# [JUNGHANNS]
### COMMUNICATIONS GMBH
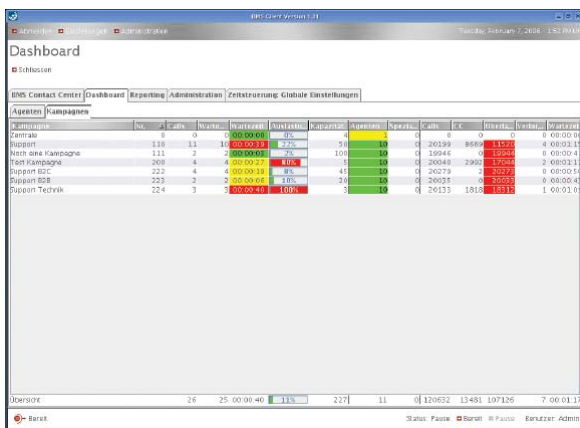
# [BMS CONTACT CENTER]

➔ **Modular Inbound / Outbound Contact Center Solution**
➔ **Automatic Call Distribution**
➔ **CRM Application**
➔ **Skill Based Routing**
➔ **Support for Multiple Campaigns**
➔ **Power Dialer**
➔ **Predictive Dialer**
➔ **Reporting**
➔ **Realtime View (Dashboard)**
➔ **Supervisor-Mode: Call Recording and Monitoring, Barge into calls for training sessions**
➔ **XML Interfaces**

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## BMS - CONTACT CENTER

BMS Contact Center provides a modular solution for all your day to day call center needs. There are modules for inbound and outbound operation, including a user friendly graphical user interface. The Call Blending Mode automatically regulates the ratio between inbound and outbound operation to maximize your agents' productivity. The BMS CC can be extended by optional modules, i.e. applications for predictive dialing or trouble ticket management. The reporting module generates detailed statistics or supplies them to external systems.

*The modular system architecture ensures an economic use of your callcenter resources.*



*Screenshot: Supervisor-Mode (Dashboard in Campaignview)*
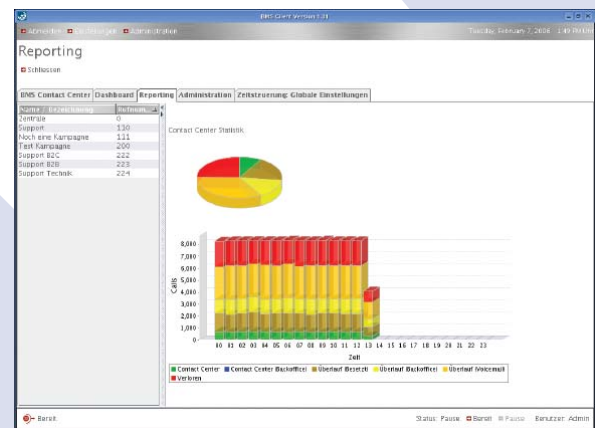


*Screenshot: Reporting (Daily Contact Center View)*

## BMS CC KEY-FEATURES INCLUDE:

### HIGH AVAILABILITY
The architecture of the BMS CC allows integration of multiple locations into one contact center and can interconnect with a large number of PBXs. The Administration, maintainance and configuration can be performed remotely. All components can be implemented redundantly to gain high availability.

### ECONOMICAL
Existing PBX infrastuctures can be seamlessly integrated to gain access to all the advantages VoIP has to offer, like huge savings on calling costs.

### INCREASING AGENT EFFICIENCY
The integrated dashboard lets you and your supervisor stay in the loop. A detailed view of all your agents and their activities helps to detect and resolve possible bottlenecks in time.

### FLEXIBLE NETWORKING
BMS CC uses a custom network protocol which is firewall and NAT friendly and thus can be used across multiple network boundaries.

Home offices can be connected over the public Internet or via VPN connections. In the event of network failure the "Persistent Connection" technology is able to resume the agent's connection seamlessly.

### FLEXIBLE CUSTOMIZATION
Performant XML Interfaces integrate well into existing CRM applications or external databases to allow the identification of callers or trigger pre- or postprocessor mechanisms. All CDRs or CRM data are available to other applications by using the import and export framework. The graphical user interface is highly customizable for different campaigns.

### TOTAL CUSTOMER SATISFACTION
The ACD (Automatic Call Distribution) and Skill Based Routing can be configured individually or in combination to minimize the caller's waiting time and offer a maximum level of support. Revisiting callers are identified by the system and will be handled by the same agent if possible. Your customer will receive the best possible support.