MAXIMUM
productivity
MINIMUM
cost

NEOX
STL Product

Its time you revive
Your Customer's Experience

Neox Dial Centre Solution is a part of Contact Center solution that unites Outbound, Inbound and Blended voice processes. In addition, Neox Dial Centre delivers Interactive Voice Response (IVR), Recording, Quality Management, Comprehensive Reporting and Administrative Capabilities. Neox Dial Centre Solution helps customer service and support operators, inside sales people, telemarketers, collections agents and other phone-based teams to increase sales, save money and improve customer satisfaction. The solution automates the call center processes allowing you to focus more on running your business and keeping your customers completely satisfied.

DIAL CENTRE

Inbound Process - Automatic Call Distribution (ACD)

ACD allows contact centers to answer calls as they enter the contact center, play some Welcome Message and intelligently route them to available agents based on the dialed number (DNIS), calling party identification (ANI), Agent Selection Algorithm or customized business rules. Inbound Agents can participate simultaneously in Outbound dialing to provide Blended support. Sequential, Round Robin (Circular agent selection), Skill Based Routing, Random & Most Idle are few of the components of ACD.

Outbound Process – Manual/Auto/Preview/Predictive Dialer

Outbound Service utilizes multiple Predictive, Preview, Progressive and Manual dialing options to manage pacing and compliance with legal regulations. Outbound Service operates a variety of campaign and list management strategies and ensures accurate voice & fax. In addition, Outbound Service also provides Do Not Call List Management, Time Zone Management and Scheduled Callback.

Automated Voice Blaster

Voice Blaster is an automated outbound voice messaging service that delivers pre recorded voice messages for voice notifications, alerts and reminder messages. When Neox Dial Centre Blasts voice calls, the subscriber can simply leave a message by recording their voice answers, asking or can ask for a response or by transferring them to a live Agent or Operator. Your pre recorded voice message can be blasted to thousands of phones simultaneously (depending on your PRI/SIP channels) without any human intervention.

Key Highlights

› Low-cost method for mass calling
› Send reminders, notifications, alerts
› Customized customer lead management
› Uses Ms Excel Contact Lists
› Easy call recording
› Interface with Third Party CRM System
› Detailed custom reports and statistics

Product Highlights

Interactive Voice Response (IVR) Server

Customer service must be available 7x24x365 to accommodate today's always-on, connected & tech-savvy customers. Without the ability to handle customer requests after hours, or when live agents are busy assisting other customers, service levels would surely plummet.

Neox IVR technology helps to automate the process of customer interaction by enabling customers to serve themselves; it interacts with callers, gathers information & routes calls to the appropriate recipient.

Neox IVR Server can seamlessly integrate with Online Charging System (OCS) & Payment Gateway.

Auto Call Distribution

Neox Automatic Call Distribution is a robust system, allowing you to distribute queued calls equally, round robin, longest idle — a different style for each & every call center need! With automatic call distribution, you can instantly manage all the important configurations of each call queue within your system while also tracking an array of beneficial queue statistics on the performance of both individual agents & each individual queue.

Call Recording

Neox Call Recording helps in; recording communication between agent & customer through multiple algorithms i.e. Record all or specific calls either passively or on demand. With the help of this, facility managers are able to easily identify frequently reported issues & take necessary actions on the same.

Call Monitoring

Call Monitoring is a feature that provides authorized users the ability to listen in on calls, & also "barge" into the call to help facilitate a discussion. This secure feature ensures that only approved users can monitor calls on their company's account.

Administrators can also track call monitoring behavior to ensure that the system is being used appropriately.

Comprehensive Reporting

Neox very well understands the importance of reports & provides variety of comprehensive reports. Neox's flexible reporting can be customized as per organizational needs i.e. agent wise, campaign wise etc. Neox provides detailed reports of agent performance, agent activity, abandon and connected call detailed report, call distribution report and a lot more.

Managerial Dashboard

Manager dashboard is a specialized feature designed & developed specially for call centers which helps in managing & monitoring daily/monthly activities, agents, complains or tasks with a click of a button (inbuilt CTI). The dashboard displays all frequently visited menus & enables each user to see the data they have access to in a simplified & comprehensive format. The dashboard provides updated status of all agents who are online. Whenever team members enter information, the Dashboard updates automatically to provide an up-to-date view of the current complains of the caller, while it's happening. The dashboard also provides managers with the functionality to disconnect any live call and logout any live agent with just a click of a button.

Customized GUI

Neox is a flexible product which facilitates you to add your company logo in the user interface. With the help of this facility, you can give a personalized touch to your user interface.

Skill-based routing & Most Idle

Skill-based routing & most idle are components of ACD. Skill based routing directs incoming inquiries to call center agents with the highest skill level to handle that interaction. Most Idle Agent routing is a load balancing mechanism in which the agent who has been idle the longest will get the call automatically

Administer Call Disposition Status

Through the use of Disposition Status, you can assign status to calls for that campaign i.e. whether the call was: answered, sale was made; call was from DNC list, customer not interested, or customer not reachable etc. All the disposition statuses can be customized as per organizational needs

CRM Integration

It simplifies agent customer interaction and helps businesses increase productivity, reduce cost of customer acquisition & provide Superior customer support.

Agents can manage, maintain and update unified customer contact history. It also provides screen pop-up with customer information available to the agent prior to call connection with the customer. Neox CRM lists all relevant fields to the agent so that the customer can be serviced in the fastest possible time span. The agent can transfer the call to another party, put the caller on hold and dispose the call accordingly. Customer also has the option to integrate their existing CRM with Neox through API/Web services.
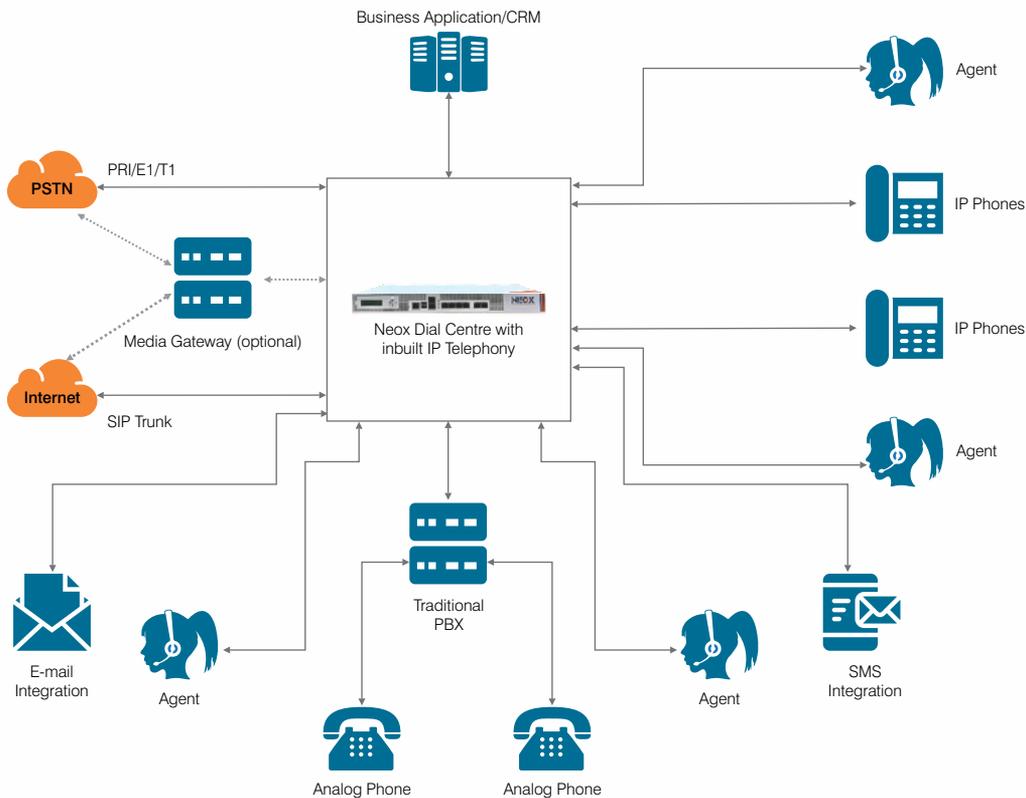
Customer Call Back Scheduling

Waiting for an agent to become available is one of the biggest causes of caller dissatisfaction and managing staffing in-line with demand is one of the biggest challenges for contact centre managers. Call Back Manager increases customer satisfaction by offering the caller - call back option. Agents can call back the customer at time specified by them. The result is reduced contact centre staffing by smoothing demand.

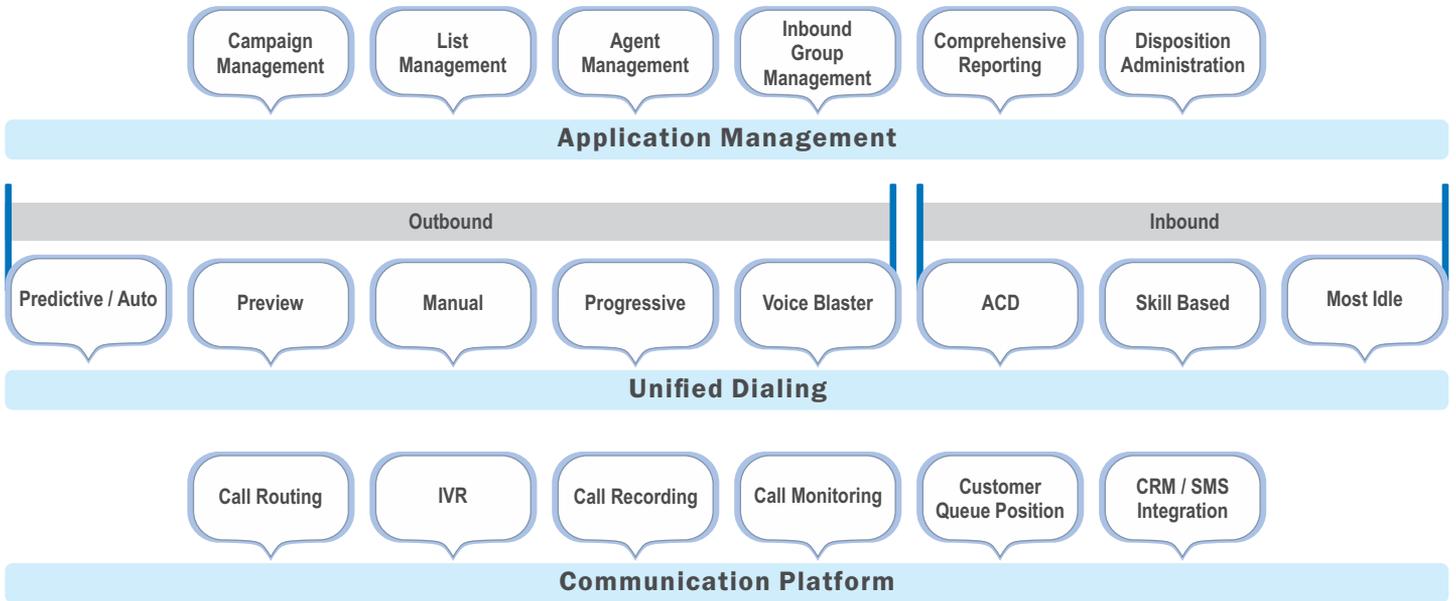## Real Time Queue Position Statistics

With Neox Contact Centre Solution the caller will get live queue statistics i.e. their approx waiting time, No. in Queue; thereby giving the caller complete control on the waiting time. If required the company can play customized IVR (advertisement) or give the caller an option of Agent Call Back.

Key Features

- Quality Monitoring
- Preview/Progressive Dialer
- Automatic/Predictive Dialer
- Inbound ACD
- Call Recording
- Do Not Call
- Comprehensive Reporting
- CRM Integration
- Automated Voice Blaster

Dial Centre Deployment

Business Application/CRM

PRI/E1/T1

PSTN

Media Gateway (optional)

Internet

SIP Trunk

Neox Dial Centre with inbuilt IP Telephony

Agent

IP Phones

IP Phones

Agent

E-mail Integration

Agent

Traditional PBX

Analog Phone

Analog Phone

Agent

SMS Integration

Neox Dial Centre Architecture

Campaign Management	List Management	Agent Management	Inbound Group Management	Comprehensive Reporting	Disposition Administration

Application Management

Outbound

Predictive / Auto	Preview	Manual	Progressive	Voice Blaster

Inbound

ACD	Skill Based	Most Idle

Unified Dialing

Call Routing	IVR	Call Recording	Call Monitoring	Customer Queue Position	CRM / SMS Integration

Communication Platform

Dial Centre Screens

Features

- Inbound, Outbound and Blended Voice Process
- Interactive/Dynamic Voice Blaster
- Outbound Calling Modes: Predictive, Preview, Progressive and Manual
- Do Not Call List Management
- Alternate No. Dialling Support
- Real Time and Flexible Historic Reporting with advance filters in tabular or graphical formats downloadable in PDF or CSV
- Priority on Incoming & Outgoing Calls
- Passive and On-Demand Call Recording
- Call Monitoring
- Call Barge-In
- Call Conference
- Call Parking
- Managerial Dashboard
- IVR and ACD designing via GUI
- Queue Position/Queue Wait
- Inbuilt Customizable Customer Lead Management CRM
- Callback Scheduling
- Supervisors can add/delete/modify announcements
- Softphone compatibility with 3.5mm jack based headset and USB/BT Headset

- Call Transfer
- Skill Based Routing
- Most Idle
- Campaign and List Management
- 3rd Party CRM and Business Application Integration via API / Web Service and Screen Pop-up
- Multi-level IVR Call Routing
- Advanced Desktop Scripting with Screen Pop-Ups for Call Guides
- DNIS Routing
- Campaign wise Music On Hold
- Miss Call to Call Back
- Time Zone Administration
- Disposition Administration
- Logical Partitioning
- SMS Integration
- Email Integration
- Payment Gateway Integration (Optional)
- Remote Agents
- Call Whispering
- Customized Reports
- Simultaneous Caller listening to same announcement on same time

Partial Clientele

STL

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About Sterlite Technologies:

Sterlite Technologies Limited (STL) is a global leader in end-to-end data network solutions.

We design and deploy high-capacity converged fibre and wireless networks. With expertise ranging from optical fibre and cables, hyper-scale network design, and deployment and network software, we are the industry's leading integrated solutions provider for global data networks. We partner with global telecom companies, cloud companies, citizen networks and large enterprises to design, build and manage such cloud-native software-defined networks.

STL has innovation at its core. With intense focus on end-to-end network solutions development, we conduct fundamental research in next-generation network applications at our Centres of Excellence. STL has strong global presence with next-gen optical preform, fibre and cable manufacturing facilities in India, Italy, China and Brazil and two software-development centres.