



MicroAutomation CallCenter Millennium[™] – Affordable and Simple Computer Telephony Integration for your Call Center

Overview

MicroAutomation's **CallCenter Millennium[™]** is a comprehensive Computer Telephony Integration (CTI) suite of products designed for call centers looking to optimize agent performance, improve customer experience, and reduce operational costs. CallCenter Millennium eliminates the need for callers to re-state information and enables immediate routing of the call to an informed service agent or location.

Designed for maximum flexibility and scalability, CallCenter Millennium (CCM) easily integrates with your Customer Relationship Management (CRM) application and telephony infrastructure to streamline your call center operations. CCM can be quickly integrated into your call center environment to provide "screen pop" capability and call control functionality at the agent workstation. CCM also includes comprehensive call center reporting that tracks call activity and agent activity for real-time monitoring or historical reporting.

Benefits

MicroAutomation's CTI solutions ensure that when a call is transferred to an agent, all the information collected for the caller is transferred with the call for a screen pop at the agent's workstation. This eliminates the need for the agent to authenticate the caller a second time resulting in a faster, more satisfying customer experience as well as a cost savings to the call center. Calls are handled faster and more efficiently improving agent productivity.

CallCenter Millennium offers the following standard features:

- Runs on standard industry hardware.
- Supports a wide range of telephone switches
- Enables the use of Automatic Number Identification (ANI) and Dialed Number Identification Service (DNIS) for caller identification.
- Integrates with most legacy and client/server applications and CRM systems.
- Interfaces with most leading Interactive Voice Response (IVR) platforms for caller identification and authentication
- Supports all common agent workstation environments.
- Includes a softphone application for basic screen pop capability and workstation telephony control.
- Customized to meet the specific needs of your contact center

For the call center, this translates to a smoother operation and an effortless experience for the customer:

- Agents no longer require callers to restate information.
- Calls are routed immediately to the most qualified agent or location destination
- Agent call handling time is reduced.
- Callers are provided with faster service from informed agents



Solution Components

Depending on the call center configuration, a CallCenter Millennium solution may include:

- Supported screen pops, preview dialing, telephone control, data transfers, event monitoring and agent activity monitoring
- CallCenter Millennium User Licenses, available individually or multi-license packages with unlimited scalability
- Switch Interface Options supporting major manufacturers for multiple levels of resources
- Interactive Voice Response (IVR) interface licenses, available for all major brands of IVR platforms
- Agent SoftFone, a screen pop and telephony control application for Windows operating systems
- Additional optional and custom-developed solution components from an experienced professional service staff
- Backend Integration for accessing relational databases and/or host mainframes
- Optional comprehensive data collection and reporting that allows contact center managers to monitor service levels, agent productivity, and business trends
- Custom CRM integration

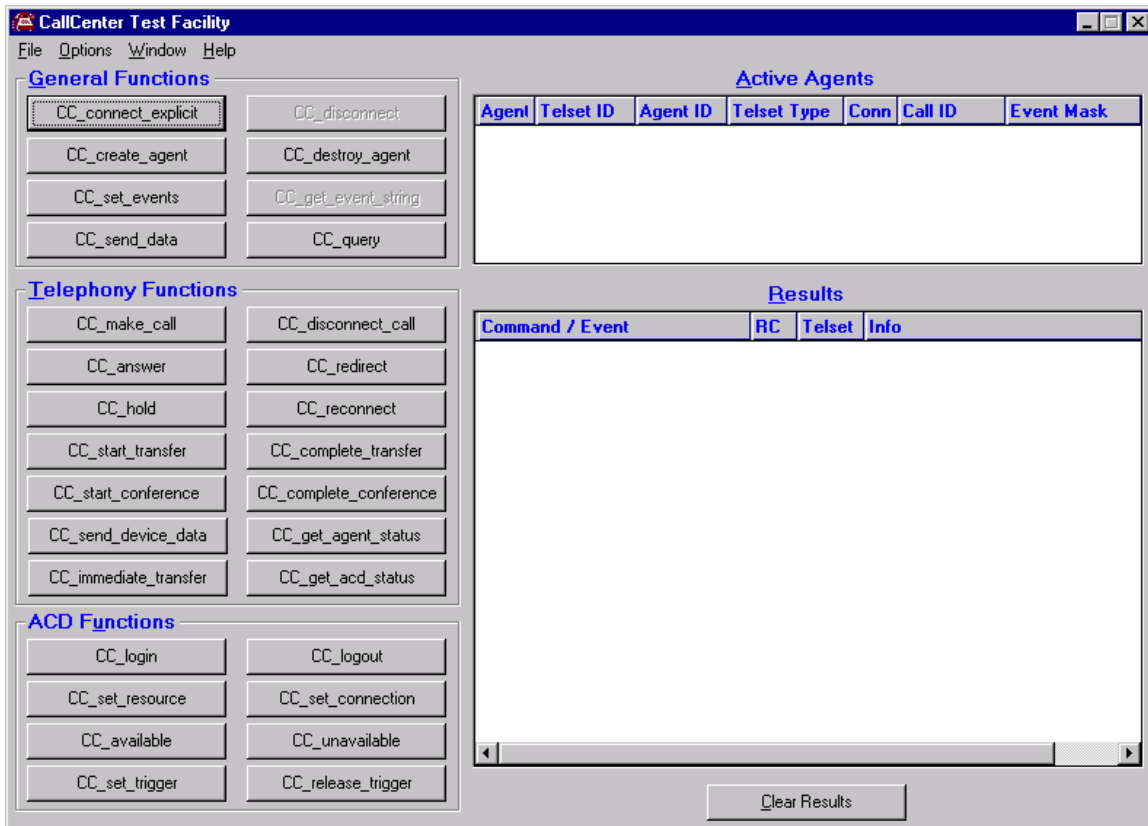
Compatibility

CallCenter Millennium was designed from the ground up as a cross platform solution with the ability to run on multiple operating systems including Microsoft Windows, IBM AIX, Sun Solaris, and Linux. CCM has native interfaces to the most popular IVR platforms and uses Enghouse CTI Connect (formerly CTConnect) to interface with common telephone switches including Avaya, Nortel, Unify, Cisco, Mitel, and others. Integration with backend systems is accomplished through complementary products such as the CallCenter Millennium Host Server and CallCenter Millennium Query Server. And, CCM provides a rich set of Application Programming Interfaces (APIs) that allows custom interfaces to be built for CRM systems or home grown applications for screen pop functionality. A fully functional CallCenter Test Facility (CCTF) utility is available for developers interested in doing their own CTI integrations or testing the CTI capabilities of their telephone switch. All CCM client applications and complementary products use the same API set for shared functionality.

Ready for the Future

For over 25 years, commercial, government and 9-1-1 customers worldwide have benefited from MicroAutomation's expert design, development, deployment, and support of their contact centers. The CallCenter Millennium product suite is the core technology offered by MicroAutomation to provide advanced CTI capabilities in your call center or contact center. Outstanding creativity, the ingenuity and forethought of our engineers and partnerships with a wide-range of leaders in our industry allow us to continually provide our clients with solutions that surpass expectations.

You don't need to be an expert to use our contact center solutions; you just need to know one. MicroAutomation is your trusted partner for proven, reliably engineered contact center solutions.



About MicroAutomation

MicroAutomation is a full service integrator of call center solutions and provides a broad range of professional services. MicroAutomation solutions are based on enhancing the caller experience through Speech-enabled Interactive Voice Response (IVR); improving live agent efficiency utilizing Computer Telephony Integration (CTI); and providing analytics tools to report on, manage and refine each solution element to maximize the overall performance of your call center.

MicroAutomation also offers "call inception to completion" products and professional services including:

- The Award Winning Call Center Millennium™ Solution Series
- Complete solution design
- Configurable and custom application development
- Turnkey implementation
- Comprehensive customer support

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