

Creating a new world  
of IPportunities



Composit Contact Pro

**Because every call counts...**

# Perfect Call Center Management

**C**omposit Contact Pro (CCP) is a Management Information System that helps you meet the challenges of managing your call center with advanced Coral ACD capabilities for centralized or distributed sites. It provides all the information required for good real time management as well as for future planning, based on statistical analysis of trends and patterns over a period of time. Composit Contact Pro offers:

- **Web-based historical reports** – efficient management tool for call center optimization utilizing the world-leading Business Objects reporting tool
- **Advanced monitor** – smart, at a glance decision-making tool providing Supervisors with all the real-time information needed for effectively responding to dynamic changes to traffic and resource allocation
- **Centralized Administration** – configuration tool allowing Managers to calibrate statistical information to meet their business goals

As part of the Composit family of products, Composit Contact Pro enables further optimization of your call center by introducing a full range of contact center solutions.

## ▶ Complete Call Center Control



## First-rate service every time

When customers call, they expect superior service every time. Whether making reservations, placing orders, processing claims, or seeking information, callers expect to be routed to someone who can fulfill their requests in the shortest time possible. If your call center can't deliver, your customers will find one that will.

With Composit Contact Pro's reporting, forecasting, and performance measurement capabilities you can maximize agent productivity, plan efficiently for future operations, and ensure customers keep coming back. Composit Contact Pro provides all the quick response and consistent service you need to stay ahead of the competition.

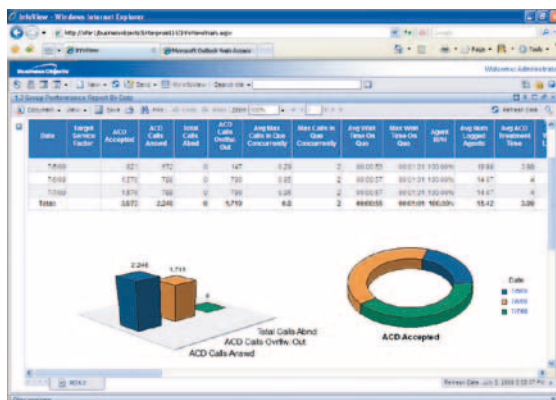
# Call Center Solutions

## Optimize your enterprise

With the availability of clear, focused information required to measure the call center activity, Managers have the necessary data to ensure a positive customer experience while improving performance and reducing operational costs, including:

- Performance and activity of Agents and groups
- Call distribution and traffic statistics
- Staff planning
- Call results
- Abandoned calls

Based on the Composit Contact Pro web-based historical reports, Managers can easily analyze trends and patterns over a period of time and use that information for future planning and following up on the expected results.

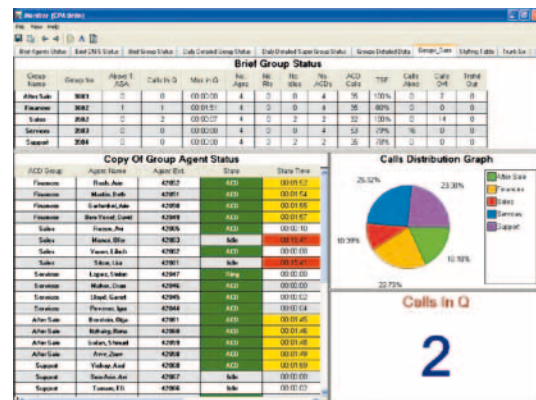


## Real time control all the time

By being exposed to the relevant information required for good decision-making, Supervisors are in a position to see a complete picture of the Call Center status, including:

- Calls and average call time in queue
- Available Agents in relation to the TSF (Target Service Factor)
- Agents on private calls
- Deviations from the TSF
- Average time before abandonment

Based on the smart at-a-glance monitoring tool that emphasizes exceptions, allows for the filtering of relevant information, and displays data in multiple formats, Supervisors can dynamically respond to changing call center traffic and resource availability, address unexpected problems, and verify results.



## Productive agents impact customer satisfaction

By constantly tracking/comparing individual/group productivity and performance, Composit Contact Pro helps Agents stay on top of their game, ensuring customer requests are fulfilled in the shortest time possible, including:

- Calls handled per hour
- Call rate per hour
- Average answer speed
- Calls received but not answered
- Call handling time
- Calls with nonstandard call duration
- Private calls by Agents
- Agent status
- Long talk time alerts



## Offices across the country, satisfaction across the board

Whether your organization's departments are in one office building or geographically dispersed, Composit Contact Pro provides a solution that ensures a positive customer experience all around.

When all locations are tied together over the same network, a central Nodal Control Point (NCP) allows Managers to analyze enterprise-wide call center information and compare performance across all sites.

## Grows with Your needs

Adding the Composit IVR module to the package reduces expenses and increases customer satisfaction by providing them with access to profile-targeted information and self-services without having to involve service representatives.

And when your business demands additional functionality such as Dialer, advanced skilled-based routing, CRM integration, Multimedia queue and more, a smooth and cost-effective migration path is ensured with Composit Contact Center Express and Composit Contact Center Pro.



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