

CCAgent

► Overview

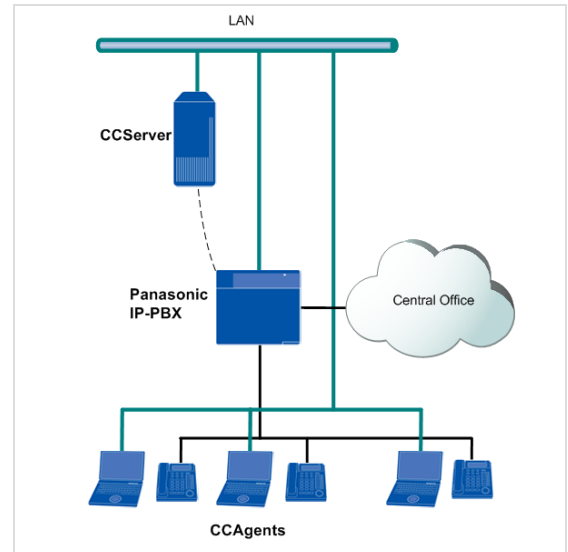
CCAgent (Call Center Agent) is a powerful productivity agent tool that provides:

- Agent screen pop-up for quick customer identification
- Agent call control, instant messaging and customer information repository
- Integration with 3rd-party CRM systems by CRM Link add-on

CCAgent is add-on to CCView product.

► Key Features

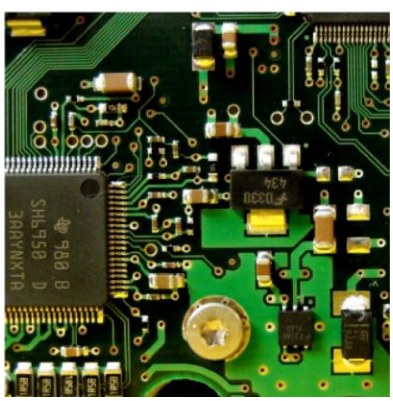
- One click call handling
- Call-handling features: Make call, Answer call, On hook, Consult, Conference
- Instant Messaging
- Direct pop-up integration with Outlook, ACT! and GoldMine CRM systems
- Present Queue Information
- Provide Other Agents Status
- Agent Activity Logging
- External CRM systems integration by CRM Link add-on



Benefits

- Improve customer service
- Save time on every call
- Cut agent tedium and errors in looking up customer records
- Cut the cost of handling each call.
- Can integrate with virtually any CRM or database

System Requirements



- KX-TDA 30/50/100/200/600, KX-TDE 100/200/600, KX-NCP 500/1000, KX-NS 1000
- CCServer Host (minimum) – P4 2 GHz, 2 GB RAM, 2 GB free HDD space, Network card 100BaseT
- CCAgent Host (minimum) – P4 2 GHz, 1 GB RAM, 400 MB free HDD space, Network card 100BaseT
- Microsoft Windows XP Professional SP3, Windows Server 2003 SP2, Windows Server 2008, Windows Server 2012 (UAC disabled), Windows Vista Business (UAC disabled), Windows 7 (UAC disabled), Windows 8 (UAC disabled)