

MicroAutomation's CallCenter Millennium™ Enhances the Caller Experience

MicroAutomation's CallCenter Millennium™ is the most comprehensive Computer Telephony Integration (CTI) or Call Control solution suite available today. CallCenter Millennium eliminates the need for callers to re-state information and enables immediate routing of the call to an informed service agent or location.

Designed for maximum flexibility and scalability, CallCenter Millennium easily integrates with your IT and telephony environments and can quickly expand to accommodate your changing business. MicroAutomation has over 15 years of experience designing, integrating and servicing contact center solutions.

SOLUTION COMPONENTS

A CallCenter Millennium solution may include:

- **CallCenter Millennium Base Program**, supporting screen pops of caller information, preview dialing, telephone control, data transfers, call event monitoring and agent activity monitoring
- **CallCenter Millennium User Licenses**, available individually or multi-license packages with unlimited scalability
- **Switch Interface Options** supporting major manufacturers for multiple levels of resources
- **IVR Interface Option Program & Licenses**, available for all major brands of IVR hardware and VoiceXML compliant
- **Agent SoftFone**, a graphical user interface for Windows operating systems
- **Additional optional and custom-developed solution components** from an experienced professional service staff with over 15 years of award-winning contact center experience
- **Backend Integration** for Query or Host Servers for accessing relational databases or host mainframes
- **Skills-based Routing** for improving live agent utilization
- **Switch-to-Switch Transfer & Load Balancing** to maximize resource performance
- **Continuous Improvement Tools**, tailored and custom reports for system performance analysis management

ABOUT MICROAUTOMATION

MicroAutomation is a leading systems integrator offering an extensive range of call center technology solutions and professional services. Since 1991, MicroAutomation has designed, developed, and implemented solutions worldwide in a wide variety of industries, such as Healthcare, Utilities, Emergency Services and Government. We specialize in implementing Self-Service and Call Control applications, as well as providing comprehensive Analytics and Reporting solutions to enhance the overall caller experience. The call center technologies implemented by MicroAutomation improve millions of customer interactions every day. MicroAutomation solutions help companies maximize the efficiency of their call center infrastructures and empower their customer service strategies. MicroAutomation is a privately-held corporation headquartered in Manassas, Virginia.

CONTACT US FOR FURTHER INFORMATION

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SOLUTION BENEFITS

A CallCenter Millennium solution:

- Eliminates re-stating of caller information
- Enables immediate call routing to the most qualified agent or location destination
- Reduces call center costs by decreasing call handling time
- Provides callers with faster service from informed agents
- Improves customer services levels and reduces caller frustration by routing callers to better-informed agents
- Is highly flexible and is easily integrated with your existing infrastructure
- Supports all common agent workstation environments
- Is easily customized to meet the specific needs of your contact center

