

# SMART CONTACT CENTER

## *Agent Training System*



# SMART CONTACT CENTER

Accelerate agent training, development, and deployment!

SmartContact Center (or SmartCC) is a multimedia control system that equips instructors with the tools they need to manage student workstations in call center training rooms.

SmartCC ensures that your instructors are able to train your agents on new procedures, new campaigns, and new support tools in record time.

## Benefits for Instructors

SmartCC empowers instructors to manage student attention more effectively and share information more efficiently.

- Blank student screens and lock all keyboards and mice to command student attention
- Broadcast your screen to one student, several students, or the entire class.
- Remotely monitor student audio and student screens – and remotely control student workstations if intervention is necessary.

## Benefits for IT Departments

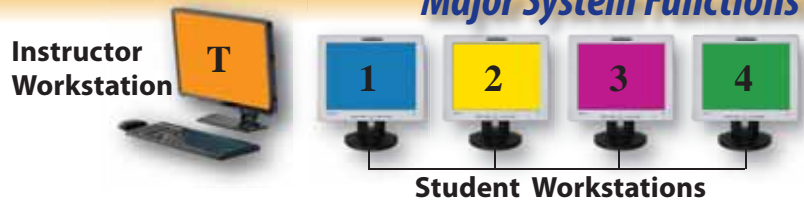
SmartCC uses extremely reliable hardware-based KVM switching technology – the same technology used by IT professionals. This means that:

- SmartCC is entirely transparent to all software running on agent computers.
- SmartCC is entirely transparent to all telephone systems – analog or digital.

## Benefits for Management

- New agents become productive in less time.
- New marketing campaigns can be launched more quickly.
- New support tools and technology can be introduced and mastered much faster.

## Major System Functions



**Blank Screens:** Blank student screens and lock all keyboards and mice to focus attention on the instructor.



**Broadcast:** Send the instructor's screen and audio to the class for teacher presentations.



**Subgroup:** For remedial training, work with only those students requiring extra help.



**Model Student:** Send any student's screen and audio to the class for student presentations.



**Monitor/Autoscan :** Monitor individual students or scan the entire class to ensure students stay on topic.



**Remote Control :** Take remote control of any monitored station to demonstrate an idea or a solution.



# SMARTCONTACT CENTER

## Fast and demonstrable return on investment!

### British Gas, UK

"We believe that SmartContact Center demonstrated a real benefit for staff development.

The results speak for themselves, with an improvement in both retention and acquisition of customers and a reduced attrition rate during the first three months."

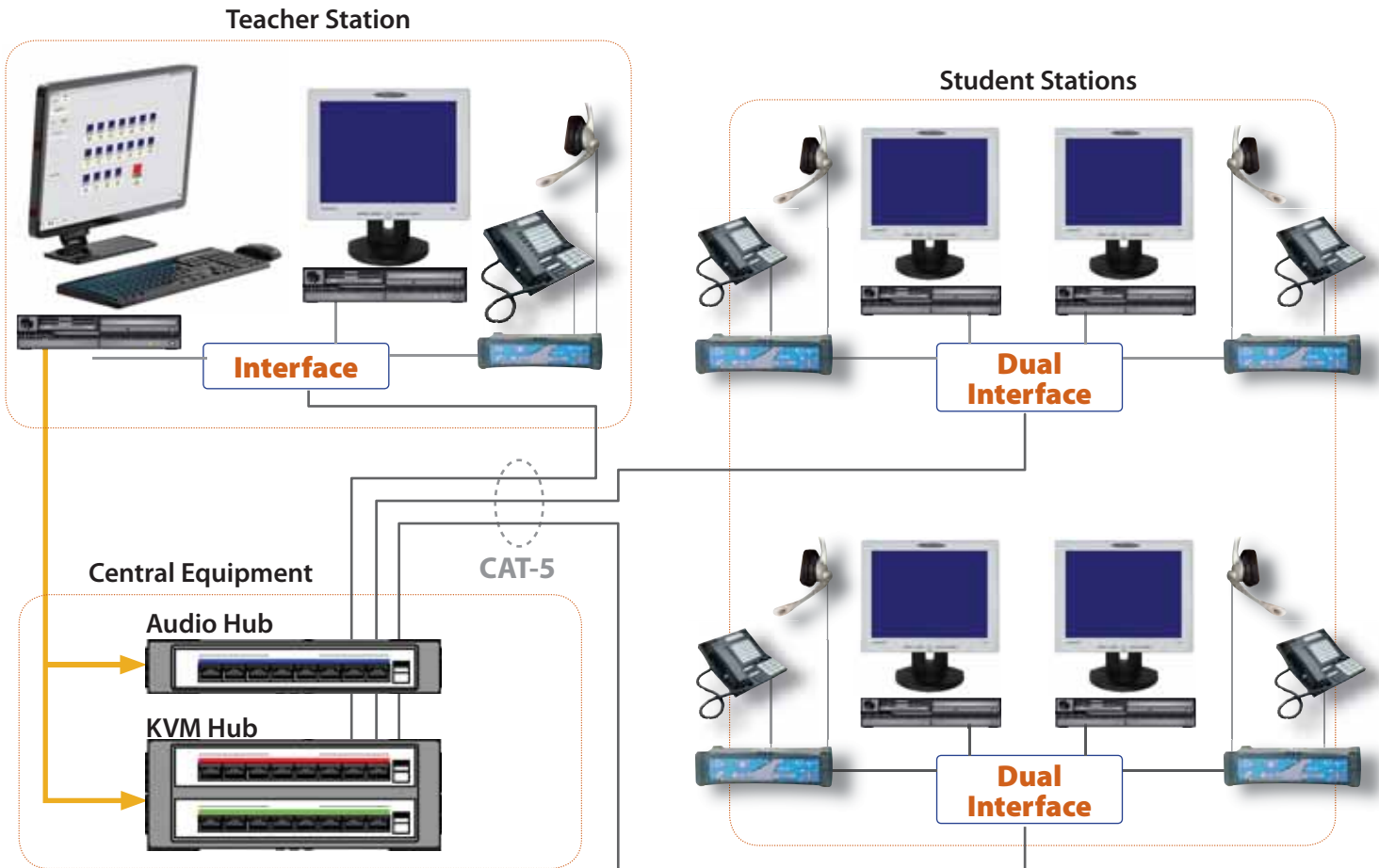
### American Agencies, USA

"The decision to adopt the system for all our call centers and training rooms was based on the following overwhelming factors: No voluntary turnover in three months on the stations with SmartContact Center. Normal attrition/turnover continued on the stations without it. The normal period for a recruit to become a collector went from 6 months to less than 3 months."



# SMART CONTACT CENTER

## Training Solution System Block Diagram



### IT Friendly Solution

#### Independent external hardware system

- Transparent to all computer operating systems
- Transparent to all application software
- Transparent to all computer types
- Transparent to all telephone equipment types, including ACD, PBX, and VoIP technologies

#### No network loading

- Dedicated cabling, (CAT-5e), offloads all high bandwidth audio/visual traffic from the center's data network.

#### No compatibility issues!



3185, rue Delaunay  
Laval (Québec)  
CANADA H7L 5A4

Toll Free (North America) (800) 680-1448  
Telephone +1 (450) 680-1448  
Facsimile +1 (450) 680-1928  
Email sales@robotel.com