

## **RIGATTA CALL CENTER – HOSTED SOLUTION**

### DESCRIPTION

RIGATTA HOSTED CALL CENTER is an automated calling system which is hosted on Rigatta servers in a data centre. The system simultaneously calls to list of the persons/targets, which are uploaded into call centre, and automatically connects successful calls to employee/agent(see the example).

In order to minimize agent idle time in between calls on an outbound campaign, the predictive dialler of the calling system "predicts" when the next agent on a campaign will become available based on average call lengths for agents in the active dialling campaign, and then pro actively initiate calls to maximize agent efficiency.

The calling system consists of a server with a Web-interface and employee/agent phones connected to the system. The predictive calling system is connected to the Rigatta telephone network for calling out to national or international telephones.

Employee/agent phones can be connected either with SIP protocol over the Internet (VoIP) or the system can call any employee/agent on any fixed or mobile telephone as soon as a call is connected to a call target.

Each Rigatta client receives a dedicated server with a predefined call channel capacity. The channel capacity defines the maximum number of simultaneous calls.

The system is maintained and administered by Rigatta. The campaign and user configuration is done by the Rigatta client.

### PROVEN SOLUTION

Thousands of installed servers worldwide.

### COST EFFECTIVE

The solution is highly cost-effective.

Cost-savings due to sophisticated predictive automated dialling algorithms which reduce idle time for call-agents to the minimum.

No investments in hardware or support staff. The solution is hosted on Rigatta servers and maintained by Rigatta staff.

Pay-as-you-go. Small set-up costs and low monthly fees for the basic set-up. When additional call-agents are employed capacity can be upgraded instantly.

### CAPACITY REQUIREMENTS

To determine the needed staff levels and number of call channels needed please use the Erlang calculator provided here:

<http://www.erlang.com/calculator/call/>

## GENERAL WORKFLOW

BASIC one-time Installation tasks:

1. SETUP OF PHONES which are used by agents. Each phone has code and password attached. When a user logs into the web-interface he has to specify the phone he is using, so the system knows which logged-in user is associated with which phone.
2. SETUP OF GROUPS
3. SETUP OF USERS - each user gets an individual user name and password, that way individual performance can be tracked.

Tasks for each CAMPAIGN:

1. SETUP of CAMPAIGN
2. ASSOCIATE GROUPS to a CAMPAIGN
3. SETUP of SCRIPTS
4. LOAD LISTS - loading address data into the system.

## DEFINITIONS

CAMPAIGN - the main element, defining the way how the calling is performed (e.g. automatically, manually, etc.). Several simultaneous campaigns can be defined.

USER – the administrator, call-agent have to be set-up in the system and be given individual passwords, that way performance of each individual can be tracked and tasks assigned.

LIST – list of names, address, telephone numbers of persons to be called. A campaign can have several lists. That allows to have one continuous campaign and add continuously new lists with fresh address data.

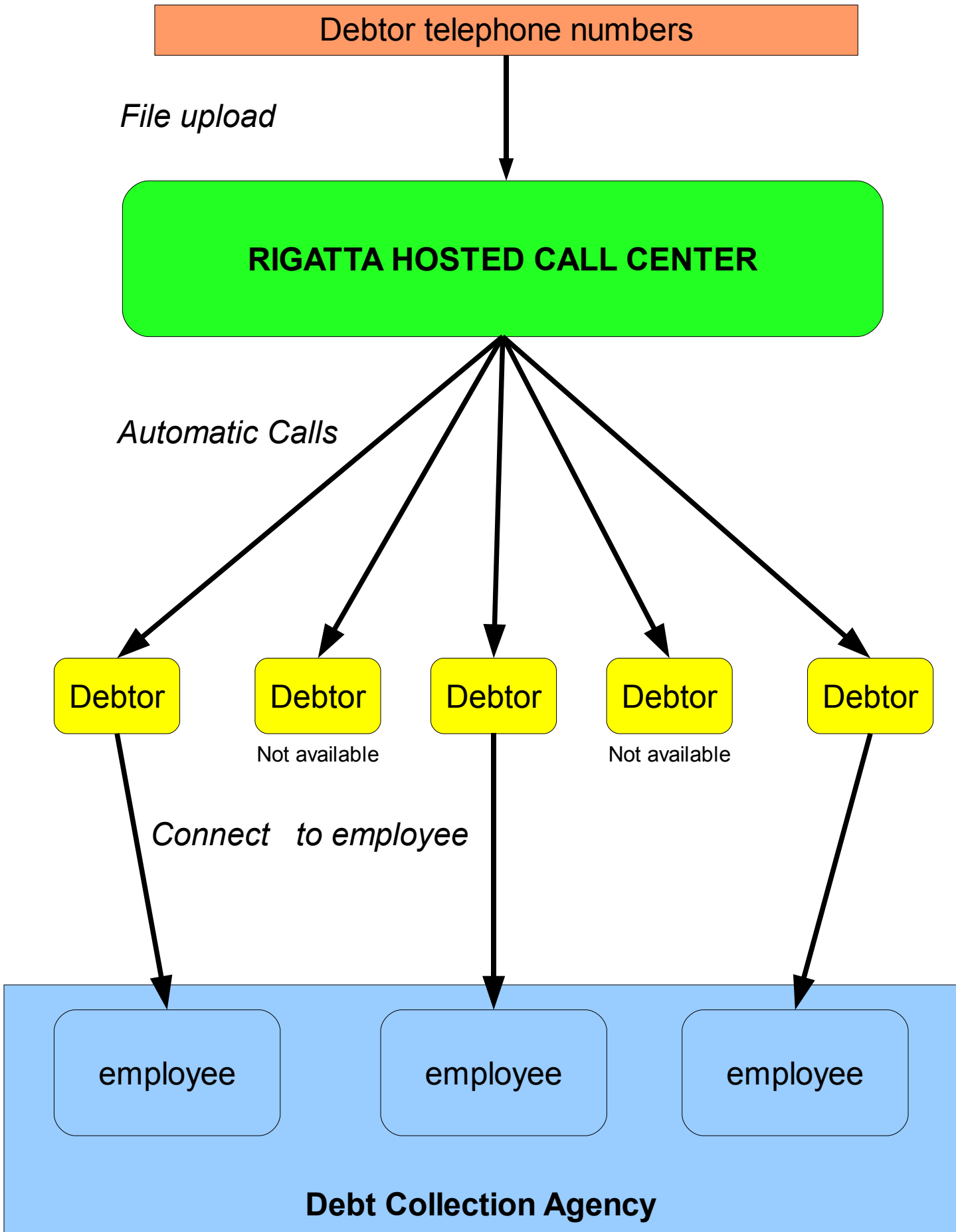
SCRIPT – the text the call-agents see on the screen so that they know how to perform the call conversation. Scripts can be filled with elements from lists, such as names and other data.

FILTER – is used to filter the lists for certain criteria, e.g. age of called person.

USER-GROUPS – group definition for users who have a common role, e.g. Salesmen, Debt-Collection agents. User groups are attached to campaigns so that users can only access the campaigns associated with their group.

REMOTE-AGENTS – users who do not have access to a computer and which can only be reached by remote phone.

# EXAMPLE: Auto-Calling Debt Collection



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