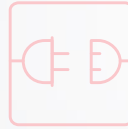# FrontStage

Intelligent Contact Center

FrontStage – Key Attributes

Omnichannel. Stable platform. Customizability. Easy Integration.

Multimedia

Voice
Email
SMS
Fax
Video
Social Media
Web Chat…

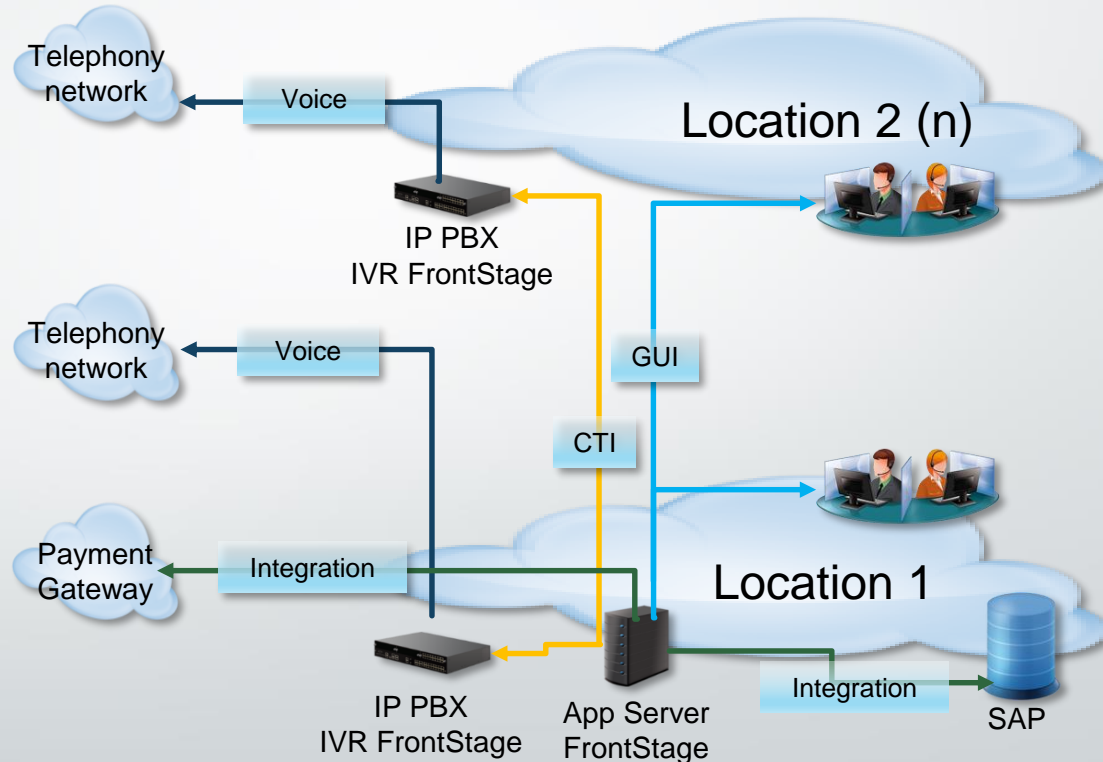## Integration

CRM
GIS
HRP
E-Commerce
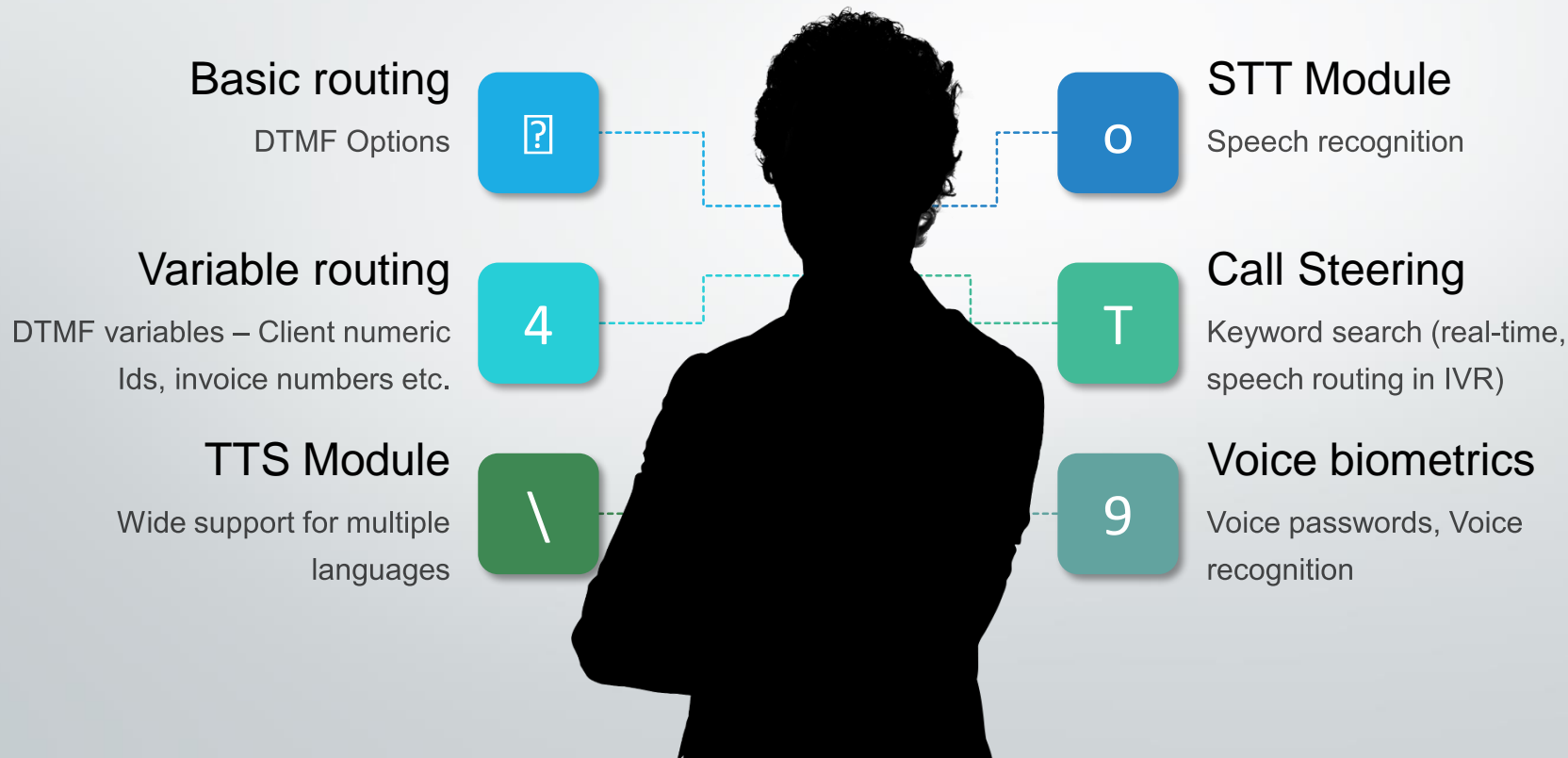ERP
3rd party CC

Customization

Workflow
Business Processes
Automation
Artifical 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

Basic routing

DTMF Options

Variable routing

DTMF variables – Client numeric Ids, invoice numbers etc.

TTS Module

Wide support for multiple languages

STT Module

Speech recognition

Call Steering

Keyword search (real-time, speech routing in IVR)

Voice biometrics

Voice passwords, Voice recognition

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

Admin console
Supervisor View
Agent Application
Initial Window
Wallboard

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
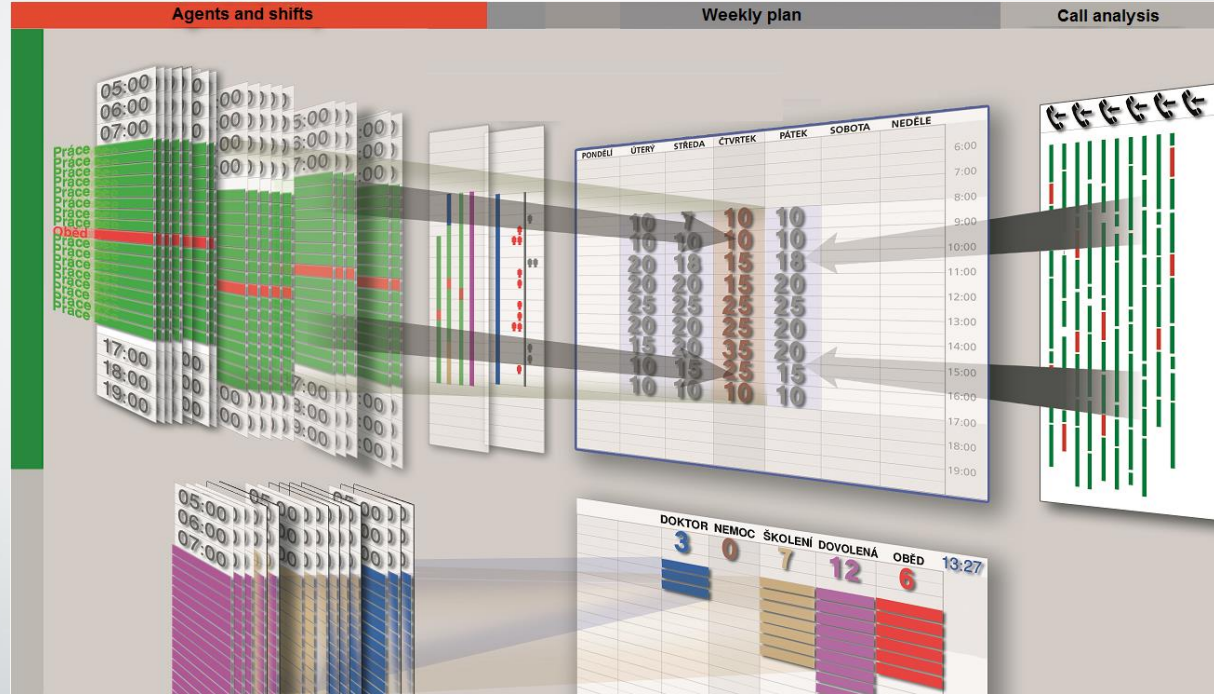
Client data displayed using SAP SD connector

Order and item no. Displayed using SAP MM connector

SAP Record displayed as iFrame
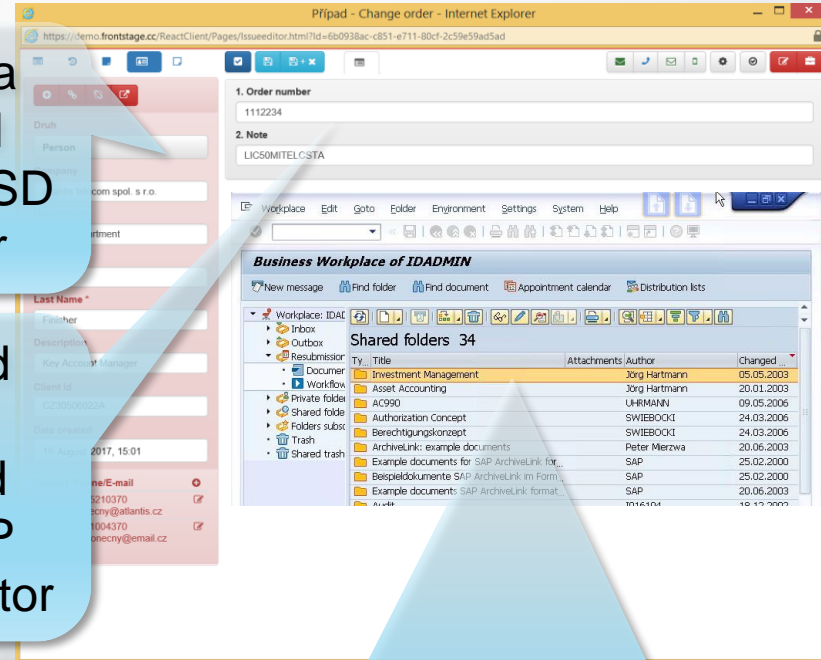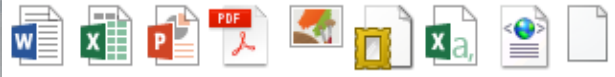
Workforce Management

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

Reports
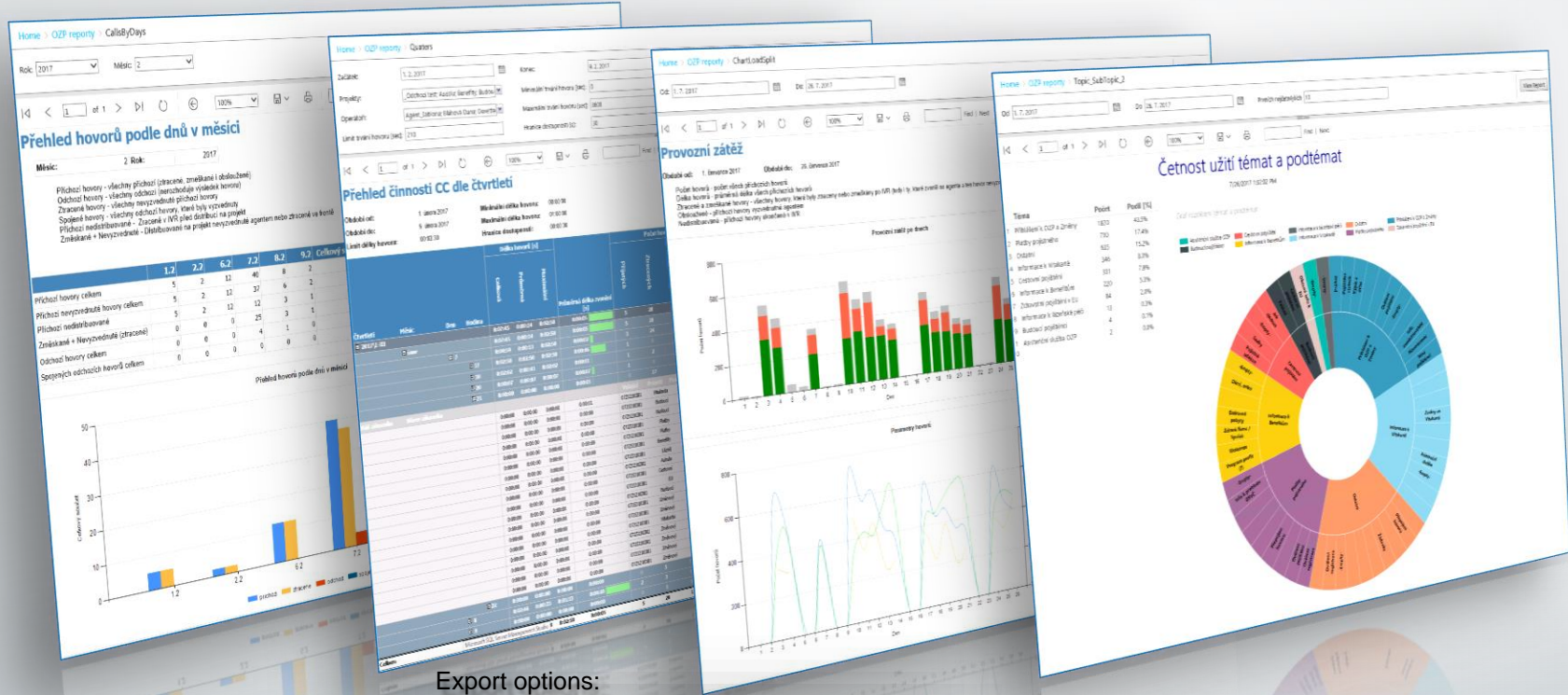
Export options:

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

FrontStage

Modules

Interactive User Interface

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

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

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
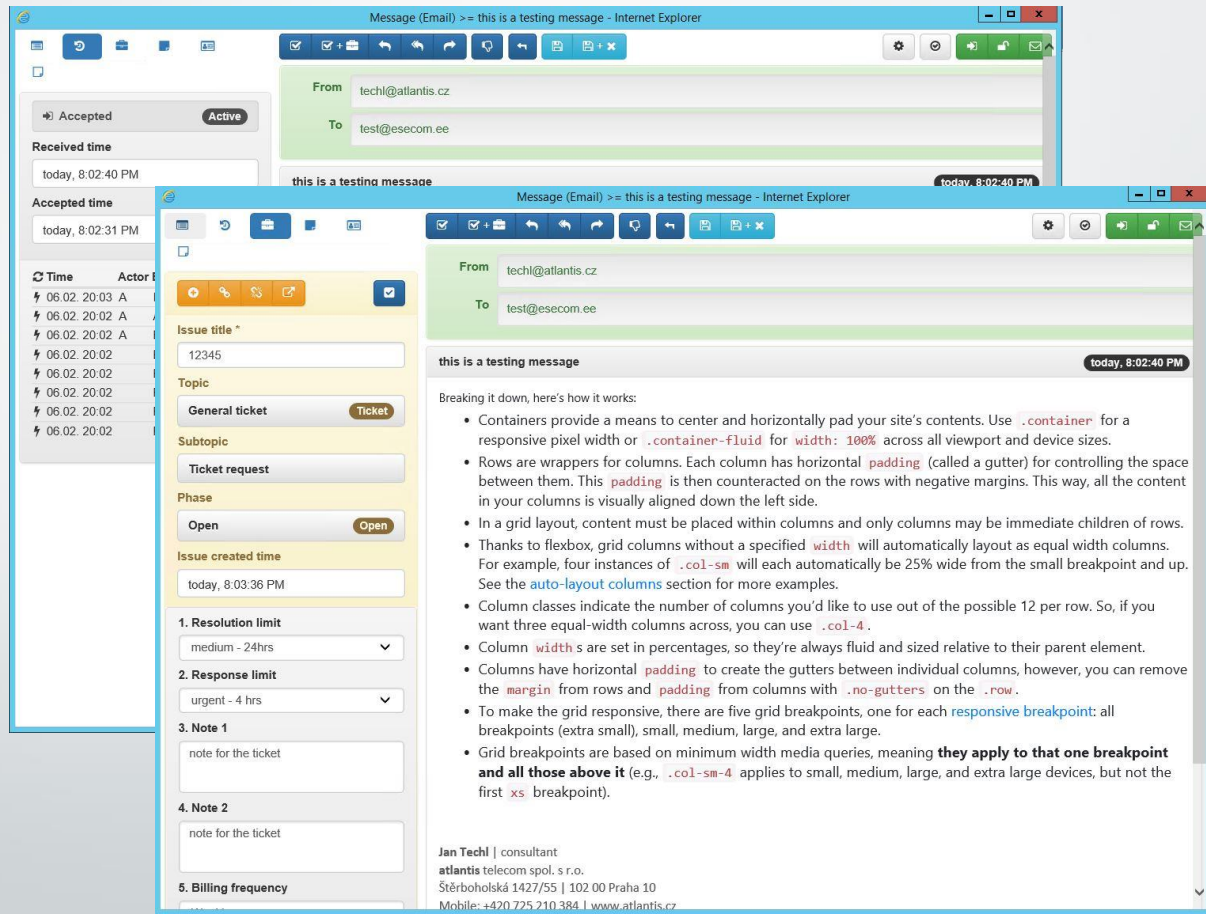
Ticketing Module – Workflow, Back Office

- 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

Interactive Channel: WebChat

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

FrontStage

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 descrease 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

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