

The Call Vision Agent Contact Centre product suite

The Call Vision Centricity middleware has been deployed in active 999 emergency call centres for approximately 6 years. It handles in excess of a billion emergency data events every year connecting the Call Vision communications ACC suite of applications as well as selected 3rd party products to an array of PBX Telephony and Command & Control systems.

It is currently selected by mainstream providers, such as Avaya and Cisco as their integration solution of choice for the Blue Lamp market.

1.0 The middleware suite



The Centricity data event Middleware

Our middleware connects to Telephony and Airwave systems using CT interfaces for call and agent monitoring with agent status alerts, instant messaging and email.

It also provides powerful call and agent control at the desktop to our own suite of applications, as well as supported 3rd part solutions

The Sigma database access middleware

Working with the Centricity event engine, Sigma offers direct access to our databases for customer bespoke reporting tools such as crystal reports.



It also provides secure access to our shared contacts directory and supported 3rd party databases such as Crime Bureau and patient e-records



The Vortex media streaming engine

To cater for the advent of Web chat and video calling into ACD environments, Vortex uses Microsoft tools to connect to the customers Web interface and accept web chat and video call sessions, presenting them to our Pilot desktop touch screen console.

2.0 The Communications Suite

Pilot touch screen Supervisor & Operator Console

Pilot is designed for ACD work in demanding contact centres where both inbound and outbound call handling is required. Feature rich with telephony and agent features it also adds both call recording audio instant replay and monitoring. Now available with web chat and video calling.



Agent Contact Centre (Major incident) Initiator

Initiator is a powerful auto dialler server, released with our Pilot product that works with groups of contacts, designated by roles in the shared database. It publishes the call out group to the Supervisor's console. When a major incident is triggered, it auto dials the list, recording a DTMF, recording or immediate transfer request response.

Agent Contact Centre Display

ACCD is a real time agent and call display using a 3D vectored image of your contact centre so Supervisors can spatially locate operators. It displays call, agent, skill set and call queue information regionally or locally, identifying non productive behaviour for self management.



Agent Contact Centre Reporter

ACCR provides standard telephony and airwave call and agent reporting. It provides a rich suite of text and graph's with a cost option of a 'simultaneous event table'; a new powerful way of looking at key performance reporting and contact centre management

Agent Contact Centre Manager

ACCM takes the ACCL and ACCD product to the next level with full performance league tables and detailed agent information right down to policy breach alerts and productivity indicators



***A comprehensive, proven communications suite,
Uniquely built on unified data, audio and video middleware***

Available on your PBX now!