



AEONIX Contact Center Case Study

City of Lancaster

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GOVERNMENT AND MUNICIPALS

City of Lancaster, PA

In 2007 The City of Lancaster, PA, Water and Sanitation Department sought a contact center solution to help improve customer interactions with the City residents who utilized their services.

The City government had a Nortel system and the cost to add the Nortel Contact Center solution was cost prohibitive. The Tadiran Telecom partner in the Lancaster area, CSESI Inc., resolved the issue by providing the customer with an IPx Office and CCP (Composit Contact Center Pro).

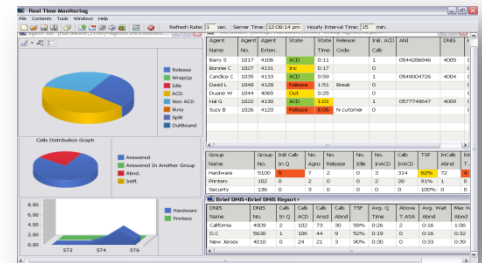
The Water and Sanitation department contact center consists of 25 individuals, 13 agents, 2 Supervisors and 10 other managers and support staff. The Nortel system is connected to the PSTN via a T1/PRI circuit. The IPx system was configured with IP Phones and an 8 port uCMC Voice Mail system.

Aeonix Migration:

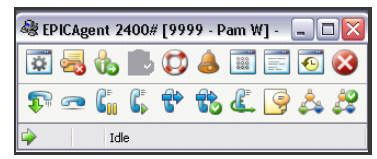
In 2013 CSESI received a request from the Water and Sanitation Department to add time and place in queue messages to the IVR announcements.

To provide this functionality a migration to the Aeonix UCC platform with embedded Aeonix Contact Center (ACC) was installed. The IPx Office was converted to a Wave Gateway for continued connectivity to the PSTN.

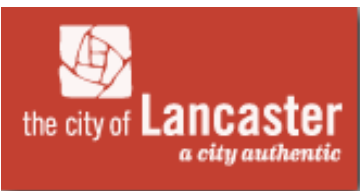
Aeonix UCC provides support for the departments IP Phones, voicemail and contact center. Today the Water and Sanitation Department is using Aeonix with embedded voicemail and contact center. The customer is also using Cradle to Grave reporting. The IPx Office was converted to a Wave gateway and supports the PRI-QNet connection to the Nortel system.



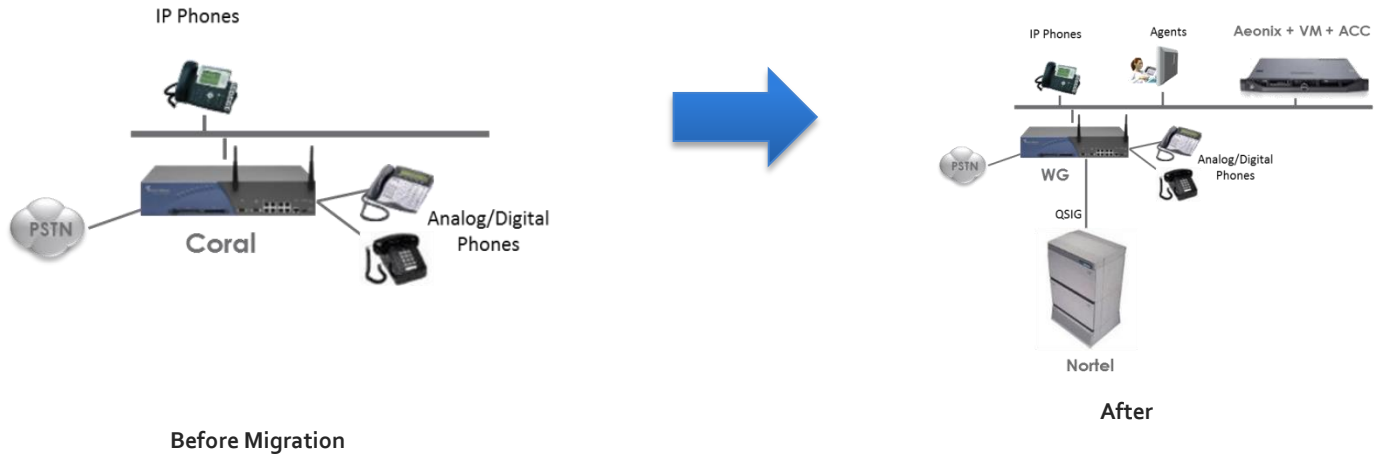
Supervisor Screen



Agent Toolbar



Topology



AEONIX Case Study

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The Aeonix Contact Center offers the Contact Center Administrator several calls routing optimization methods from which to choose.

The system may be configured to route calls by **Caller ID (ANI)** or by the **DNIS** (the phone number which was dialed by a customer). The Routing of voice calls based on Caller IDs is defined in the customer database records.

Also, the system is designed to manage the routing of calls by agent's skills. The system will evaluate the skill required by a specific call and try to route the call to the most appropriate available agent.

A priority based routing is performed when a priority level is assigned to a caller and it is defined in the customer database records. Callers with higher priority will be answered first. Routing and Contact Center activities may be also configured with different behavior based on pre-defined call centers schedules.

Aeonix Contact Center (ACC) detailed historical, real time and cradle to grave reporting allow organizations to easily, and quickly measure contact center resources and to adjust to changing business demands. The ACC integrates seamlessly with customer CRM solutions and can easily blend inbound and outbound calls to manage sales campaigns and customer order processing. Aeonix Contact Center is recognized by our customers and resellers as the most intuitive, flexible and easy to use contact center in the industry.

About Tadiran

Tadiran Telecom (TTL) L.P. is a privately held partnership, owned by Afcon Holdings Ltd. and part of the Shlomo Group. It is an established global provider of Unified Communications & Collaboration (UC&C), Contact Center, and Control Room solutions, serving businesses of all sizes, including tier-1 organizations in various market segments in 41 countries worldwide. Tadiran solutions feature a comprehensive family of products including UC platforms, IP PBXs, soft switches, contact centers, Dispatch Console, IP phones and mobility and desktop solutions.

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