



Product Datasheet

inConcert Allegro Contact Center

Administration



Simplify contact center administration with a powerful integrated interface.

inConcert Allegro Administrator simplifies the management of your contact center allowing configuration of all of the system's applications from one single web administration console.

Overview

Todo-en-uno.

inConcert Allegro Contact Center is a platform developed by a single manufacturer in which all functional components are natively pre-integrating – making it possible to manage the entire system with agility and efficiency from a single administration.

Manage users and multi-channel campaigns.

inConcert Allegro Administrator lets you manage users, their roles, profiles, skills, work groups and access permissions. Create and configure campaigns from a single screen, including schedules, service levels, voice mail overflow, audio messages, communication channels, and ACD behavior, among other operating parameters.

Management of outbound campaigns.

Use advanced contact administration functions and dialer rule configurations for greater efficiency when managing outbound campaigns. inConcert Allegro Administrator includes an advanced tool for multiple contact imports and creation of highly segmented dialing lists, applying multiple filter criteria. Once created, the lists can be processed, paused, stopped, combined with other lists, and recycled.

You can also configure sophisticated dialing rules, which include hours, telephone type – such as home, work, and mobile – as well as the dialer's disposition codes, for example: if the office line is busy, then call the mobile phone in 30 minutes.

Virtual Contact Centers.

For businesses that operate multiple contact centers, inConcert Allegro Administrator allows configuration of Virtual Contact Centers (VCC). Each VCC is a complete contact center in itself, sharing physical resources on the infrastructure while keeping data totally separate. The multi-tenant platform provides complete provisioning functionality, allowing you to create, configure and manage your virtual resources.

Unified access to system tools.

inConcert Allegro Administrator centralizes access to the system's various tools, such as:

- Campaign and user administration.
- Management of outbound campaigns.
- Automated messaging campaigns.
- Development and designing tools .
- Reporting.
- Search and reproduction of multi-channel recordings.
- System status monitoring.

Key features

Note: The implementation of some features may require professional services

■ Web administration interface provides unified access to:

- Campaign and user administration.
- Dialer configuration.
inConcert Allegro Dailer.
- Reports.
inConcert Allegro Reports.
- Search and reproduction of multi-channel recordings.
- Quality monitoring.
inConcert Allegro Quality.
- Broadcasting of voice messages.
inConcert Allegro Voice Broadcasting.
- System monitoring.
- Web application development tool.
inConcert Web Application Designer.
- IVR flow designer application.
inConcert Allegro Flow Designer.
- Operations analysis tool.
inConcert Allegro Analytics.

■ Resource Procurement for Virtual Call Centers:

- Telephone carriers.
- Configuration of IP trunks (H323, IAX2, SIP).
- Configuration of digital trunks (PRI – R2).
- DNIS configuration.
- Telephone extensions.
- Trunk groups.
- Time zones.

■ Campaign and user administration:

- User management.
- Definition of agents' skills.
- Audio messages library.
- Customized configuration of agent statuses.
- System parameters configuration.
- Assignment of users to campaigns.
- Campaign management:
 - Configuration of operating parameters.
 - Wrap-up times.
 - Maximum wait time.
 - Audio messages.
 - Voice mail activation.
 - Announcement of waiting times.
 - Dates, days and hours of activity.
 - ACD configuration.
 - Skills configuration.

■ Dialer Administration:

- Dialer type configuration.
- Tool for importing contacts.
- Dialer rules configuration.
- Dialer list administration.
- Dialer start and pause.



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inConcert delivers full-IP, premise-based and hosted, cross-industry, all-included contact-center solutions, which help organizations to increase productivity, decrease operational costs, and earn customer loyalty. Each solution is customized using our proprietary contact-center software, specialized systems integration technology and professional services.

For more information, please visit www.inConcertCC.com