



CMX

Communication Server



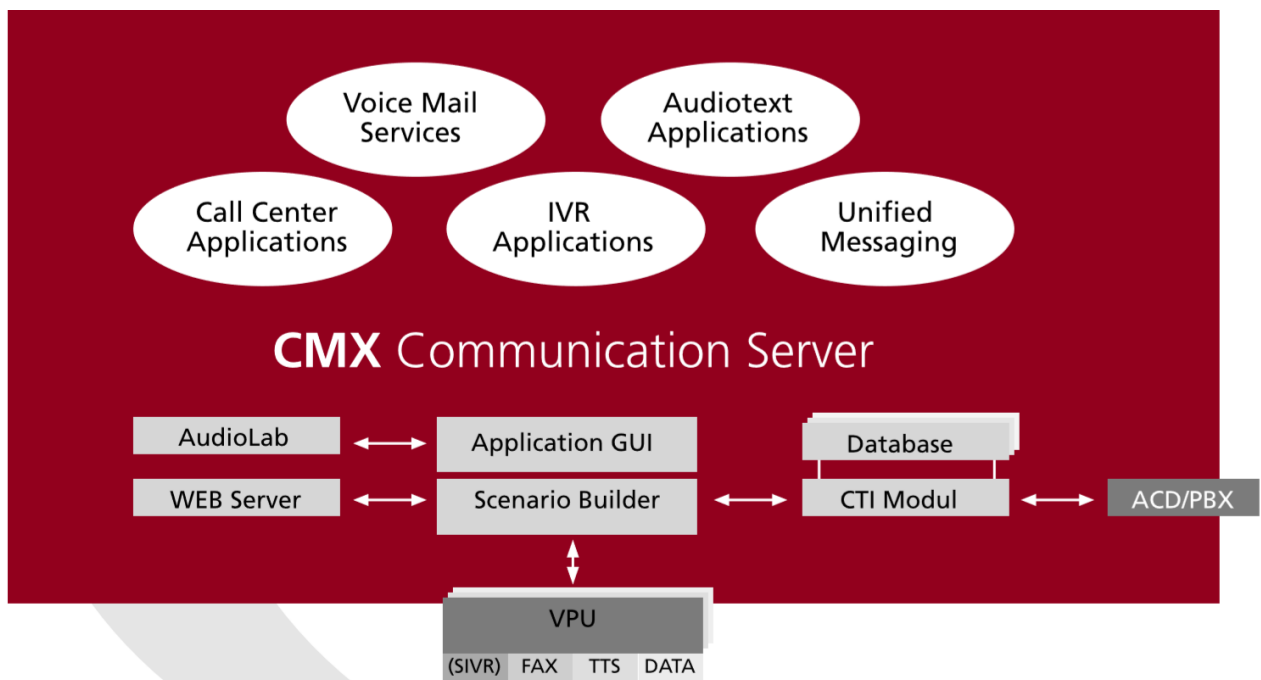
CMX Communication Server

Our self-developed CMX (communication server) is an easy to use, intelligent phone call and speech processing system. It can be combined with our AMX (alarm server) - a cost-saving synergy effect. The modular communication server features a high level of quality and an excellent cost-performance ratio. Every option builds a closed entity and optimizes everyday business.

The CMX is a multi-purpose call manager that automates and rationalizes phone traffic.

CMX Voice Mail (basic system)

- Personal welcome message which is recordable and configurable by phone
- Automatic call forwarding to the mailbox if occupied or not available
- Automatic displaying of new incoming messages
- Activation and deactivation of the mailbox
- Remote inquiry, remote activation, remote recording
- Password protection (PIN)
- Daytime, overnight and holiday announcements
- Multi language (english, german, french, italian)
- Eight different welcome message per box by default with or without representatives
- 2 up to 180 lines per system
- The message length and a message limit per mailbox can be set if required
- Remote maintenance and configuration modification without operation interrupt
- Notification by a phone call



CMX Voice Mail (options) Browser Interface

- System administration over network (intranet / internet)
- Users can listen to all the messages from the local network or via internet / intranet with a multimedia PC
- Different personal welcome messages can be activated / deactivated via the browser.

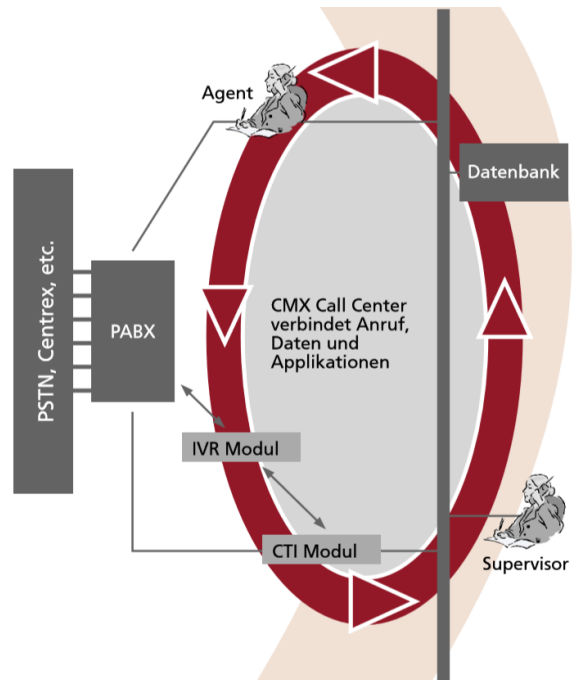
Notification for new messages

- Pager
- Short Message Service (SMS)
- Email (integration Microsoft Exchange)

CMX optional modules

- Hotel Voicemail – with integration of the Hotel Check-In System
- Audiotext – Inquiry of preconfigured speech messages (with menu selection)
- Auto Attendant – Automated call acceptance and forwarding over menu selection
- Interactive Voice Response (IVR) – Insertions and queries on different databases via phone
- Fax On Demand – Inquiry of fax messages via phone with menu selection
- Text-To-Speech – Text will be transformed to speech
- Unified Messaging – Combination of standard VoiceMail, Browser Interface and Text-to-Speech

CMX Call Center



- Free workplace selection for in-house and external agents (home agents)
- VIPs are given higher priority service
- Ad hoc greeting depending on the situation (hotline services offer notification on existing malfunctions, thereby relieving the agents)
- On-hold advertising or position information
- Skill-based routing (depending on their personal skills, agents can handle several services simultaneously)
- Time-controlled call routing (day / night / waiting / overload)
- Call routing among agents of similar value can be determined per service according to the following rules:
 - Max. idle time since last call
 - Min. number of calls
 - Min. call duration over the entire time agent is active
 - Min. average call duration per call

Supervisor Monitor

The Supervisor Monitor allows online observation / control of the call centers performance parameters and provides a complete overview of lost calls (including call-back list). The following parameters are visualized per service and agent:

- Agent state
- Number of calls waiting
- Number of calls served
- Number of calls not answered
- Number of calls aborted by customer
- Number of calls switched
- Total call duration
- Average call duration

Agent Monitor

The Agent Monitor is the configuration and information tool at the agents desk. It provides information about the upcoming calls like desired service, VIP, waiting calls, agent state messages, etc. All the features are activated using the GUI (log on, log off, break, answer call, forward call, call-back, etc.).

Record of a conversation / listen in

To make it possible to continuously improve and adapt customer service, record of a conversation between customer and agent and listen in for ongoing calls by the supervisors is supported. The record of a conversation will be started automatically according to predefined parameters:

- Caller ID (CLIP, VIP, IVR, etc.)
- Agent assignment
- Call date, call time, call duration

Statistics / reporting

Data will be processed per service and agent as follows (per hour, day, week, month):

- Number of calls assigned
- Number of calls served
- Number of calls lost
- Average call duration
- Total call duration
- Total working hours

Technical integration

- Connection to the public network – integration of SS7, R1, R2 protocols
- Connection to all well-established private branch exchange – analog, BRI, PRI, RS232, TCP / IP (SIP / RTC)
- Database connections – AS400, Oracle, MS-SQL, MySQL, Sybase, DB / 2, Informix, Xbase, etc.