Managed Contact Center Solutions



Leverage the Lucent Advantage™ to offer robust, flexible and scalable contact center services that deliver the reliability enterprise customers need

The benefits of Managed Contact Centers for your business:

- Create recurring, high-margin revenues from existing and new customers
- Deliver same service over multiple switch types and geographical areas
- Permit upgrades and enhancements independent of switch software
- Facilitate provisioning and growth locally or into new markets

The benefits of Managed Contact Centers for your enterprise customers:

- Reduce contact center operating costs as much as 50 percent
- Unify multiple sites and achieve operational consistency across all locations
- Improve contact management and efficiency
- Enable new technologies quickly and affordably
- Offer seamless migration to VoIP

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Managed Contact Center Solutions enable you to deliver the Lucent Advantage™ to enterprise customers: robust, flexible and scalable services with the reliability they need and the same service over multiple switch types and geographical areas.

They are a more efficient, cost-effective solution compared to operating and enhancing conventional call centers. By leveraging your network, your customers can manage and monitor call center activity without having to purchase and maintain costly equipment.

Enterprises depend on positive customer interactions — in many cases, on a global basis, 24 x 7. Yet the traditional call centers on which these enterprises rely are often plagued by inefficient, incompatible hardware platforms, systems, and applications. For most enterprises, upgrading, integrating and maintaining new call center technology is costly, time-consuming and a drain on resources. The result: call center costs continue to rise, and customer service is placed at risk.

Managed Contact Center Solutions that leverage the Lucent Advantage™ can help you offer enterprise customers the ability to upgrade to a centralized platform and manage it from one location — your network. This allows your customers to expand their customer service capabilities without the need for bulky and expensive equipment or a staff to manage it. And it provides global reach while reducing complexity and costs.

What enterprise customers want...

Enterprises want a secure, reliable and manageable solution for providing customer support. Managed Contact Center Solutions built with Lucent's ClientCare® Contact Center provide the latest in call center functionality for multiple locations, allowing enterprises to seamlessly manage their call center operations from one central location. ClientCare® Contact Center includes state-of-the-art interface equipment and software, running on an integrated platform using ISDN signaling between the enterprise location and the provider network. Future upgrades and enhancements are independent of switch hardware, making it easier to expand locally, as well as into other markets.

For many enterprise customers, the final stage in the transformation from a telephone-based call center into a multi-channel customer contact center may require the convergence of voice telephone with Internet technology.

Adding Lucent's carrier-managed, feature-rich ClientCare® to an IP Centrex solution will enable an enterprise to achieve true virtualization along with global location independence, and agent portability with no restrictions imposed by network topology.

Because of its flexibility and reach, ClientCare® can be deployed from your data center regardless of its location. In addition, it's easy to migrate to expanded services without investing time and capital.

What enterprise customers need...

Like you, enterprise customers need to reduce costs. By eliminating large capital outlays, networking costs and the expense of specialized, dedicated IT staff and maintenance, a Managed Contact Center can reduce call center costs by 30 to 50 percent. That's a message any enterprise call center manager would like to hear.

Managed Contact Centers allow enterprise customers to operate more flexibly and responsively than ever before. Call center managers will have a universal view of operations through centralized administration for any or all of their contact centers.

As business needs change, managers can set up and configure virtual call centers, and add new media across locations almost instantaneously. New campaigns can be implemented more

quickly. And carrier network-to-agent skills-based call routing embedded in the ClientCare® solution helps increase customer satisfaction through shorter wait times and higher quality service.

How Managed Contact Center Solutions pay off for you...

As a service provider, there are a number of reasons for you to offer Managed Contact Center Solutions that leverage the Lucent Advantage™:

- New high-margin revenues from both existing and new Centrex customers
- Easier maintenance of customer relationships for additional revenue opportunities
- The ability to deliver the same service over multiple switch types and geographical areas
- Upgrades and enhancements independent of switch software
- Easy to provision services that let you grow locally or move easily into new markets.



Managed Contact Center Solutions that deliver the Lucent Advantage™ support virtual call centers with both remote and work-at-home agents.

Managed Contact Center Solutions present a complete set of features for inbound calls, outbound campaigns, Web interactions and more.

- Inbound ACD Call Processing — Provides customizable ACD routing strategies.
- Analog Agent Phone Support — Agents can be deployed with any analog phone. This configuration requires the deployment of an externally controllable modem.
- ISDN Agent Phone Support — Agents can be deployed with an ISDN phone with a dataport. Phones will be certified as needed by customers.
- Integrated Interactive Voice Response (IVR) — While a call is in queue, it can receive a series of announcements, prompts, and music-on-hold.
- Routing — The ClientCare® platform provides advanced routing capabilities such as:
  - Skills-Based Routing
  - Dynamic/Real-time Load Balancing across locations
  - Percentage Allocation
  - Quota Routing
  - Screening Lists
  - Data-Directed Routing
  - Time of Day, Day of Week and Day of Year
  - Collected Data

Leverage the Lucent Advantage™ with your enterprise customers

Managed Contact Center Solutions that deliver the Lucent Advantage™ enable carriers to provide enterprises with improved call center management and high levels of security and reliability. Managed Contact Center Solutions can be implanted quickly with Lucent Worldwide Services, increasing your opportunities for more value and productivity—today.

To learn more about Managed Contact Center Solutions with the Lucent Advantage™, please contact your sales representative, or call 1-888-426-2252. You can also visit our web site at http://www.lucent.com/mcc.

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