

# Call Center & Gateway for Office Communications Server 2007



*As The VoIP Phone System plug-in for Office Communications Server 2007, AltiGen enables companies to have a complete, pre-integrated real time voice and messaging system – all based on the Microsoft platform.*

## Integrating Communications

AltiGen's partnership with Microsoft aims to break down the traditional walls between disjointed communications systems. Microsoft's Office Communications Server offers a revolutionary advance in the way we communicate and collaborate. Communications have finally become truly integrated.

Microsoft® Office Communications Server 2007 is the first Microsoft product to combine enterprise-ready IM (instant messaging), presence, conferencing, and VoIP (Voice over IP) telephony in a fully integrated unified communications solution.

AltiGen's integrated gateway and application server for Microsoft Office Communications Server 2007 provides an all inclusive real time business communications solution including:

- All-in-One Application Server and Gateway for Office Communications Server
- PSTN Connectivity for OCS 2007 with Advanced Call Routing Capabilities
- Feature Rich Call Center Server with native integration to OCS 2007

AltiGen's integration with Office Communications Server is based on many significant technological advances. However, at the end of the day it's the simplicity, flexibility, and convenience it offers that makes it so beautiful. AltiGen seamlessly interoperates with your current data infrastructure – thus avoiding costly network upgrades, while offering a low total cost of ownership.

## PSTN Gateway

As a PSTN gateway for Microsoft's Office Communications Server 2007, AltiGen brings over 15 years of software-based PBX switching knowledge to Microsoft's new world of Unified Communications. Our native integration to OCS 2007 is a powerful alternative to other gateway vendors as we bring a robust set of traditional PBX features to round out your Unified Communications solution.

Our OCS Application Server & Gateway provides:

- Dynamic Data Directed Call Routing
- Automatic multisite Least Cost Routing support
- FX0/FXS legacy analog trunks and station support
- E-911 Support
- Sophisticated IVR / Auto Attendant
- Automatic failover and dynamic redundancy features
- T1/PRI/E1 PSTN access

AltiGen's OCS application server allows you, not the message format, to choose the way your business communicates.



*The leading provider of Microsoft-based Unified Communications*

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## Call Center for Office Communications Server 2007

AltiGen offers a complete, powerful call center solution with seamless integration to Microsoft's Office Communications Server 2007. At the heart of AltiGen's call center server is a powerful, software-based Automatic Call Distribution (ACD) engine. The AltiGen ACD offers simple to sophisticated call routing options, complete supervisor capabilities and real time agent and call statistics. Optional, integrated products include full-time and on-demand Call Recording and end-to-end reporting. With AltiGen's modular, 100% software approach you only need to license the features and number of users you need now, yet have a system that will grow as your business grows.

### ACD

AltiGen has Advanced Call Queuing and Automated Call Distribution capabilities for managing members' calls into workgroups for member services, collections, and lending departments.

- Flexible Automatic Call Distribution options
- Skills Based Routing
- Support for Remote Agents
- Agents can login to multiple workgroups

### Agent Software

MaxAgent is a Windows desktop client application designed to improve the agent performance in a workgroup, Contact Center or Call Center environment. MaxAgent allows Call Center agents to:

- View the Workgroup/ACD queue
- Monitor workgroup status
- View their current performance statistics
- Control their Agent State via login/logout/wrap-up

### Supervisor Capabilities

MaxSupervisor gives workgroup managers the right tool set to effectively manage their workgroup queue.

#### Queue Management:

- Monitor the queue
- Pick calls out of queue
- Reroute calls "on the fly"
- View Agent States

#### Supervisor Monitoring:

- Silent Monitor
- Supervisor Coaching / "Whisper"
- Barge-In
- Queue Alerting

### Reporting Capabilities

AltiReport is a web-based reporting application that can generate up to 40 detailed CDR reports, including personalized reports according to agent, workgroup, and DNIS. A report summary and analysis is also available for each report.

AltiReport supports multiple users through unique login credentials. Each user can setup customized queries, maintain "favorite" reports, and setup automatic report delivery via email through customized schedules.

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