

The Call Vision Agent Contact Centre Initiator

Initiator is a powerful auto dialler solution specifically designed to

Reduce major incident call out procedure time!

Reduce Supervisor and Operator time overhead!

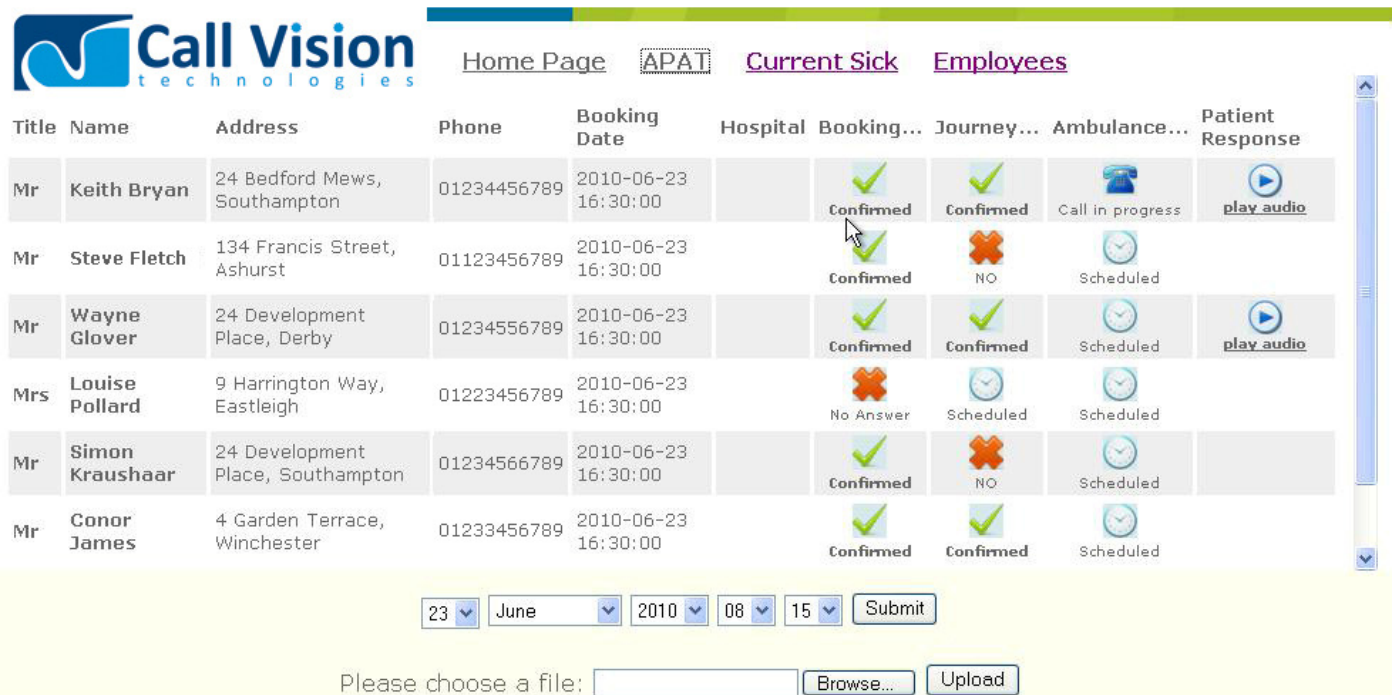
Prioritise your call out contacts!

It is specifically designed to work as a fully integrated component of the Call Vision ACC solution using the Call Vision Centricity data engine, the Call Vision/Capita SIS shared, web based contacts directory database and the Supervisor edition of our Pilot touch screen console



Agent Contact Centre (Major incident) Initiator

At the heart of Initiator is a powerful, multi-channel IP telephony engine that either connects to the PBX, (Q-SIG connector, SIP channelling) or direct to PRI ISDN.



The screenshot shows the Call Vision web interface with a navigation bar containing 'Home Page', 'APAT', 'Current Sick', and 'Employees'. Below the navigation bar is a table with the following columns: Title, Name, Address, Phone, Booking Date, Hospital, Booking..., Journey..., Ambulance..., and Patient Response. The table contains six rows of contact information. At the bottom of the interface, there are date selection dropdowns (23, June, 2010, 08, 15) and a 'Submit' button. Below the date selection, there is a file upload section with the text 'Please choose a file:', an input field, a 'Browse...' button, and an 'Upload' button.

Title	Name	Address	Phone	Booking Date	Hospital	Booking...	Journey...	Ambulance...	Patient Response
Mr	Keith Bryan	24 Bedford Mews, Southampton	01234456789	2010-06-23 16:30:00		Confirmed	Confirmed	Call in progress	play audio
Mr	Steve Fletch	134 Francis Street, Ashurst	01123456789	2010-06-23 16:30:00		Confirmed	NO	Scheduled	
Mr	Wayne Glover	24 Development Place, Derby	01234556789	2010-06-23 16:30:00		Confirmed	Confirmed	Scheduled	play audio
Mrs	Louise Pollard	9 Harrington Way, Eastleigh	01223456789	2010-06-23 16:30:00		No Answer	Scheduled	Scheduled	
Mr	Simon Kraushaar	24 Development Place, Southampton	01234566789	2010-06-23 16:30:00		Confirmed	NO	Scheduled	
Mr	Conor James	4 Garden Terrace, Winchester	01233456789	2010-06-23 16:30:00		Confirmed	Confirmed	Scheduled	

**Test Initiator server, (CLI masked) during factory call out tests*

Initiator is viewed from the Administrative area during a factory call out exercise; auto dialling through a stored group of role based contacts called 'APAT' stored in the Call Vision database.

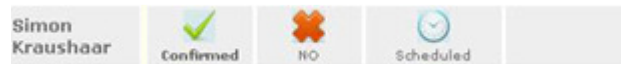
The Supervisor is presented with a real time progress display to the Pilot Console with a view of the Name, Booking, Journey, Ambulance and Patient Response columns. These are configurable on a Customer and project basis.

As an integral part of the Pilot ACD solution, Initiator is administered from the central web based Administration server, Architect which provides a management area for all of the ACC suite including Agents, Skill Sets, Display and reporting items as well as contacts and contact groups in the directory.

Initiator provides clear responses in the real time display for the Supervisors information!



There has been no contact response on any of the stored contact details and follow up is required



A DTMF response has been received from the contact following a stored message being successfully delivered



A DTMF message has been received from the contact following a stored message being successfully delivered. The contact has also elected to leave a message for the Supervisor or incident coordinator to collect and action



A DTMF message has been received from the contact following a stored message being successfully delivered. The contact has also made a transfer request to the incident contact number which is currently in progress that the Supervisor can monitor or replay later

All auto dial events are reportable via the Agent Contact Centre Reporter available from Call Vision Technologies with all recordings available from the individual incident report.

An integrated auto dialler designed to save time and increase efficiency!