



HP EPICCenter Contact Center Software for VCX Solutions Series

Data sheet

Product overview

The HP EPICCenter Contact Center Software for VCX Solutions Series lets organizations offer their customers comprehensive multimedia capabilities that enhance contact choices while providing fully managed, auditable communications sessions. The solution easily integrates with business application databases so that contact center agents can view relevant information—including recent business history—while speaking on the phone with a customer. EPICCenter Contact Center software also supports outbound dialing, which allows call responses and call initiation by agents. It also helps contact center managers enhance agent time and contact center use by proactively placing calls for campaigns or follow-up communications. The base package includes EPICCenter Engine for establishing call-routing rules, EPICCenter Administration for creating contact center profiles and parameters, and EPICCenter Visor for supervising the center and generating management information.

Key features

- Intelligent routing capabilities
- Improved customer service and lower costs
- Extended value for inbound and outbound activities
- Enhanced communications with multimedia options
- Increased contact center control



Features and benefits

Management

- **Expanded management flexibility for remote workers:** allows a supervisor to activate a station from a remote location, either through the WAN or the Internet, so that managers can work from home or from alternate office locations; remote management also lets consultants enter the system to monitor the organization's work
- **Increased contact center control:** EPICCenter Visor software enables real-time supervising, historical reports, and remote supervision to increase efficiency and improve the level of service provided to customers and prospects; the real-time supervision module provides a dashboard style view of the real-time status of the contact center (see technical features for more details)
- **Real-time status of contact center:** includes Contact Load Analysis; ANI and DNIS analysis; sliding window interval reports; trunk activities; distinguished ACD and non-ACD calls; distinguished outbound and inbound calls; calls-in queue statistics; wrap-up time information; and threshold reports

Additional information

- **Lower costs, increased revenue per agent:** using supervisory monitoring as a training tool, agents can be taught as they work. Relevant learning experiences decrease training time and increase effectiveness. In addition, statistics culled from real-time data produce actionable intelligence, helping managers better deploy agents, removing or adding them to a shift as needed. Hold times are also reduced leading to increased call completions, and by extension, higher captured revenue.

Technical features

- **Intelligent routing capabilities:** EPIC Engine software uses information from initial caller contact to help ensure calls are handled by an agent best able to respond to a customer's needs; an easy-to-use GUI interface is available to configure routing rules and priorities designed to provide the best use of available resources while improving customer service

• Intelligent statistical routing:

- **Overflows:** expand routing options when predicted waiting time exceeds a predefined threshold (multiple overflows)
 - **Alternative destinations:** routes calls to an alternative destination (e.g., IVR, VM) if predicted wait time exceeds predefined thresholds (interflow functionality)
 - **Call handling:** provides call handling by the group that can deliver the fastest service
 - **Target Service Factor (TSF):** routes to an available agent belonging to the group with the lowest TSF
- **Real-time status of contact center:** includes Contact Load Analysis, ANI and DNIS analysis, sliding window interval reports, trunk activities, distinguished ACD and non-ACD calls, distinguished outbound and inbound calls, calls-in queue statistics, wrap-up time information, and threshold reports
 - **Real-time reports for contact center control:** can be saved as public documents (available to any supervisor) or private documents (available only to the supervisor who created the report)
 - **Historical reports for contact center control:** allow strategic analysis of the business and can be customized to provide records relating to almost any activity; an extensive set of available templates can be sorted by different fields, and an easy-to-use report editor enables bespoke graphical or tabular reports; sample reports include abandoned call reports with caller ID, email messaging reports, agent activity logs, group/super group performance reports, and wrap-up reports
 - **Equal call load:** provides statistical routing to the available agent whose ratio of calls answered/log-in time is the lowest among all the available agents (Agent Performance); this method helps ensure that equal call load between all agents' Calls in Queue
 - **Routing decision criteria:** EPICCenter software uses statistical routing methods, but the resulting routing decisions are determined by skill groups; ANI and DNIS information supplied with the call from a central office; information retrieved from an IVR, website, or external database; and prioritizing calls based on previous interactions so that they are handled by the specific agent or group that previously assisted the customer

Services

- **Enhanced customer service:**

- **IVR system portal:** lets automated voice prompts/menus and caller input be used to define the requirements of incoming calls, retrieve data from an external database, and provide voice messages to callers waiting in queue and call back
- **Options to ease caller waiting:** provide options, including announcement of the predicted wait time, music or organization-relevant announcements, or option via IVR to request a call back from an agent

- **Call backs:**

- **IVR call back:** to help the contact center improve its services without increasing the number of agents, it can return calls based on IVR information captured from a caller in a queue that requests a return call at a particular time
- **Web call back:** allows business transactions to be completed that cannot be finalized on the Web (such as payment); agents respond to a telephone number and preferred contact time message provided by customers who use the “Call Me” button on a website

User productivity

- **Increased agent productivity:** HP EPICCenter Agent provides contact center workers with an intuitive, Windows®-based on-screen toolbar that can be customized by an administrator to include the most frequently used features; because minimal screen space is required by the application, agents can simultaneously view multiple PC applications, including tools such as CRM applications that are native to the contact center
- **Increased agent desktop productivity:** allows agents to easily continue performing logins/logouts and release and resume functions directly from their PC desktops while the toolbar is active and visible. HP Agent Board software (standard with the EPICCenter base package) enables real-time messages to be displayed on a PC screen so that agents can gather vital statistics with ease

Voice functionality

- **Extended value with inbound and outbound activities:** EPICCenter software also supports blended routing that lets agents generate outbound calls to contacts
- **Agent outbound calling:**
 - **Response to abandoned calls:** the EPICCenter system automatically returns calls based on unidentified abandoned calls
 - **Automatic dialing from customer lists:** to expedite contacts, the software automatically generates calls according to a database-generated customer list and connects them to an agent for handling

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Specifications



HP EPIC 10-10-1 Base VCX Software Package (JE261A)



HP EPIC 10-1 Base Upgrade VCX Software (JE270A)

Notes	<p>The EPICCenter Contact Center base package bundle provides comprehensive voice routing and management system controls. It monitors and reports contact center interactions, as well as call distribution and call handling activities.</p> <ul style="list-style-type: none">• Included in the base package is EPIC Engine software, 2 Sybase SQL licenses, 10 Inbound Voice agent licenses, 10 IVR port licenses, and 1 EPICCenter Visor license.• Requires the purchase of a separate Windows 2000- or 2003-based server. The package ships with 1 server and 1 supervisor USB dongle.	<p>The EPICCenter Contact Center base package upgrade provides an upgrade from the eXchange Contact Center base package to the EPICCenter Contact Center base package.</p> <ul style="list-style-type: none">• This includes the EPIC Engine server-based software, 10 Inbound Voice agent licenses, 10 IVR port licenses, and 1 EPIC Visor Supervisor license.
Services	<p>3-Year, 9x5 SW phone support, software updates (UV754E) 3-year, 24x7 SW phone support, software updates (UV755E)</p> <p>Refer to the HP website at www.hp.com/networking/services for details on the service-level descriptions and product numbers. For details about services and response times in your area, please contact your local HP sales office.</p>	<p>3-Year, 9x5 SW phone support, software updates (UV752E) 3-year, 24x7 SW phone support, software updates (UV753E)</p> <p>Refer to the HP website at www.hp.com/networking/services for details on the service-level descriptions and product numbers. For details about services and response times in your area, please contact your local HP sales office.</p>

Specifications (continued)



HP EPIC Agent Set of 5 Upgrade VCX Software (JE269A)



HP EPICCenter for NBX-to-VCX Software Upgrade (JD693A)

Notes	The EPICCenter Contact Center Inbound Voice Agent Upgrade License provides an upgrade for 5 eXchange Inbound Voice Agent Licenses to 5 EPICCenter Inbound Voice Agent Licenses.	The EPICCenter NBX-to-VCX Upgrade License provides an upgrade license from EPICCenter for NBX to EPICCenter for VCX. <ul style="list-style-type: none">• The license is only used when a customer switches from an NBX IPPBX platform to a VCX IPPBX platform and wants to migrate an existing NBX EPICCenter solution to a VCX EPICCenter solution.
Services	3-Year, 9x5 SW phone support, software updates (UV748E) 3-year, 24x7 SW phone support, software updates (UV749E) Refer to the HP website at www.hp.com/networking/services for details on the service-level descriptions and product numbers. For details about services and response times in your area, please contact your local HP sales office.	3-Year, 9x5 SW phone support, software updates (UV738E) 3-year, 24x7 SW phone support, software updates (UV739E) Refer to the HP website at www.hp.com/networking/services for details on the service-level descriptions and product numbers. For details about services and response times in your area, please contact your local HP sales office.

Specifications (continued)

Features

Platforms

Runs on Windows 2000/2003 servers
Supports VCX Enterprise 7.1.14c or later solutions
Supports VCX Connect 7.1.13c or later solutions

Interfaces

SIP-based integration
No media licenses required

Capacity

ACD groups: maximum 256
DNIS: maximum 256
Call attempts per hour: 2000
Calls per hour: 2000

HP EPICCenter Contact Center Software for VCX Solutions Series accessories

License

HP EPIC IVR 4-port VCX License (JE262A)
HP EPICAgent Inbound Voice VCX License (JE263A)
HP EPICAgent Outbound Voice VCX License (JE264A)
HP EPICAgent Email VCX (Set of 5) License (JE265A)
HP EPICAgent Web VCX (Set of 5) License (JE266A)
HP EPICVisor Supervisor VCX License (JE267A)
HP EPICVisor Monitor VCX License (JE268A)

To learn more, visit www.hp.com/networking

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