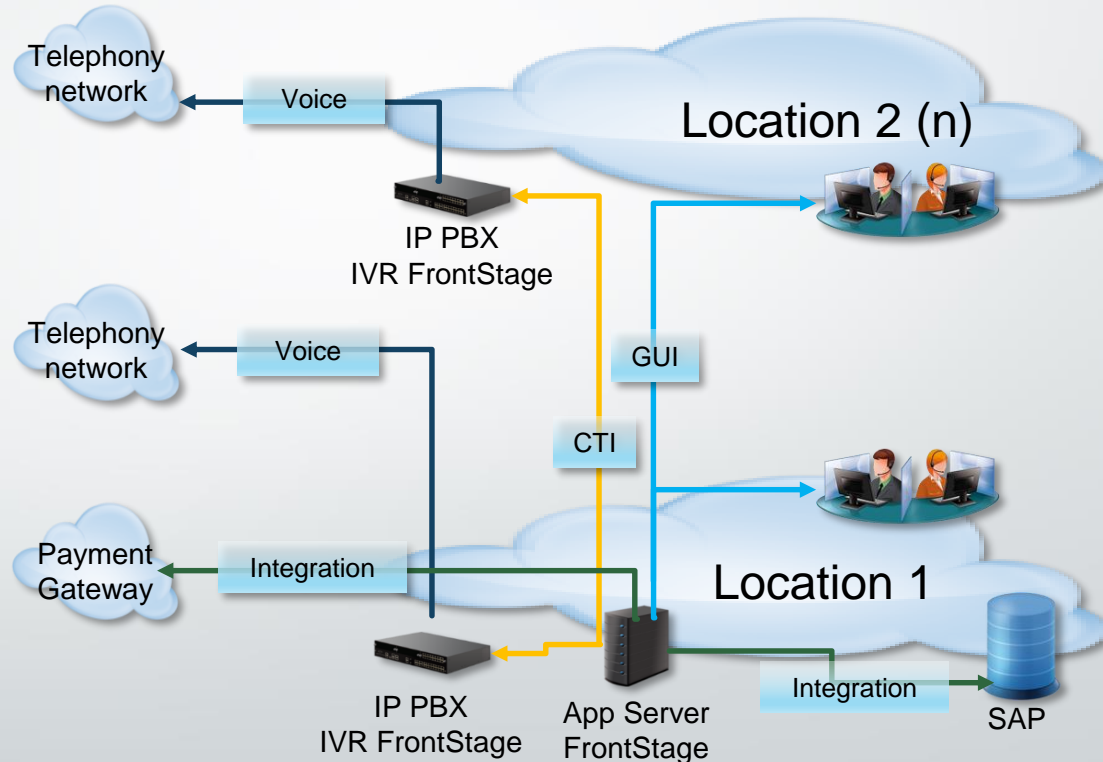


Customization

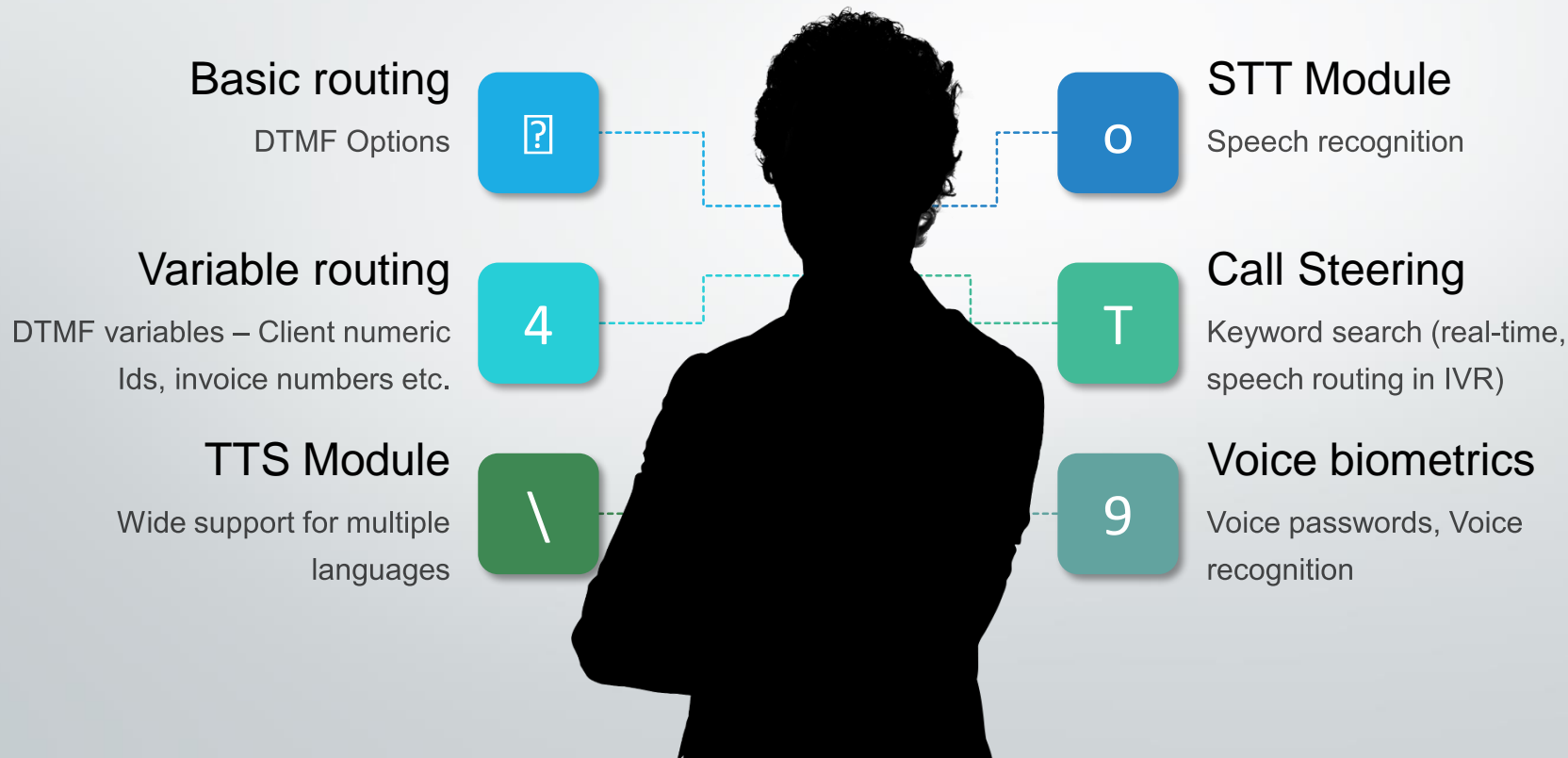
Workflow
Business Processes
Automation
Artificial Intelligene
Language
Design
Reporting

General Architecture

- Multiple locations supported
- Load-Balancing across locations
- Communication history available anywhere
- Teamwork, collaboration
- Connectors to SAP and other systems
- Redundancy supported
- Available 24x7, Supported 24x7



Adaptive In-bound Queue Management



Call-flow – Multiple Parameters

Client's choice

IVR parameters



Location

Country prefix, client
contact information



Time

Working time, time zone



Client's contact

Calling number
identification



Client Data

Repeated calls, workload,
responsible agent/team



Client issues

Open tickets, unpaid
invoices, existing orders

Selecting the most suitable agent

Channel



Project

Complaints, sales, retention ...



Availability

Language



Knowledge

Seniority, assertiveness, product knowledge, communication skills

....

Highly interactive interface

FrontStage*
Intelligent Contact Center

Admin console
Supervisor View
Agent Application
Initial Window
Wallboard

FrontStage*
Intelligent Contact Center

Agent Application

Supervisor View

Initial Window

Wallboard

Linka	Operator	Stav	Pracovní	Pracovní	Pracovní
214	Janoušek Martin	Jiná práce	68	0	12
215	Ouzký Tomáš	Konzultace	73	0	2
216	Lisa Milan	Konzultace	3	0	129
217	Průša Jaroslav	Konzultace	64	1	0
218	Christomidisová Věra	Dokončuji	1	0	45
225	Holovská Štěpánka	Konzultace	27	16	1
226	Glembková Jiřina	Připraven	87	2	0
228	Pokorná Alena	Konzultace	69	8	0
241	Pokorná Dana	Připraven	40	0	0
242	Bednářová Jana	Připraven	24	0	0
254	Kurzweilová Jana	Dokončuji	83	5	0
259	Vancová Lenka	Připraven	0	0	0

701 51 1006 69% 53%

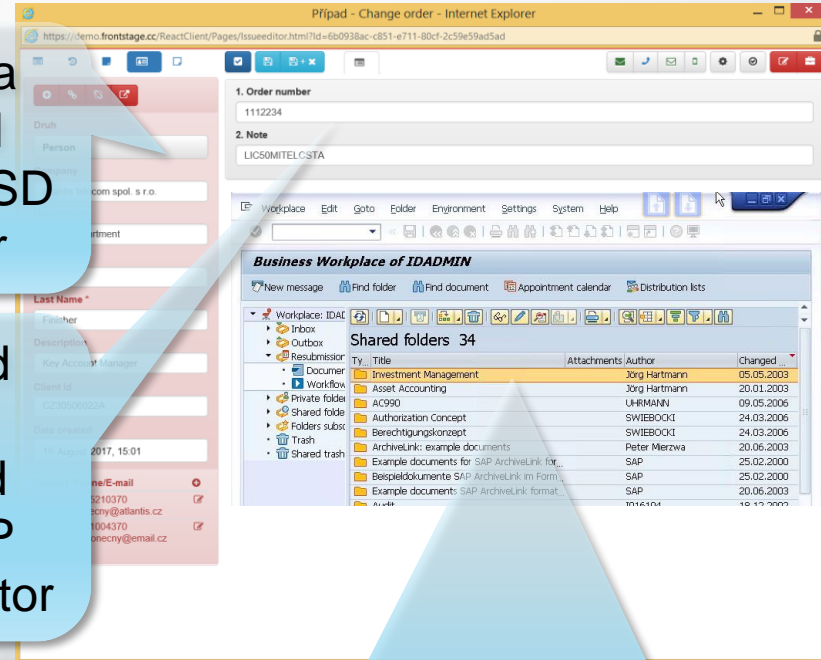
SAP Integration

- Integration with SAP or other 3rd party systems via API, ODBC, WebServices and other connectors
- Connect to different modules to receive relevant data
- Display Customer data:
 - within FrontStage Forms
 - as URL to external system
 - As iFrame

Client data
displayed
using SAP SD
connector

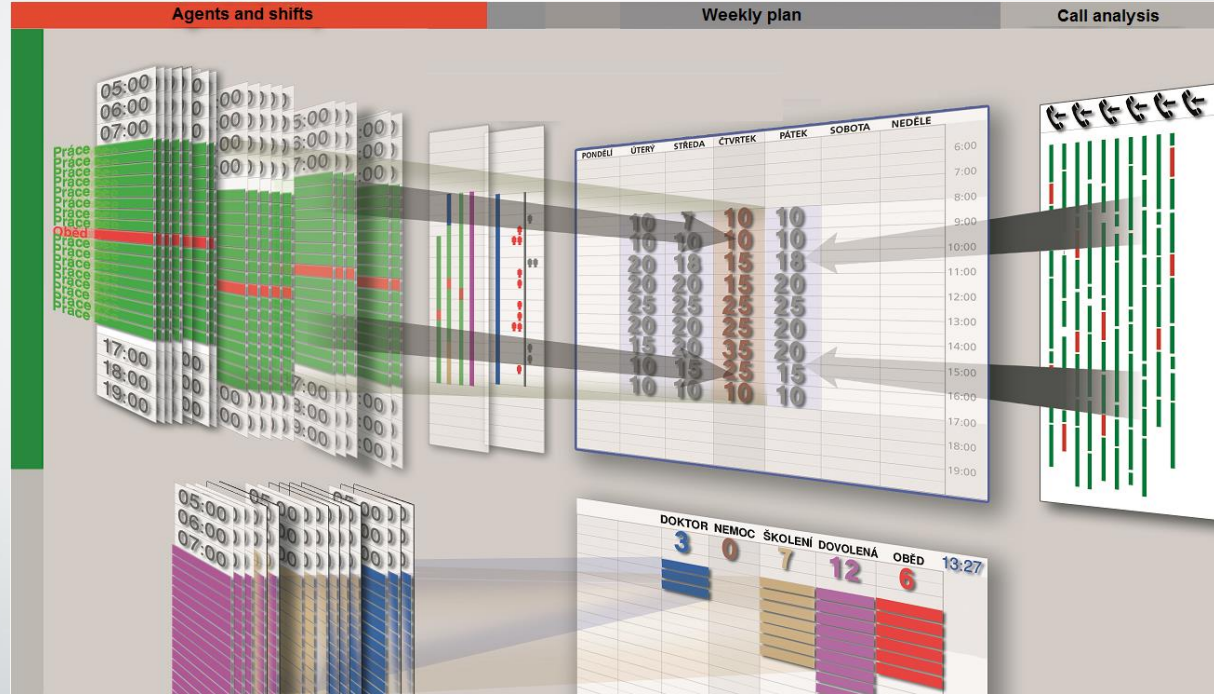
Order and
item no.
Displayed
using SAP
MM connector

SAP Record displayed as iFrame

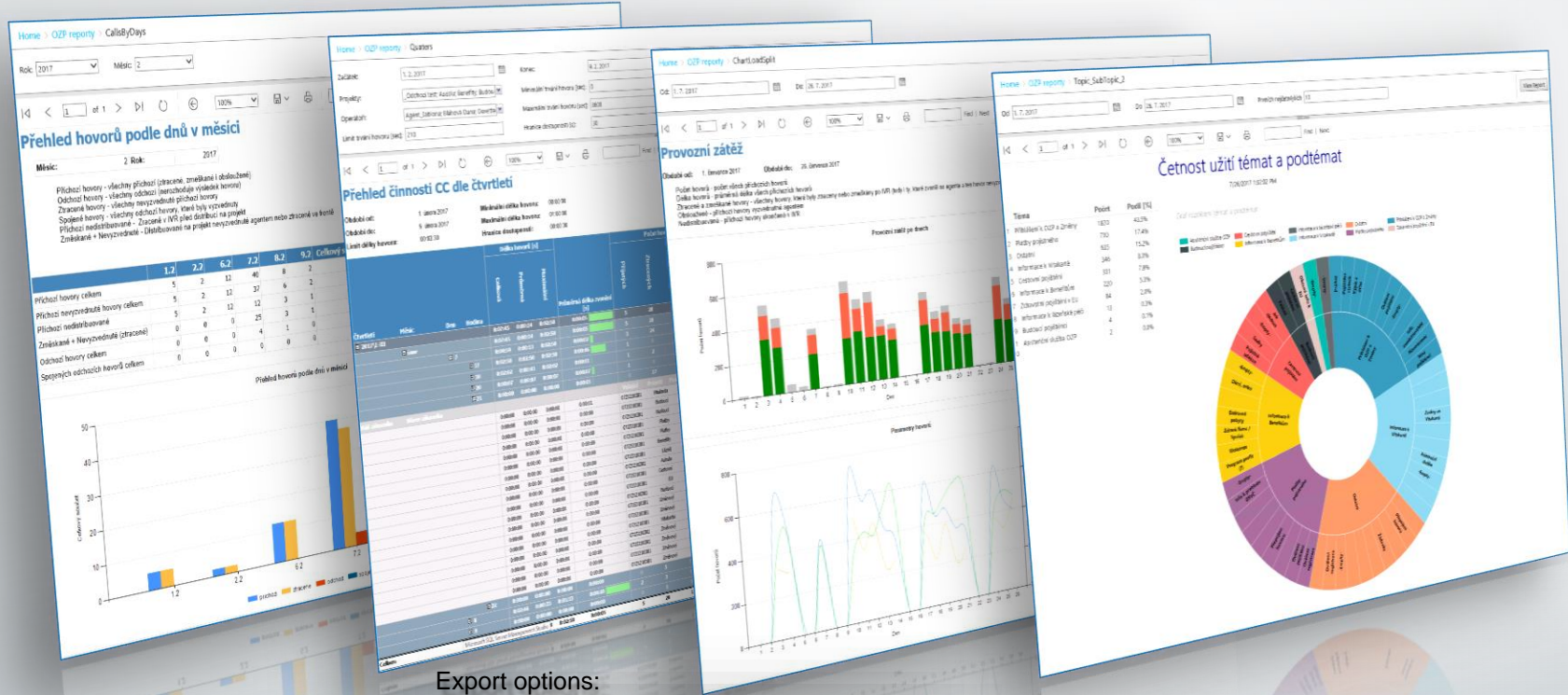


Workforce Management

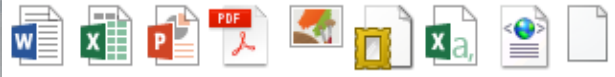
- Agent shifts
- User rights
- Work time classification
- Calendar
- Time schedule templates
- Callcenter workload
- Workload forecasting



Reports



Export options:



MS Word MS Excel MS Ppt Adobe TIFF HTML CSV XML Atom CSV

Modules



Interactive User Interface

- Ergonomics
- Omnichannel queue
- Adaptability
- Built-in forms
- Workflow
- Customer data
- Integrated recordings

The screenshot displays a comprehensive customer service interface with several key components:

- Top Navigation:** Includes links for Home, Calls, Tickets, Messages, Quick contacts, Social media, and KB.
- Left Panel (AgentPage: Personal Wallboard):**
 - Current call actions:** Shows a call with ID 0725210384, duration 1:48, and transfer number. It includes a 'Pilot 1' status and a '783' indicator.
 - Update data:** A section for updating call information.
 - Chat list:** A section for managing chat sessions.
 - AgentPage: Personal Wallboard:** A table showing call statistics for the agent.
 - AgentPage: New items:** A list of new items, including KB Article, SMS, Email, Outbound call, Ticket, Contact, and Task.
- Center Panel (ContactPanel):**
 - Form fields:** Includes fields for Type (Person), Company (atlantis telecom s.r.o.), Department, Frontstage, First Name (Jan), Last Name (Techl), and Description.
 - External key:** A field for the external key (123456789).
 - Last change:** A field for the last change (today, 5:26:50 PM).
 - Title:** A field for the title (Mobile - work: 0725210384).
 - Additional fields:** A section for additional fields, including VIP customer, Additional note, and Additional field 3.
- Right Panel (IssuePanel):**
 - Form fields:** Includes fields for Issue title (34357), Topic, Subtopic, Order details, Phase, and Issue created time.
 - Order details:** A section for order details, including Order number, Amount, Type, and Note.
 - Issue created time:** A field for the issue created time (today, 5:24:52 PM).
- Bottom Panel (History):**
 - Arrival time:** A field for the arrival time (today, 5:24:37 PM).
 - Enqueuing time:** A field for the enqueuing time (today, 5:24:52 PM).
 - Distribution time:** A field for the distribution time (today, 5:24:54 PM).
 - Answer time:** A field for the answer time (today, 5:25:07 PM).
 - Time, Actor, Event:** A table showing the history of events.

Optimized Call Processing

- Instant knowledge
 - Real-time client recognition
 - Source & topic intel
- Easy call handling
 - Call forward, re-route, callback
 - Callback planning
- Reduced Post-processing
 - Inputs processed during call
 - Best-practice scenario forms

The screenshot displays a web application interface for managing an issue, titled "Issue - 12345 - Internet Explorer". The interface is divided into two main sections: a left sidebar with form fields and a right main area with configuration and notes.

Left Sidebar (Form Fields):

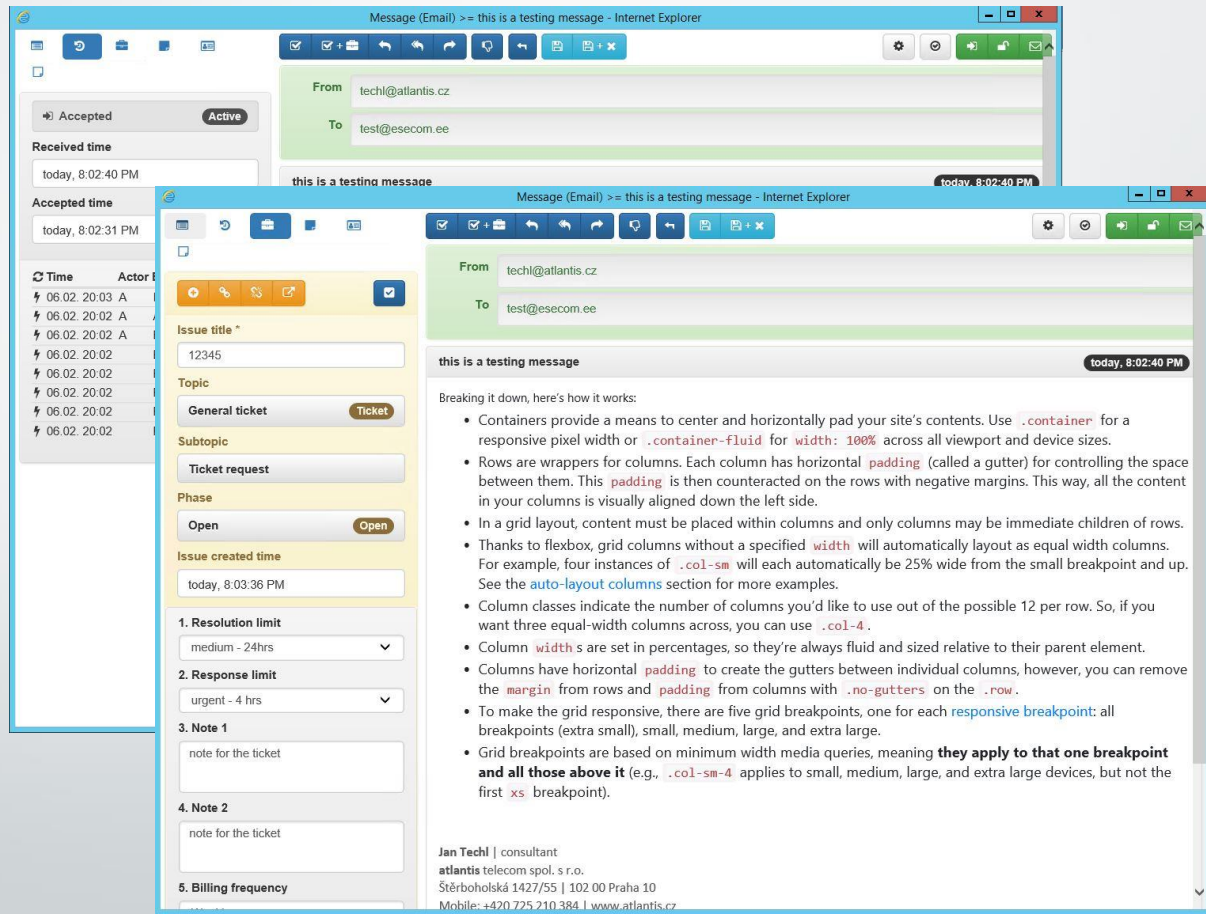
- Agent:** Administrator (ADMIN button)
- Project:** Test (test button)
- Language:** (no value)
- Issue title *:** 12345
- Topic:** General ticket (Ticket button)
- Subtopic:** Ticket request
- Phase:** Open (Open button)
- Issue created time:** today, 8:03:36 PM
- Navigation:** Time Actor Communication

Right Main Area (Configuration and Notes):

- 1. Resolution limit:** medium - 24hrs
- 2. Response limit:** urgent - 4 hrs
- 3. Note 1:** note for the ticket
- 4. Note 2:** note for the ticket
- 5. Billing frequency:** Weekly
- 6. Type of work:**
 - ☒ Installation
 - ☒ Testing
 - ☒ Debugging
 - ☐ Development

Optimized E-mail Processing

- Message queue
 - Easy e-mail queue handling
 - Advanced SLA tracking
- Easy and fast response
 - Case/Issue relevancy, forms
 - Message templates
- E-mail automation
 - Automated queue assignment
 - Automated e-mail answering



Ticketing Module – Workflow, Back Office

- Case/Issue focused
 - Client request tracking
 - Omnichannel history
- Easy processing
 - Customizable forms
 - SAP & KB integration
- BackOffice
 - Handover from Call Center
 - Automated workflow
 - Easy and manageable team collaboration

The screenshot displays the FrontStage* Intelligent Contact Center interface. The main window is titled "Issue - 12345 - Internet Explorer". The interface is divided into several sections:

- Issue created time:** today, 8:03:36 PM
- Issue open time:** today, 8:04:25 PM
- Event Log:** A table showing recent events.
- Resolution limit:** medium - 24hrs
- Response limit:** urgent - 4 hrs
- Note 1:** note for the ticket
- Note 2:** note for the ticket
- Billing frequency:** Weekly
- Type of work:** Installation, Testing, Debugging, Development

Time	Actor	Event
06.02.20:04	A	Data change
06.02.20:04	A	Open
06.02.20:03	A	New
06.02.20:03	A	Form change

Interactive Channel: WebChat

- Conversation website
 - Automatic chat window
 - Website history
 - Restoreable conversation
- Co-browsing
- Chatbot support
- Payment gateway support
 - Via FrontStage app server



Solution Achievements



References

Commercial



Banking & Insurance



Logistics & Transportation



Reference Highlights

- National airline operator,
 - In 2017, 22% more passengers, without increasing number of agents
- Major commercial company
 - Significant decrease of processing time
 - Number of calls and e-mails increased by 50%, handled with existing workforce
 - Cost for external call center (peak coverage) decreased by over 50% in critical season
- Vaccine distributor
 - Increased communication was handled without increasing manpower number of agents
 - 3X increase in up-sale business

Summary

- Manage and streamline your communication
 - Omnichannel approach – balance and track your communication
 - Ticketing system: focus on your client request as a whole, not just particular interactions
- Integrate your call center
 - Integrate SAP, payments, KB and automation
 - Turn interactions into deeper knowledge and utilization of communication
 - Improve your reports – business and communication data
- Capitalize on fast growing solution
 - Release plan based on latest trends and customer feedback
 - 24x7 support coverage

FrontStage