



promero

The Right Technology, the Right Results

Virtual Call Center Deployment Kit

2006

*Business Solutions
Promero*

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Executive Summary

The ProStar Virtual Contact Center (VCC) is a browser based multimedia control center. It is used for real-time customer interactions across a variety of communication types, e.g. telephone, fax, voicemail, Voice Over IP (VoIP), e-mail and chat. The ProStar VCC solution includes advanced skills based routing so that each customer contact will reach the appropriate agent every time, locally or remotely, collaborative on-line form completion and co-browsing with customers and offers unified management reports across all mediums for all locations.

Definitions:

The following terms will be used in this document:

IVR – Interactive Voice Response is a way in which a phone caller can navigate menus and listen to various recordings or be switched to specific agent service groups.

DID–Direct Inward Dial is a number that is assigned to one specific agent or location (NPA/NXX-XXXX) not in assigned to a hunt group.

One-to-One-NAT– Network Address Translation is the translation of an Internet Protocol address (IP address) used within one network to a different IP address known within another network. One network is designated the inside network and the other is the outside. One-to-One NAT provides address translation using one public IP address for each internal address, which allows resolution in order to facilitate VOIP communications.

RESP ORG – Responsible Organization is the name associated with the carrier who is responsible for a customer's toll free numbers.

VOIP–Voice Over IP is a term used in IP telephony for a set of facilities for managing the delivery of voice information using the Internet Protocol (IP). In general, this means sending voice information in digital form in discrete packets rather than in the traditional circuit-committed protocols of the public switched telephone network (PSTN).

Customer Contact Information

Business Address

Name	
Address	
Address 2	
City, State Zip	
Country	
URL	

Telephone

Main Business	
Toll Free	
Main Fax	

Primary Contact

First Name:	
Last Name:	
Department:	
Title:	
Email	
Preferred contact:	
Preferred time:	

Secondary Contact

First Name:	
Last Name:	
Department:	
Title:	
Email	

Details

DUNN#	
EIN#	
Market Segment	

Company Profile

Number of employees	
Number of locations	
HQ location	
Major branch locations	
Years in business	
Business sector	
Business industry	
Working owners	
Public/Private company	

	ACC #	Phone #	Contact Name
Bank Reference			
Trade Reference 1			
Trade Reference 2			

Description of business:

Deployment Options

The VCC is very flexible in the way in which it can deliver voice communications.

The following six options are available. Within each option the benefits and limitations will be outlined. All options require agents to have PC's. For agent PC requirements please see the Appendix.

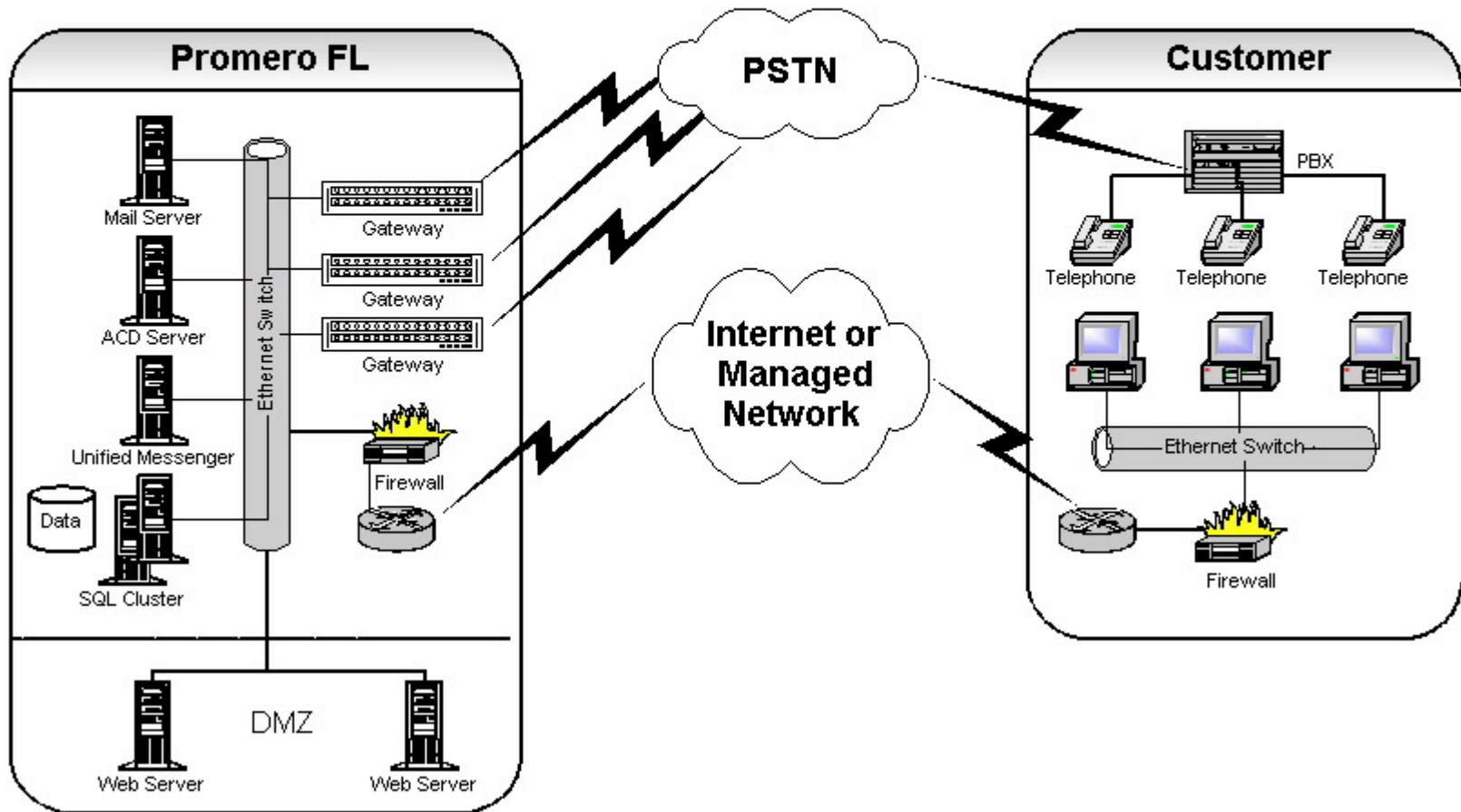
Under all options the best VOIP results will be obtained using a **managed network** connection. Operation can be accomplished using the public Internet however reliability of the public network cannot be guaranteed.

Each of the following options contains a quality rating. The scale used follows:



The options each have an indication of where within this scale the respective option falls.

Option 1 - ASP PSTN Delivery



System Requirements

- Each agent required to have a 10 digit DID without rollover or hunt group
- Agents telephone
- Agent PC**

Benefits

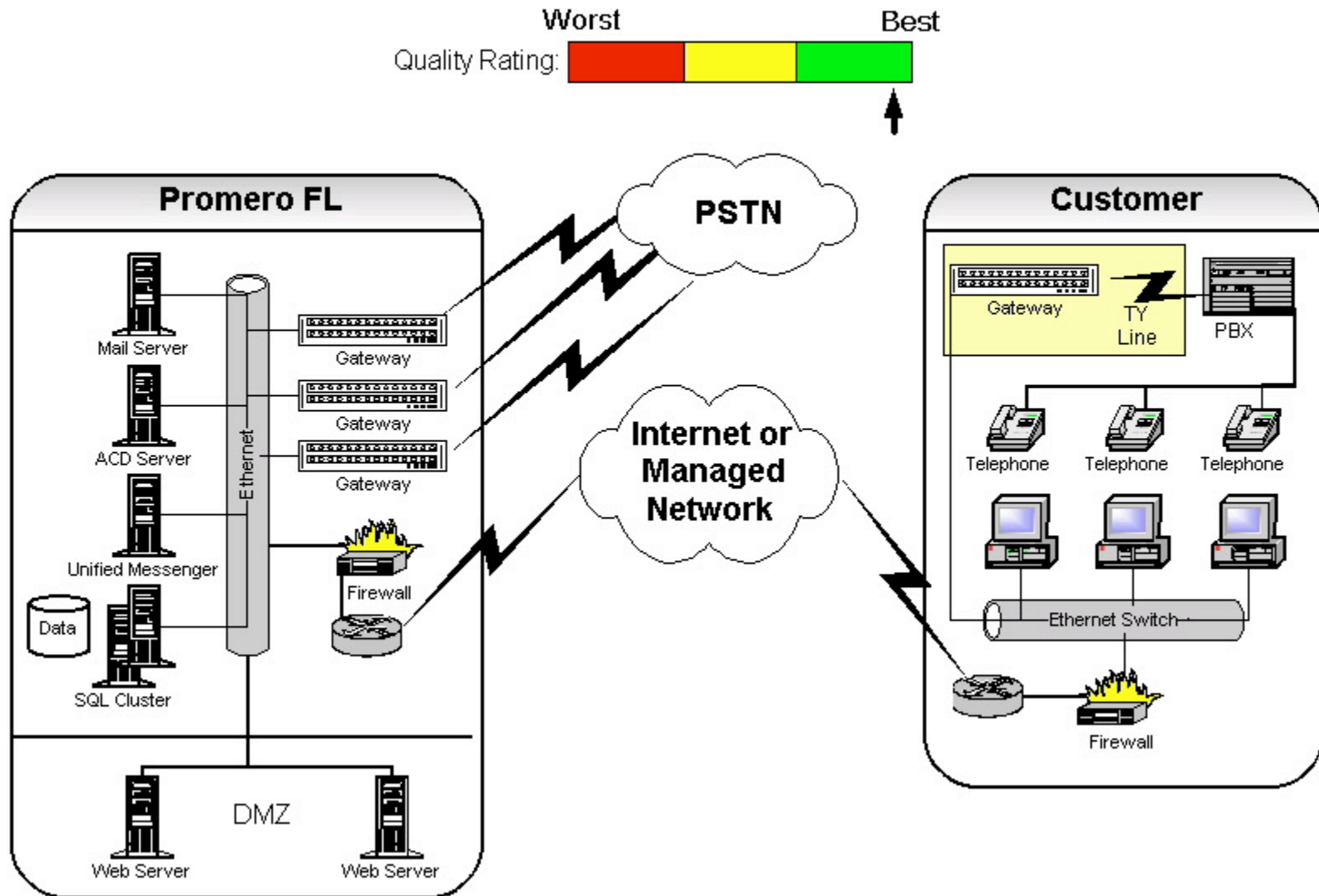
- Fastest Deployment
- No Capital Expense
- Highest Quality
- Low administration
- Use existing agent phones

Limitations

- Two legs of LD

** See appendix

Option 2 - VOIP to PBX via Gateway



System Requirements

- Each agent required to have an extension
- Agents telephone
- TY line to PBX
- Media Gateway with public IP address
- Agent PC**

Benefits

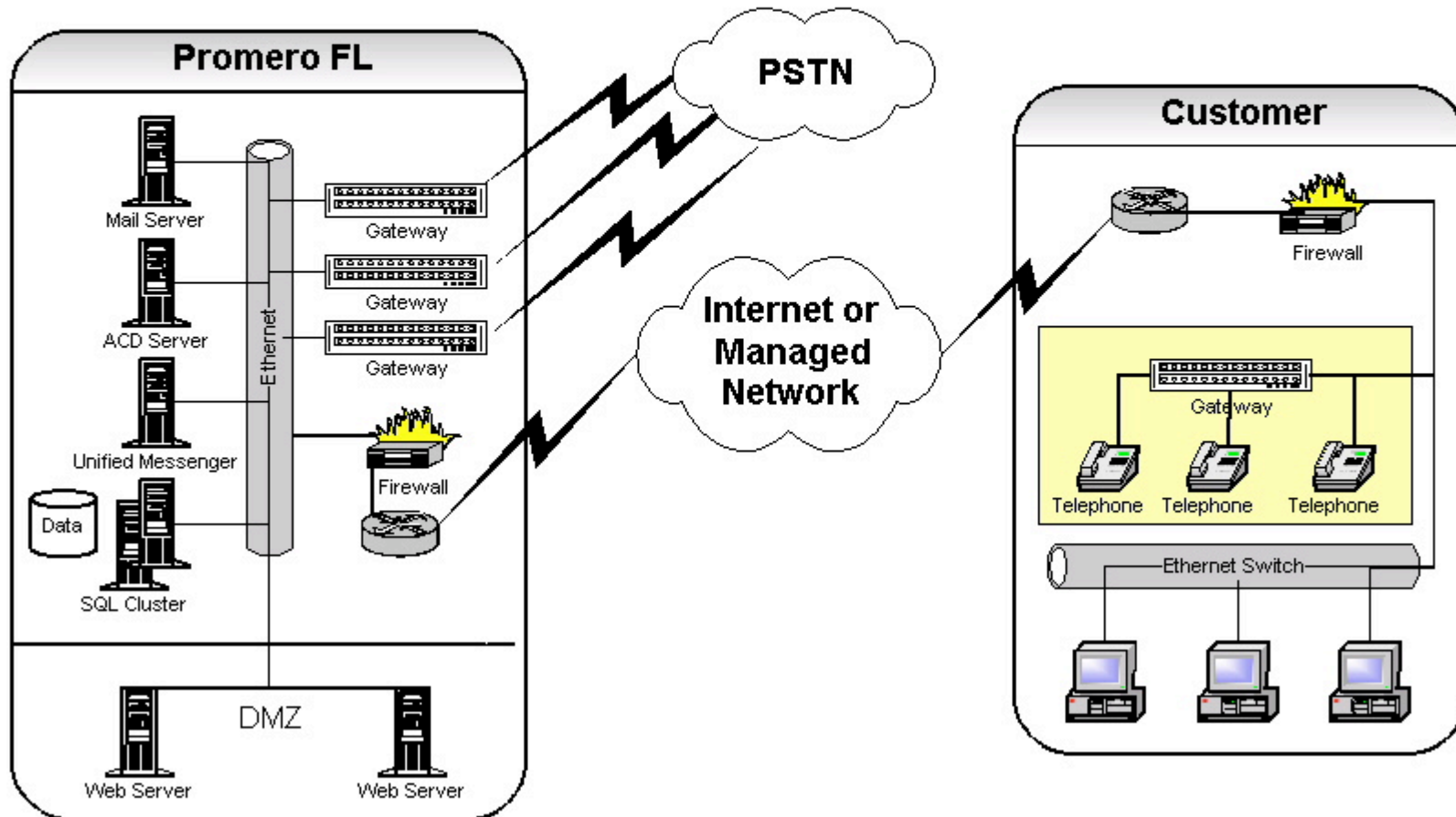
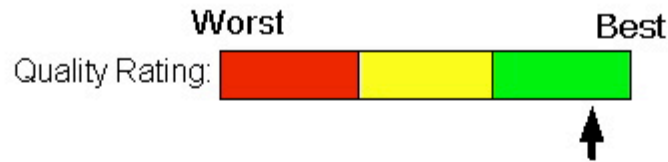
- Fast deployment
- Limited capital expense
- High quality
- Low administration
- Use existing agent phones

Limitations

- T1/E1/PRI port used on PBX

** SEE APPENDIX

Option 3 - VOIP to Analog Phone via Gateway



System Requirements

- Agents telephone
- Media Gateway with public IP address supporting analog phones
- Agent PC**

Benefits

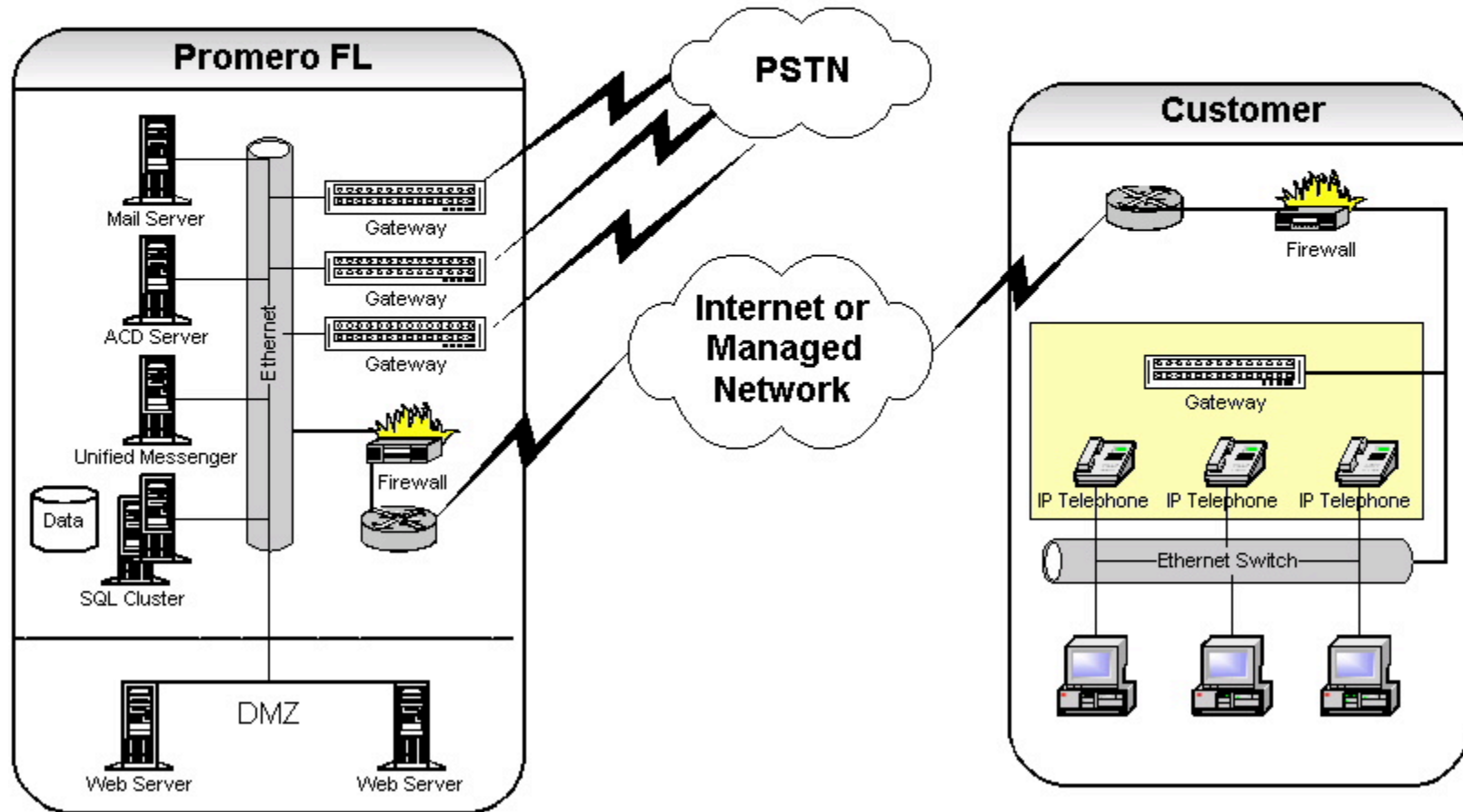
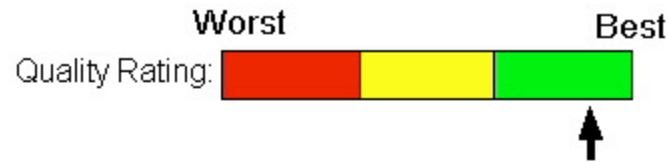
- Fast deployment
- Limited capital expense
- High quality
- Low administration

Limitations

- Analog phones for agents using RJ11 connection type

** SEE APPENDIX

Option 4 - VOIP to IP Phone via Gateway



System Requirements

- Agents telephone
- Media Gateway with public IP address supporting IP phones
- Agent PC**

Benefits

- Fast deployment
- Limited capital expense
- High quality
- Low administration

Limitations

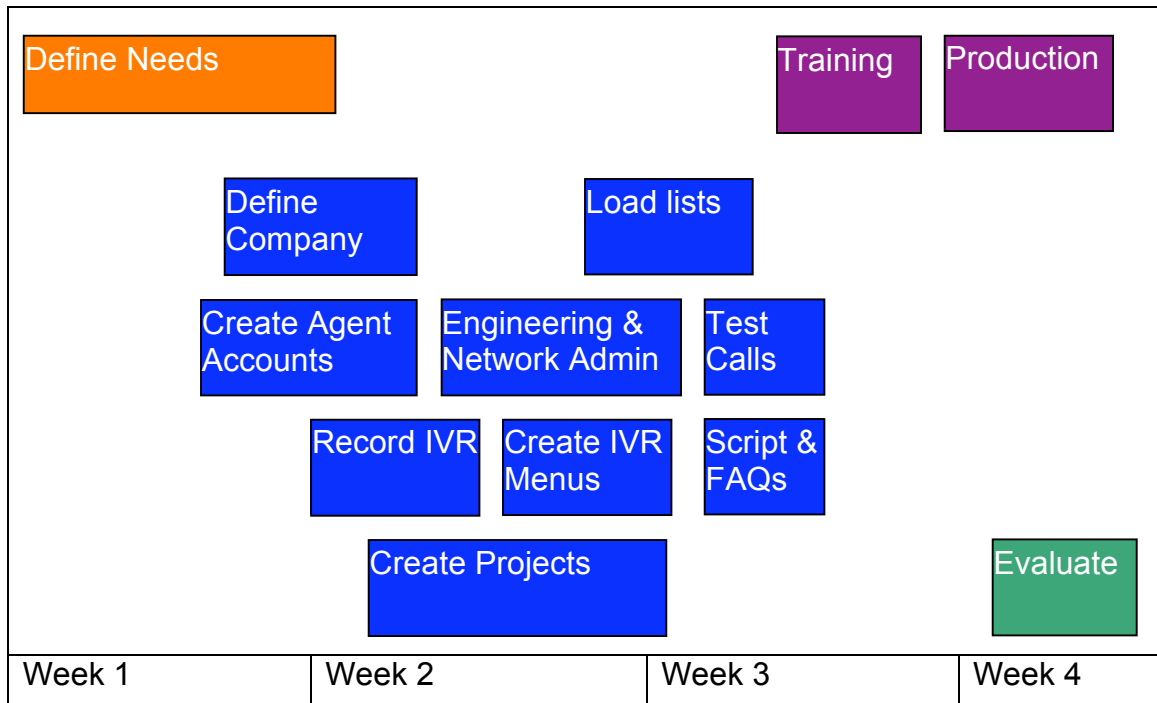
- IP phones for agents using RJ45 connection type using H.323 or SIP

** SEE APPENDIX

Timeline and Customer Responsibility

Depending on the complexity of the deployment, some lead-time will be needed to manage the delivery of service. Promero's current process relies on some customer responsibility to deliver what is envisioned.

The following chart depicts the typical time lines for a 50 -100 seat call center. Assuming that customer responsibilities are met, the turn around is 22 working days.



Key:

- Definition
- Development
- Execution
- Evaluation

An expedite can reduce the timeline by 5 business days however an additional charge may result.

Estimation of required resources

Based on the typical contact center deployment, the following table represents a good faith estimate of resources needed prior to taking production calls. These estimates are based on a 100-seat deployment with skills based routing for all communications mediums.

Description	Resource	Effort
Define agents workgroups, skills, priority and schedules.	Call Center Ops	8 hours
Design IVR menus. This will allow for the recording of professional and helpful menu and prompts that customers experience when using the telephony system	Call Center Ops	4 hours
Define business rules and process. This will allow for a complete understanding of workflow and procedures and their operational effect.	Project Team	4 Hours
Infrastructure and network design. The environment in which the VCC will operate must conform to certain minimum standards for proper operation. This will allow the IT team to ascertain any necessary changes that may be needed for workstations, LAN, WAN, Bandwidth and firewall.	IT	8 hours
Infrastructure and network engineering. As a result of the design, there may be certain updates that are needed such as assuring that proper bandwidth is in place or ordered for delivery corresponding with project timelines.	IT	16 hours
Checkpoints and meetings. These meetings will be to assure that the project deliverable are being met and tasks are completed as planned.	Project Team	8 hours

Training Requirements

Training is a prerequisite to the deployment of the ProStar VCC. Training options include training on premises at Promero, training via conference call and training at the customer location (additional fee for on site instructor and T&E).

Initial training is designed for managers and trainers, who will conduct end-user training. This train-the-trainer class provides broad information and allows for the customer to tailor his user training according to his specific business needs.

Documentation will be provided for attendees of the train-the-trainer class. A soft copy of the documentation is available for end-user training.

The basic train-the-trainer class is an 8-hour class covering the syllabus below:

Interaction Manager – 3 hours – Prerequisite -> None

1. Getting Started
 - Logging into the VCC
 - Agent Configuration
 - Basic Navigation
2. Call Control
 - Inbound calls
 - Outbound calls
 - Transfers, Hold, Conference
 - Voicemail and Email
 - Scripts
3. Contact and History
 - Adding and Editing Contact Information
 - Assigning interactions to a contact
 - Contact History
4. Predictive and Preview Dialing
 - Preview dialing
 - Predictive dialing
5. Chat interactions
6. ACD Chat
7. URL Library
8. Collaboration

Supervision Manager – 2 hours – Prerequisite -> Interaction Manager

1. Getting Started
 - Supervisor Alerts
 - Queues
2. Supervisor functions
 - Agent monitoring
 - Remote logout
 - Recording calls
 - Sending messages to an agent
 - Workgroup statuses
 - Interaction statuses
 - Reviewing Recordings
3. Real-time Statistics
 - Preview statistics
 - Predictive Statistics
4. Reports

Administration Manager – 3 hours – Prerequisite -> Interaction Manager

1. Company Definition
 - Skills
 - Agents
 - Workgroups
 - URLs
 - Project Menus
 - Projects
 - Phone
 - Chat
 - Email
 - Web Callback
 - Predictive
 - Preview
2. Libraries
 - Agent Status
 - Outcomes
 - Prompts
 - Intelligent Email and Chat
 - SMTP and POP3 setup
3. Reports
 - Creating Reports
 - Viewing Reports

Installation Checklist

- Training**
- Agent log ins**
- Projects set up**
- Workgroups set up**
- Schedules**
- List loaded**
- Scripts loaded**
- FAQs loaded**
- Java client installed on all PCs**
- IVR Recordings**
- IVR Menus**
- Test calls**

PC Requirements

CPU

- Recommended - 700Mhz or higher

RAM

- Recommended – 512 M or greater

Operating System

- Recommended – Windows 2000 SP2
- Recommended – Windows XP

Software

- Internet Explorer 6.0 or higher
- Microsoft Java Virtual Machine

Multimedia PC

Note: This is required only for VOIP delivery to the agent workstation

- Minimum - USB Port
- Minimum - USB Headset adaptor/headset
- Or
- Recommended – Dull Duplex Sound Card
- Recommended – High Quality Headset such as GN Netcom or Plantronics

Responsible Organization (RESP ORG)

In order to achieve “ring to” into the Virtual Call Center, customers must complete the attached RESP ORG form, which will transfer the responsibility of the existing Toll Free Number(s) to Promero, Inc. Upon termination of any agreement with Promero, the Toll Free Number(s) will be transferred back to the customer.

CUSTOMER INFORMATION	
Company Name: _____	Account No: _____
Requested Start of Service Date: _____	Order Date: _____
Type of Change: <input checked="" type="checkbox"/> Port Number <input type="checkbox"/> Add New Toll Free	
Toll Free Prefix Requested: _____	

Toll Free Number	Current RESPORG ID	Ring to Number	Area of Service	New or Port	Swi or Ded
			<input type="checkbox"/> 48 <input type="checkbox"/> 50 <input type="checkbox"/> Canada <input type="checkbox"/> International	<input type="checkbox"/> New <input type="checkbox"/> Port	<input type="checkbox"/> Switched <input type="checkbox"/> Dedicated
			<input type="checkbox"/> 48 <input type="checkbox"/> 50 <input type="checkbox"/> Canada <input type="checkbox"/> International	<input type="checkbox"/> New <input type="checkbox"/> Port	<input type="checkbox"/> Switched <input type="checkbox"/> Dedicated
			<input type="checkbox"/> 48 <input type="checkbox"/> 50 <input type="checkbox"/> Canada <input type="checkbox"/> International	<input type="checkbox"/> New <input type="checkbox"/> Port	<input type="checkbox"/> Switched <input type="checkbox"/> Dedicated
			<input type="checkbox"/> 48 <input type="checkbox"/> 50 <input type="checkbox"/> Canada <input type="checkbox"/> International	<input type="checkbox"/> New <input type="checkbox"/> Port	<input type="checkbox"/> Switched <input type="checkbox"/> Dedicated
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			<input type="checkbox"/> 48 <input type="checkbox"/> 50 <input type="checkbox"/> Canada <input type="checkbox"/> International	<input type="checkbox"/> New <input type="checkbox"/> Port	<input type="checkbox"/> Switched <input type="checkbox"/> Dedicated
			<input type="checkbox"/> 48 <input type="checkbox"/> 50 <input type="checkbox"/> Canada <input type="checkbox"/> International	<input type="checkbox"/> New <input type="checkbox"/> Port	<input type="checkbox"/> Switched <input type="checkbox"/> Dedicated
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			<input type="checkbox"/> 48 <input type="checkbox"/> 50 <input type="checkbox"/> Canada <input type="checkbox"/> International	<input type="checkbox"/> New <input type="checkbox"/> Port	<input type="checkbox"/> Switched <input type="checkbox"/> Dedicated

Customer Authorization

I hereby designate USA Digital Communications, Inc. to act as the Responsible Organization (RESP ORG) for the toll free numbers listed above. I further authorize USA Digital Communications, Inc. to act as my agent in facilitating the transfer of the toll free number(s) from the current Responsible Organization (RESP ORG) to USA Digital Communications, Inc.

_____ Signature date

Company Name: <i>(as listed on the billing invoice)</i>		
Contact:		
Title:		
Service Address:		
City:	State:	Zip:
Phone Number:	Fax Number:	