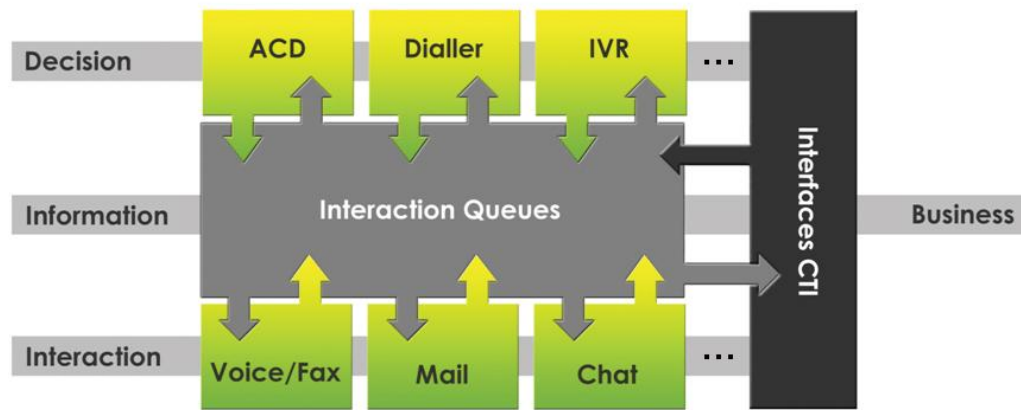


Nixxis Contact Suite

ACD & IVR

Next Generation Profitable Customer Interaction Solutions

Nixxis Contact Suite Automatic Call Distribution (ACD) and Interactive Voice Response (IVR) module ensures maximum productivity as a first “line of fire” to welcome and serve your ever demanding customers.



Functional view of the Nixxis Interaction Engine

Automatic Call Distribution

Rather than a traditional automatic call distributor, the Nixxis interaction Engine serves as a flexible automatic interaction distributor for phone calls, e-mails, sms, fax and chat sessions.

Agents are team members.

Teams can be allocated to distribution queues allowing interactions to be routed to an agent of the right team: **team based routing**.

Assigning specific skills to agents allows handling interactions in a more sophisticated way: **skill based routing**.

In a team, agents can handle multiple skills over the various interaction channels.

The Nixxis Interaction engine will perform the routing to the agent with the appropriate skills. The Nixxis Interaction Engine can go further than this skill based routing.

The Nixxis Interaction Engine can investigate the potential value of the call and match this with the cost of the appropriately skilled agents. The call will be routed to the agent with the lowest cost, wherever his site may be. This is called **profit based routing** (see separate datasheet).

This potential value is not static but can evolve depending on the elapsed time or on **information gathered in the IVR**.

Even though the routing mechanisms are sophisticated and totally appropriate, they remain **easily manageable** via simple user friendly interfaces.



Key Benefits

- Multi-channel via Voice, eMail, Chat, Fax, etc...
- Group based routing
- Skills based routing
- Dynamic value modification (workflow)
- Simple IVR interfaces
- VoiceXML standards supported
- Programming interfaces IVR

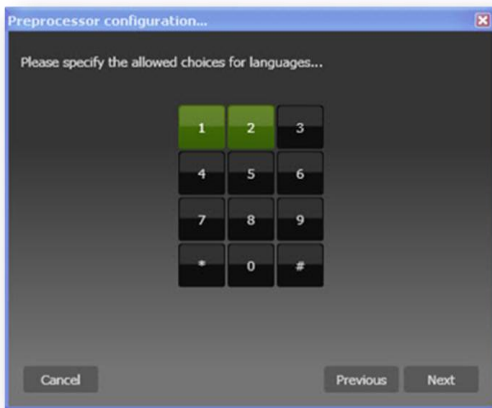
Interactive Voice Response

Nixxis offers a complete range of **next generation interactive voice response** servers.

Interactive voice response servers are not isolated from information.

In addition to their privileged link with “**Nixxis Interaction Engine**”, vocal applications can also access external databases (SQL Server, Oracle, etc) and Web services (HTTP/XML, SOAP, etc).

Vocal applications can go from **simple playback of messages** to highly sophisticated applications to be used in many contexts, including **caller identification**, completely automatic applications such as “**Phone Banking**”, the output of recorded messages, and so on.



Easy-to-use IVR assistant

These applications can be generated in three different ways:

Generation by model

Nixxis supplies various vocal application models suitable for routine situations.

The administrator defines the **messages to be played** and the rules to be applied for each choice such as, for example, a choice of language and a choice of service.

These models enable a user with **no particular technical skills** to configure IVR scenarios.

The applications generated by this method meet a large majority of IVR requirements.

The descriptive method

Nixxis relies on the **VoiceXML standard** to generate a vocal application to describe the expected information and the possible interfaces to receive them.

This method enables **rich applications** to be generated where information can be entered “in disorder”, by telephone keys or by voice recognition alike.

The programming method

Possibly used in combination with the models or the descriptive applications, this method is addressed to people with programming knowledge.

It enables advanced integrations and a **total control** over the course of the flows.

The applications are written in a .NET computer programming language (C#, Visual Basic, etc).

Innovative solutions

Our mission is to develop innovative customer interaction solutions.

These solutions will allow organizations to quickly meet the changing communication needs and behavior of the customers and prospects that are becoming more and more demanding.

In this way Nixxis Customers can take a leading edge over their competitors by continuously improving customer loyalty and reducing operational costs.

And this stands as well for simple call center solutions as for complex customer interaction solutions.

Nixxis lets your business take flight.



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