

# Arc Enterprise

Operator centre solutions for the Cisco Unified Communications platform

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## Arc Solutions design and develop operator consoles for Cisco Unified Communications platforms.

A wealth of advanced features are available that help organisations dramatically reduce call answer time and so improve the customer experience.

**Arc Enterprise** is a professional Operator Console, designed exclusively for Cisco Unified Communications platforms.

Customers implementing IP telephony platform need to be confident that the technology satisfies the needs of all key stakeholders within the organisation. Customers, Employees and Managers all have specific business requirements, which Arc Enterprise can fulfil.

### Intelligent Routing

Arc uses the concept of Call Queues, which enable the identification and prioritisation of different types of calls. Business rules can be applied per queue to ensure that customers receive the appropriate level of service. Queues also provide the flexibility for out of hours routing, multi-tenancy and multi-site working. In-Queue messages can also be played to waiting callers via

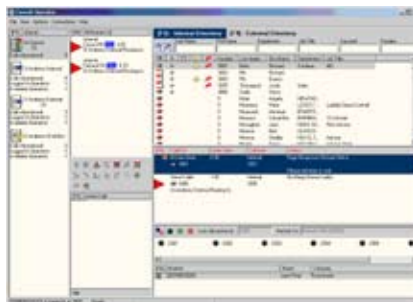
Arc Voice Connect, which can also be used as a simple auto-attendant as well as providing out of hours information.

### Intuitive interface

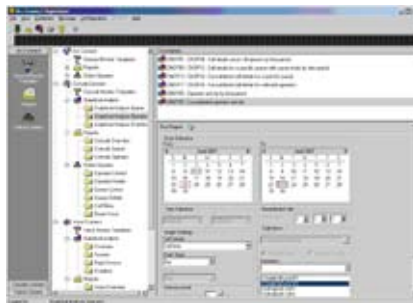
Arc has specialised in the manufacture of Operator software for many years, and so understands the needs of the user. Our interface is simple, easy to use and can be accessed by keyboard, mouse or a combination of both. Our Custom Keyboard has prime functions on specific keys, making the migration from switchboard to PC Console that much easier.

### Screenshots

Arc Enterprise



Arc Supervisor



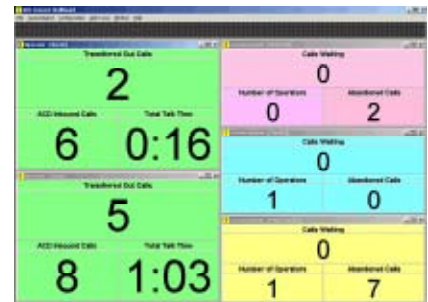
### Operator features

Special functions for call treatment are often required by the Operator alone, that many systems simply don't have. Examples of this are Call Toggle, Re-establish and Hold with notes.

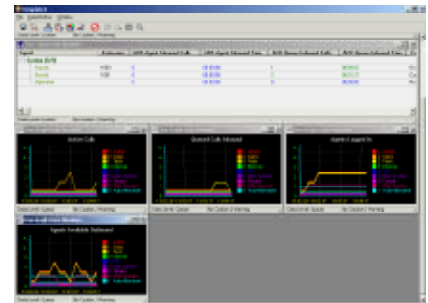
### Enhanced directory

Arc contains a powerful 32-field directory scaling to 100,000 users, providing a comprehensive profile for all employees. As well as core contact data, it can also show alternative contacts as well as other information such as job function, car license plate etc. This information can

Arc Wallboard



Arc System Monitor



*" We have been incredibly pleased with the reliability of the system and the service that we receive commercially and technically from Arc Solutions and will continue to widen our portfolio from Arc as new projects go live,"*

*Timo Bayford, Head of IT, ExCeL London*

be populated from Active Directory sources using LDAP synchronisation. This ensures accurate, easy to manage contact data for the whole organisation.

## XML functionality

Operators often need to send urgent messages to a phone user. These may be linked to a holding call, or separate alerts (e.g., if there is a visitor in reception.) XML Whisper Page enables an Operator to select template messages or type free text, and send this to the display of a Cisco IP Telephone. All responses are sent to the operator.

## Supervisor

Supervisors and managers can only ensure that service levels are maintained, if accurate

performance data is available. Arc Supervisor provides over 250 reports based upon the operator centre, queues and individual operators. Both historical and real-time performance data can be accessed. System settings can also be managed to proactively maintain SLAs.

## Wallboard

The supervisor information can be prominently displayed in tailored formats, using the Arc Wallboard application. Thresholds can be set to provide early warning signals of potential service level issues.

## Resilience

To ensure the high availability of the operator application, Arc Enterprise has Resilience options that provide back up servers and synchronisations,

which seamlessly hand over to alternate hardware in the event of a fault. Therefore Arc can be designed to comply with corporate disaster recovery and resilience policies.

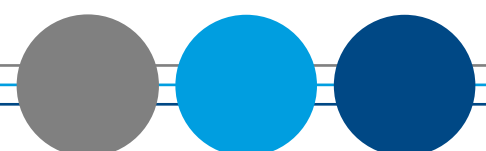
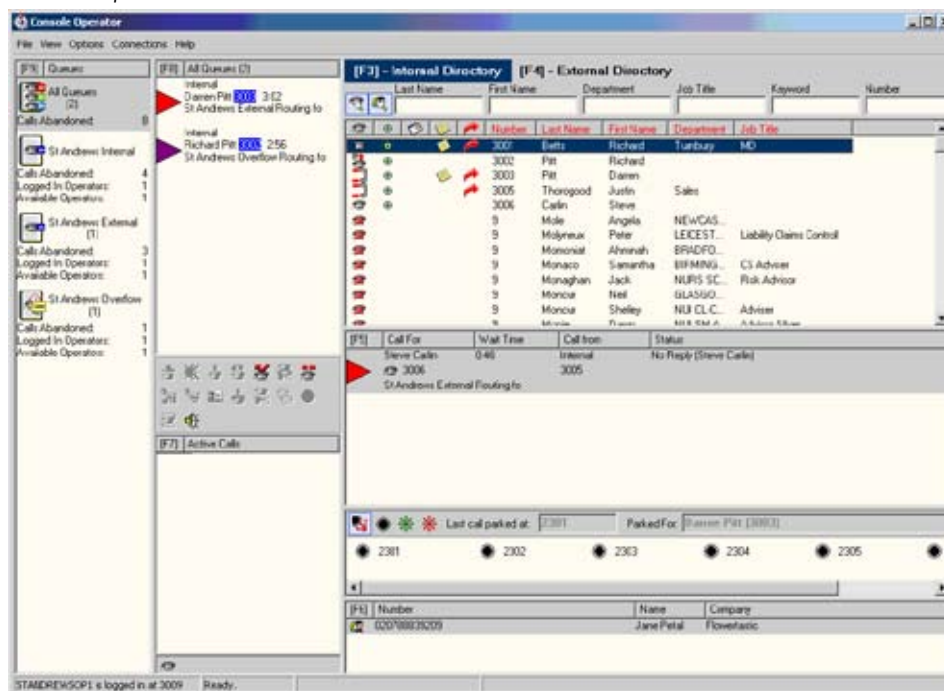
## Call Recording

Whether for security or quality purposes, all calls via the Operators can be recorded in their entirety and stored for retrieval and playback at a later date. Arc has collaborated with Witness Systems to add the recording function to the Operators Console. Call recordings are retrieved by searching on queue, time or the operator who fielded the call.

## Presence

An xml phone application or html PC client allows users to set their availability on the phone or PC, along with the time and date they will return and details of alternative contacts in their absence. When the operator tries to transfer a call through to the user, the alternative contacts are displayed allowing first time delivery to the new destination.

Arc Enterprise



# features and benefits



## Key Features

- Alternate spellings & keyword search
- Alternate contact details
- Call hold (with notes)
- Call park/call park recall
- Call recall with flexible timeout
- Call re-establish
- Call retrieve
- Call toggle (brokers call)
- Camp on/indication
- Conference
- Console wallboard
- Customisable views
- Email direct from directory
- Emergency mode
- Extended directory search
- Group speed dial
- Integrated call recording (powered by Witness)
- Intelligent call routing
- LDAP integration tool
- Multi-lingual client software
- Note placement against directory entries
- On-line help screens
- Personal /group speed dial
- Queue indicators
- Queue overflows based on business rules
- Queue salutations
- Remote set/remove diverts on Cisco IP phones
- Screened/unscreened transfer
- Time of day routing management
- XML/HTML presence clients
- XML 'Whisper' paging direct to Cisco IP phones

## Customer Benefits

- Calls answered quickly, with comfort message
- Connected to the right person, first time
- Offered choices when their main contact is unavailable
- Out of hours options available

## Operator Benefit

- Easy to use interface with keyboard or mouse control
- Contacts found quickly through powerful search engine
- Busy extensions can be told of waiting calls

## Employee Benefit

- Only relevant calls received
- Contented customers have been swiftly transferred
- Less calls into voicemail

## Management Benefit

- Customer service levels maintained
- Personnel resource maximised
- Performance information enables proactive management
- Flexibility to cope with existing and future needs



## The Arc Suite

Enterprise is a key component in an integrated suite of applications available from Arc, which all share a common, integrated directory, via our Unify software connectors. As well as the various options available on the Enterprise console, the Arc Suite consists of other applications including:

### Cost Analysis - Precision

enables organisations to measure, allocate and control both fixed and mobile telecommunications spend across a business. It also provides tools for identifying areas of misuse and fraud.

### Helpdesk Solutions - Call Connect

uses the Arc Enterprise queuing engine to provide intelligent call routing to groups of users, where specific contact centre technology would be too complex.

### Voice Directories - Speech Attendant

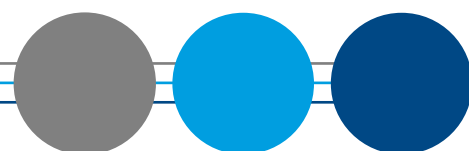
combines speech recognition technology with directory integration, providing customers and employees with an alternative method of contacting people within the business. It can also be used to access general company information.

### XML/HTML Portals - Voice Office

enables users to view corporate directory information. This data is available via an xml-based phone screen or an html browser.

Unify provides the integration between Arc applications and information sources. This ensures that all directory information is not only accurate and manageable, but is also used to maximise the performance of arc applications and so provide the greatest benefit to the business and its customers.

## The Arc Suite



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**North America**

Research Triangle Park  
4819 Emperor Blvd  
Durham  
NC 27703  
t: +1 877 956 0272

**Europe**

Innovation House  
Pincent Lane, Reading  
Berkshire, RG31 4UH  
United Kingdom  
t: +44 (0) 118 943 9200

**Asia Pacific**

2 Marks Street  
Naremburn  
NSW 2065  
Australia  
t: +61 409 692 480

**Middle East & Africa**

Room D306  
Dubai Silicon Oasis  
PO Box 341042  
Dubai, U.A.E.  
t: +971 4 501 5600

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[www.arcsolutions.com](http://www.arcsolutions.com)

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