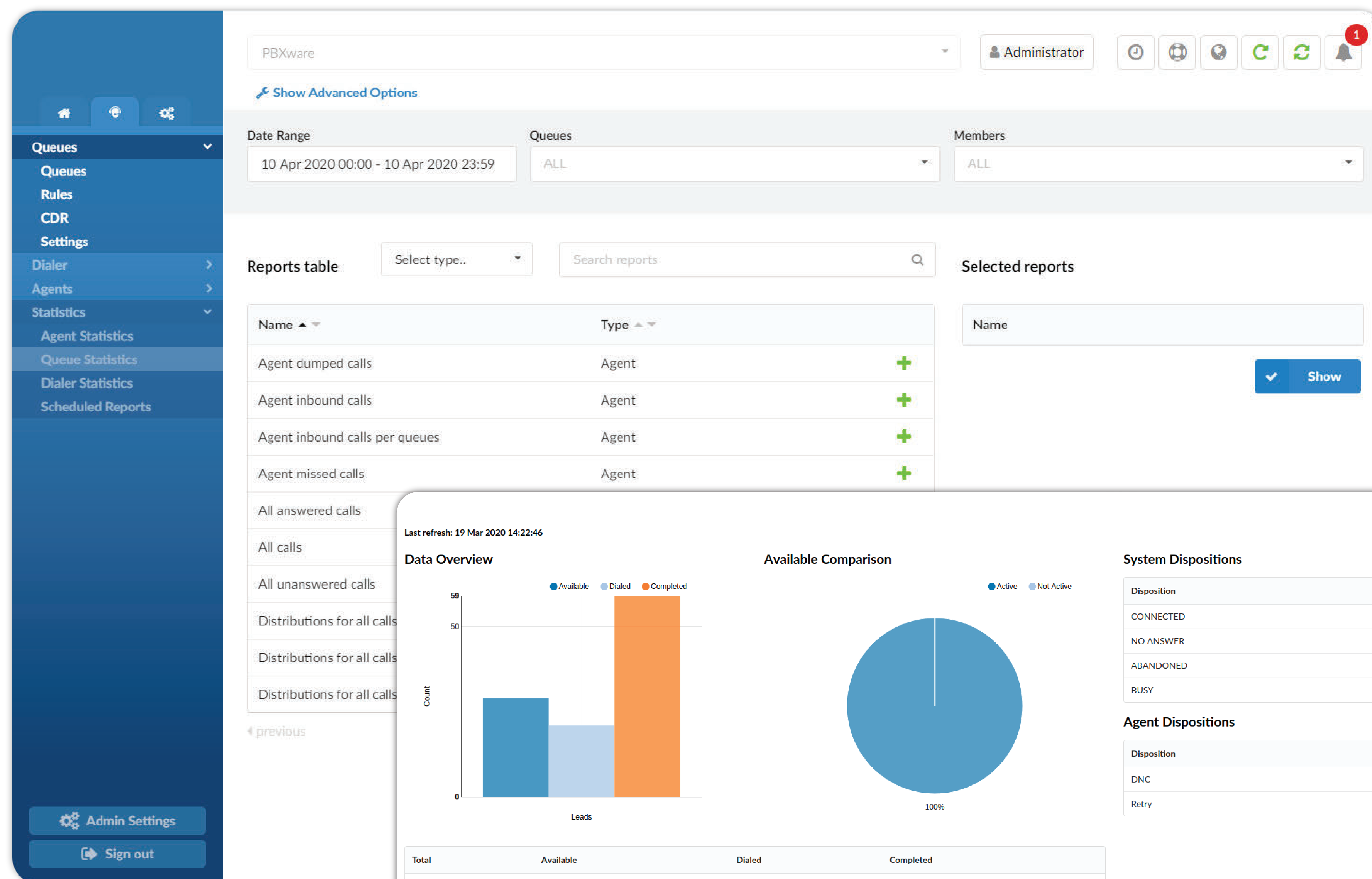


# FIRST LOOK AT CONTACT CENTER 6.0



## Contact Center

## Call Agent by Number

An Agent can be dialed using an Agent number and they can also now be assigned a DDI

## Dialer

Contact Center Edition 6.0 now has a licensed Dialer feature

This new feature allows lists of data to be loaded to a database, after which an application runs and dials these numbers based on the algorithm or settings entered by the Administrator

## Project Codes

A simple feature which should solve any potential problems for users searching for information regarding Queues and wanting to filter direct out Statistics

With this feature, an administrator is able to create and manage Projects by associating each Project with an ID code

## Skill Based Routing

Skill Based Routing (SBR) allows users to create a certain set of Rules in order to change the value of the Minimum and Maximum Penalty in a mid-call

With this feature, it is possible to open one call to more members or a completely different set of members

## Blending Mode

Contact Center 6.0 supports a blending mode for Agents

### Automatic Blending

The system automatically switches the Agent between Inbound (Queue) and Outbound (Campaign)

### Manual Blending

Switch between IN and OUT manually