



VIETTEL TELECOM

# IP CONTACT SYSTEM



Say it your way

# CONTENT

---

- 1 General introduction
- 2 Product functions
- 3 Product benefits
- 4 Deployed customers
- 5 Deployment model





# GENERAL INTRODUCTION

- PRODUCT DEFINITION
- TARGET CUSTOMER
- BUSINESS MODEL

# PRODUCT DEFINITION

---

- This product is developed by Viettel Software for helping customer care center to support customer complain and asking information.



# PRODUCT DEFINITION

- Is a system to receive support request, complain, asking information from customer and send to agent.
- Provide supervisor, administration tool to increase quality support, customer satisfaction while using Viettel service.





# PRODUCT FUNCTIONS

- BASIC FUNCTIONS
- SPECIAL FUNCTIONS

# BASIC FUNCTIONS

---

- Distribute call automatically base on various strategies.
- Automatic answer customer through IVR.
- Call out with a scenario.
- Report about call information.
- Manage customer, VIP, blacklist.
- Visual interact by User Graphic Interface Agent Desktop
- Support supervise agent by listen online, conference call...
- Smart distribution call.
- Support forward call to specialist.

# SPECIAL FUNCTIONS

---

## System advantage – High Performance

Smart distribute call between areas.

High available by active-active or active-standby

Support multi channel such as voice, email, sms, chat.

Ability to process million calls per day or thousand calls per minute



# SPECIAL FUNCTIONS

---

## System advantage – Integrity

Providing rollback transaction for each business service→ reducing asynchronously

Security: Password and request are encrypted.

Limiting Agent connect to IPCC system by license

Managing user right. All users are authenticated before sending command.

# SPECIAL FUNCTIONS

---

## System advantage – Usability

Providing reload functions when database changes, no need to restart system.

Monitoring system by using MM client tool.



# PRODUCT BENEFITS

- REVENUE
- BRAND BENEFIT

# REVENUE BENEFIT

---

Optimize customer care activities in the form of routing and intelligent call distribution

Increased ability to solve information through features support: knowledge management, calls transfer, expert roundtable

Provide management support systems in order to improve the organization and evaluation of counselor effectiveness through: reporting systems, monitoring, recording, playback calls, screen recording operation counselor

Optimize the cost of consultants used by autoresponder system

Increasing customer's satisfaction.

# CUSTOMERS



- Viettel Telecom: 2009
- Natcom: 2011
- Movitel: 2011
- Metfone: 2012
- Unitel: 2013
- Telemor: 2013
- Bitel: 2013
- Nexttel: 2014
- BIDV: 2014



# DEPLOYMENT MODEL

# DEPLOYMENT MODEL - LOGIC

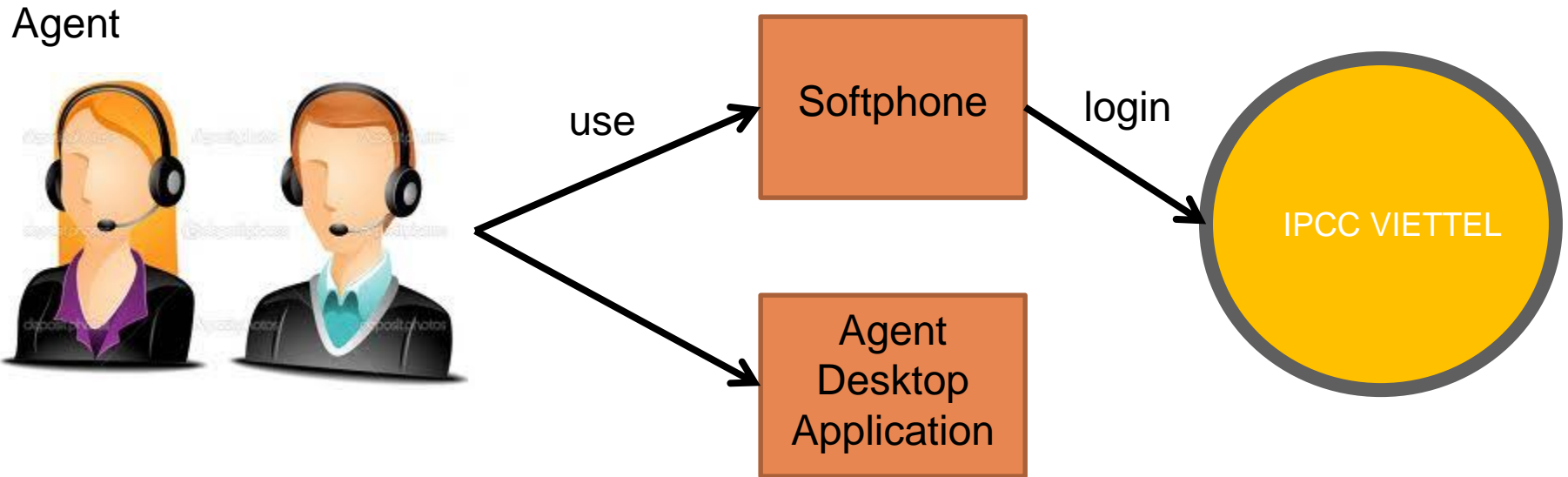
---

## Main Module

- Sip-Register, Sip-Router
- Acd Core, Acd Server
- Ivrr Core, Ivrr App
- Cdr Converter, Chat Server
- Agent Desktop, Agent Server
- Cdr Server, Out Bound Servers
- Out Bound Core, Record Uploader
- Audio Converter, CMS

# DEPLOYMENT MODEL - LOGIC

## AGENT DESKTOP





# DEPLOYMENT MODEL - LOGIC

## AGENT DESKTOP

Softphone:

- IP Phone must register in system.
- Each agent was identified by IP Phone and account login VSA.



## ***AGENT DESKTOP- Role***

- Agent: Supporter User
- Shift Leader: Lead supporter user.
- Supervisor: Supervisor or leader user.

# DEPLOYMENT MODEL - LOGIC

## ***AGENT DESKTOP***

Num	Functionality	Role
1	Monitor call	Agent, Leader
2	Answer call	Agent, Leader
3	Transfer call	Leader
4	Call conference	Leader
5	Intercept call	Leader
6	Spy call	Leader
7	Listen call online	Leader
8	Terminate call	Agent,Leader
9	Mute/Unmute	Agent
10	Hold/Unhold	Agent
11	Support call	Agent

# DEPLOYMENT MODEL - LOGIC

## AGENT DESKTOP

Num	Functionality	Role
12	Statistic information of Agent	Leader
13	Statistic information of Call by group	Leader
14	Statistic information of incoming call to Agent	Agent
15	Statistic queue information	Leader
16	Supervise queue	Leader
17	Supervise, search Agent	Leader, Supervisor
18	Change service type of Agent	Supervisor
19	Statistic Agent's status	Supervisor
20	Change Agent's status	Supervisor , Agent
21	Callout	Leader, Agent
22	Display personal information of Agent	Leader, Supervisor, Agent

# DEPLOYMENT MODEL - LOGIC

## ***AGENT DESKTOP***

Num	Functionality	Role
23	Connect to Customer Care site	Agent
24	Manage agent in area	Leader, Supervisor
25	Manage agent in group	Leader
26	Customer needs collecting	Agent
27	Customer survey	Agent
28	Display information of incoming call	Agent
29	Display call history	Agent
30	Assign call	Leader
31	Answer time warning	Agent
32	Automatic warning	Agent
33	Forced warning	Agent

# DEPLOYMENT MODEL - LOGIC

---

## ***AGENT DESKTOP***

STT	Functionality	Role
34	Statistic of missed call	Agent
35	Chat	Leader, Supervisor, Agent
36	Automatic update new version of Agent Desktop	Leader, Supervisor, Agent
37	Select working shift	Leader

# DEPLOYMENT MODEL - LOGIC

---

## CORE

Include 3 modules:

ACD (Automatic Call Distribution)  
Callout

IVR (Interactive Voice Response)

One call can:

From ACD to IVR

From ACD to Callout (transfer to other subscriber)

From IVR to ACD

## ACD-General

- Process call forward to agent
- Manage:
  - Queue
  - Agent status in queue:
    - Agent's system status
    - Agent status
    - Call status



# DEPLOYMENT MODEL - LOGIC

---

## ACD-Process call in

- Call in was processed base on:
  - Waiting time to meet agent
  - Priority customer: VIP,Blacklist or normal
- Searching agent by algorithm
- Tìm kiếm điện thoại viên theo các thuật toán:
  - Turn around
  - Max free time
  - Random
  - Meet recent agent
- Play waiting record by:
  - Random
  - Sequence
  - Loop

## **ACD-Process call in (continue)**

- Record call that allow supervisor listen against the call
- Config waiting agent time out (less than switchboard time out)

# DEPLOYMENT MODEL - LOGIC

---

## Callout

- Process call out include:
  - Happy Call
  - Call out with a prepared customer and agent list
  - Automatic call out by free agent.
- Authorized call out with agent group
  - Add agent to group call out.
  - Short code allow call out.

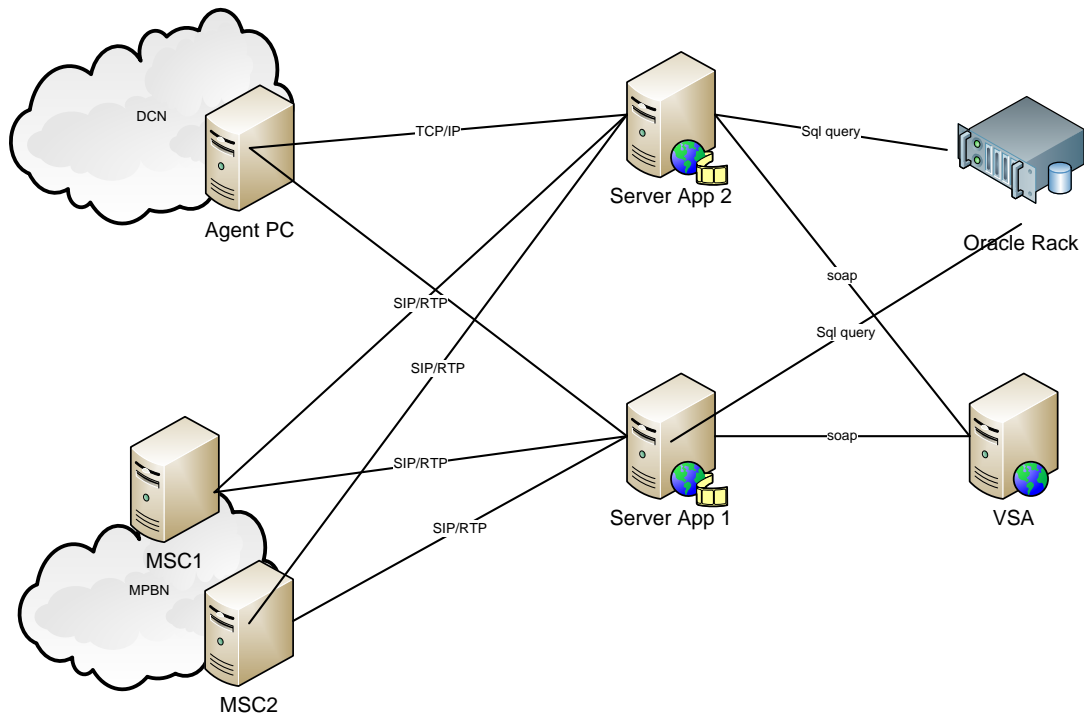
# DEPLOYMENT MODEL - LOGIC

---

## IVR

- Process call with automatic answer:
  - Play recorded file (file .wav)
  - Go through IVR tree when customers press number on their phone.
  - Press call to transfer to ACD and meet agent.

# DEPLOYMENT MODEL - PHYSICAL





# THANK YOU FOR YOUR TIME

**VIETTEL GROUP**

**VIETTEL TELECOM CORPORATION**

Address: 45<sup>th</sup> Floor, Keangnam Building, Plot E6, Pham Hung Street,  
Nam Tu Liem Dist, Hanoi City, Vietnam

Hotline: (+84) 983051858

Email: [ictbiz@viettel.com.vn](mailto:ictbiz@viettel.com.vn), [binhtd3@viettel.com.vn](mailto:binhtd3@viettel.com.vn)

Website: <http://international.viettel.vn>