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For Immediate Release

LIVE Call Coaching solution brings Multi-Supervisor support to the Call Center workflow

Montréal, Canada; March 1, 2006 – Robotel has released the new SmartContact Center *Call Coach* system, a communications platform that enables call center agents to access immediate support from multiple supervisors and/or subject matter experts in a *live* call environment. Multi-supervisor support is critical on the call center workflow for large centers having multiple teams of agents, shared supervision of a large pool of agents, and/or several subject matter experts, all of whom frequently need to be contacted for support. Live coaching greatly boosts first-call-resolution rates and overall workflow productivity.

What is SmartContact Center?

SmartContact Center is a unique *live* coaching and support system, that enables team leaders, supervisors, and subject matter experts to proactively monitor, coach and support their agents, while agents interact with callers, in an immediate and efficient way, without ever leaving their desk. At the touch of a button, supervisors view and remotely control agent computer screens, listen-in on agent-client conversations, covertly coach their agents through the headset, and take over the call if necessary.

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As a result, customers are successfully serviced in the shortest possible time and agents' motivation levels soar – because they have access to live on-demand training and participate in the resolution of every call.

Live Coaching – A New Paradigm for Call Centers

Call coaching is a unique concept for most call center managers. While there are many products that approach agent development from the perspective of recording telephone conversations and computer screens, SmartContact Center uniquely focuses on *live* call coaching and first call resolution for all calls.

With SmartContact Center, the call coaching approach is to resolve difficult calls on the spot and not generate a call back, to have agents get immediate help from supervisors to resolve difficult calls, and to have agents learn from their supervisors on-the-job, by remaining on-line when the supervisor steps in to help resolve a difficult call. In short, the SmartContact Center philosophy is one of proactive call resolution and immediate learning.

The Benefits of Multi-Supervisor Support

On the workfloors of larger call centers, (25 seats and up), it is impractical to have a single supervisor support all agents. Agents are typically partitioned into teams, with each team having a dedicated supervisor. The new SmartContact Center *Call Coach* system empowers supervisors to work independently with their own teams, but they are also able to take over a second or third team if another supervisor is away from his desk.

Also, with Call Coach, it is now possible to work without teams, and have all supervisors and support personnel provide joint support – as Call Coach enables any supervisor to work with any agent.

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In environments where agents may need to contact any of several different subject matter experts, Call Coach enables agents to selectively contact any of up to 4 support people.

SmartContact Center Technology Details

SmartContact Center is an IT friendly solution that routes audio and screen signals over dedicated cabling, offloading this high-bandwidth traffic from local data networks.

The system is hardware based, and is entirely non-invasive of existing computer and telephone systems. It is PBX transparent, network transparent, computer transparent, operating system transparent, and totally independent of all computer software applications.

The system includes call-monitoring support for quality assurance purposes, and provides *light* call recording and agent scoring capabilities to support supervisor evaluation and reporting requirements.

The system is highly modular and scaleable, and can be sized to support small centers with fewer than ten agents or huge call centers with hundreds of agents. Generally, the new *Call Coach* platform will be used in centers having more than 25 seats.

The system is managed from a control panel on the supervisor's desk, and most operations are invoked with a single mouse click or touch panel button. With the new *Call Coach* multi-supervisor system, each supervisor has his own control panel. The focus is on simplicity for non-technical users.

The new Call Coach system uses a unique matrix-switching infrastructure that permits up to 4 supervisory personnel to concurrently work with any 4 agents out of a pool of up to 256 agents.

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Robotel is a global supplier of interactive, multimedia control systems for educational, corporate and government applications. Robotel is a leader in the educational and training systems market, having over 20 years of experience as a manufacturer of computer-based teaching systems. The first SmartContact Center systems have been operational since 2003. The firm has a top-rated customer service group and a large installed base of active customers. The company is based in Montréal, Canada and has a strong presence in US, European, Asian and Canadian markets.

More SmartContact Center Information

For more information on SmartContact Center product, visit the company web site www.smartcontactcenter.com, or contact Robotel at (450) 680-1448.

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