The use of cloud-based contact center infrastructure speeds adaptation to business needs and improves the customer experience of end users.

With excellent value and functionality for the price, Alisys Cloud Contact Center enables clients to adopt a service model that dramatically reduces their investment and operation costs, by means of a secure, flexible and efficient architecture that can be easily integrated into existing applications.

**SIMPLE MANAGEMENT AND COST OPTIMIZATION**

**ELASTICITY**
The dimensioning of real-time service provision closely tracks demand, simplifying the tasks of forecasting and resource management, reducing service costs and waiting times.

You only pay for the service when you use it.

**MINIMUM SET OF COMPONENTS TO MANAGE**
There is no need to purchase and manage applications, servers, storage systems, technical support, hardware or software upgrades.

The service includes all the necessary components and maintenance, improving productivity and minimizing costs.

**SINGLE POINT OF CONTACT**
As a registered telecommunications operator holding a Telecom Market Commission (CMT) license, Alisys can provide both Cloud Contact Center applications themselves, as well as directly handling telecommunications resources and the numbering associated with the services.

**SECURITY**

**INTEGRATED SECURITY CONTROL**
Automatic and transparent upgrades with no customer impact, including security updates for all service applications. Minimal recovery time, as the service, its configuration, and all associated data reside in the cloud.

**RELIABILITY**
Alisys possesses geographically redundant systems located on Spanish national territory. Certified as an Information Security Management System under ISO27001 norms.

**FLEXIBILITY AND ADDED VALUE**

**INTEGRATION**
Total ease of integration with existing applications and communication channels. Potent APIs for integration with external applications offering wide functionality.

**PERSONALIZED SERVICE**
The size, location and organizational capabilities of Alisys can provide personalized services for large customers of cloud services, in fulfillment of all your needs and specifications.

**IVR FUNCTIONALITY INCLUDED**
For managing interactive responses, both dialpad and speech recognition solutions can be used, including advanced features such as voiceprints or open question formats.

**EXCLUSIVE RESOURCE ALLOCATION, PRIVATE CLOUD**
For projects with special functional and/or security requirements, it is possible to exclusively allocate the communications hardware and software components involved in delivery of the service in question. All without sacrificing any of the technical advantages or economic flexibility that only Cloud Computing can offer.

**INCREASED PRODUCTIVITY**

**INTEGRATION**
Access from any location; optional teleworking for agents.

**REDUCED DOWNTIME**
Minimal migration, commissioning and configuration times.
Advanced contact center operational and management features

**Multiple dialing modes**
Adaptive predictive, automatic or manual preview, progressive and agent-less automatic dialing.

**Interactive multimedia support**
Email, Twitter, Chat or Back-Office.

**Agent application designed for increased productivity**

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**ARCHITECTURE**
- Pure cloud-based service, hosted or hybrid, using redundant platforms with dynamic virtualization functionality
- 24x7 security and monitoring systems
- High-capacity IT platforms
- Web-based client applications
- Utilization of secure protocols for voice (SRTP) and data (https)

**SCRIPTING**
- Flexible tool for building applications
- Graphical interface featuring drag & drop
- Web-based
- Templates for creating new applications
- Applications for agents: Telemarketing / Sales, help desk / Support, CRM, Sales Arguments, Debt Collection, etc.
- DBR Script Applications: IVR, surveys, queued call handling, agent-less call processing, etc.

**DYNAMIC BUSINESS ROUTER**
- Routing, management and distribution of multi-channel interactions along line of business
- Optimizes Service Levels
- Access to external systems (CRM, ERP) through APIs and web services
- Definition of shared distribution policies
- Dynamic reports
- Skills-based routing
- Speech recognition (ASR)
- Text to speech (TTS)

**MULTIMEDIA**
- Allows building applications to handle and route interactions to agents
- Calls, messages, emails, tweets, Facebook posts, back-office tasks, audio/video recording, and more
- Web-chat channel connector
- APIs and connectors for integration with communication channels
- Enables designing automated solutions for back-office tasks
- Distribution of tasks with dynamic Business Router
- Blended multimedia
- Editor for outgoing email responses
- Supervision, Administration and Reporting
- Centralized management

**REAL-TIME MONITORING AND DASHBOARD-STYLE DISPLAY**
- User access control
- Multiple services and campaigns
- Qualified calls along configurable business objectives
- Customer search
- Complete statistics and graphs
- Integration with standard reporting and BI tools
- Productivity tools: custom alerts, triggered pauses, quality control, and incentive and objective management
- Contact detail view, including handling history and source document
- Progressive and predictive dialing supervision
- Call listening and intervention
- Forcing of agent call connection or disconnection, or call pause
- Support for Do-Not-Call lists (Robinson Lists (MPS))
- Campaign calendar scheduling

**APPLICATION INTEGRATION**
- API for application integration: ActiveX, scripting, XML, database, ZSP.NET, PHP
- Evolinkag interface: Integrates applications written in languages compatible with ActiveX or .NET Windows applications
- Agent scripting interface: Integration of web applications or to add advanced functionality to sales and other scripted arguments
- Connector (API) to integrate IVR as front-end DBR - Generic connector (web-service API) for document-based interactions and multi-channel DBR - web-services API for integration of dynamic strategies
- DBR with CRM and business data integration with collaboration tools, such as e-mail, SMS, web-collaboration
- Connector for MS Dynamics CRM
- MS Access applications and for other environments
- Connector for Twitter, email, back office and web-chat

**OUTBOUND DIALER**
- Adaptive predictive dialing, progressive, and automatic manual preview
- List management control
- Agent-less dialing, Agent-less IVR
- Can run multiple campaigns simultaneously: call blending
- Automatic processing of failed calls
- Call lists and dynamic segments
- Alternate phone numbers
- Import of records
- Large capacity dialing module
- Automatic answering machine detection (AMD)
- Handling of dropped calls

**APPLICATION FOR AGENTS**
- One-Click deployment of the iAgent application
- Floating/Universal agent
- Call Blending (Call Mixing)
- Management of live/agent-attended channels
- Contact history access
- Report on finalized outcomes
- Campaign overviews
- Ticker-type messages
- Workstation/job position directory
- Easy to integrate with web applications
- API for application integration
- Predefined and customizable text templates
- Ease of handling for textual interactions: email, Twitter, web chat, BackOffice and others
- Information about queues and wait times

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Alisys is an Internet telephony service provider (ITSP) for electronic communications services marketed under cloud computing and pay-per-use service models.

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Company infrastructure and capital 100% Spanish

Alisys Cloud Contact Center product sheet, 01 September 2017
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