



## **Tadiran Telecom Launches Next Generation Call Center Solution - Composit Contact Pro (CCP)**

Petach Tikva, Israel – August 6, 2009 - Tadiran Telecom, a leading global IP business telephony and communications supplier, today announced the EMEA and APAC launch of the Composit Contact Pro (CCP), its next generation call center management solution for the Coral ACD call center. CCP is IP based and includes among its features real time monitoring and historical reports, which are designed to maximize Service Representative's productivity, enhance the customers' experience and improve overall service and efficiency. The CCP is the newest member of Tadiran's wide range of call and contact center solutions.

Once deployed, system supervisors are able use the CCP to monitor call quality and service in real-time with call center status information like: Number of calls and average wait time in queue, available agents in relation to the TSF (Target Service Factor), talk/handling time, agents on private calls, deviations from the TSF and average time before abandonment.

CCP system managers can oversee performance and adherence to cost objectives by monitoring features such as the performance and activity of agents and groups, call distribution and traffic statistics as well as call results. Managers can also utilize web based historical reports (Business Object world-leading reporting tool) to analyze trends and patterns over a defined period of time, and use the information for strategic planning and follow up to ensure a positive customer experience.

"The CCP system is an advanced, next generation call center management solution, based on Tadiran's years of experience as a global market leader," said Shmuel Golan, Acting Vice President of Sales & Marketing. "Improved efficiency and service has long been the cornerstone of the call center management market, and the CCP system addresses the changing needs of organizations in today's competitive markets."

The CCP system will replace the legacy MIS system.

### **About Tadiran Telecom**

Tadiran Telecom® is an established global leader, innovator, and supplier of IP business telephony and telecommunications solutions. For over 40 years, Tadiran has been serving businesses of all sizes, including some of the world's largest companies and organizations in various market segments across 41 countries worldwide. Featuring a comprehensive family of products including IP PBXs, Softswitches, Contact Centers, IP

phones, as well as Mobility and Desktop solutions, Tadiran strives to increase environmental awareness in the telecom market while utilizing "green technology" in its products. For more information, visit [www.tadirantele.com](http://www.tadirantele.com).