

# Multi-Media Contact Center

*Delivering Superior Customer Service  
for the Small to Medium size Business*



# OMNIWorks<sup>®</sup>

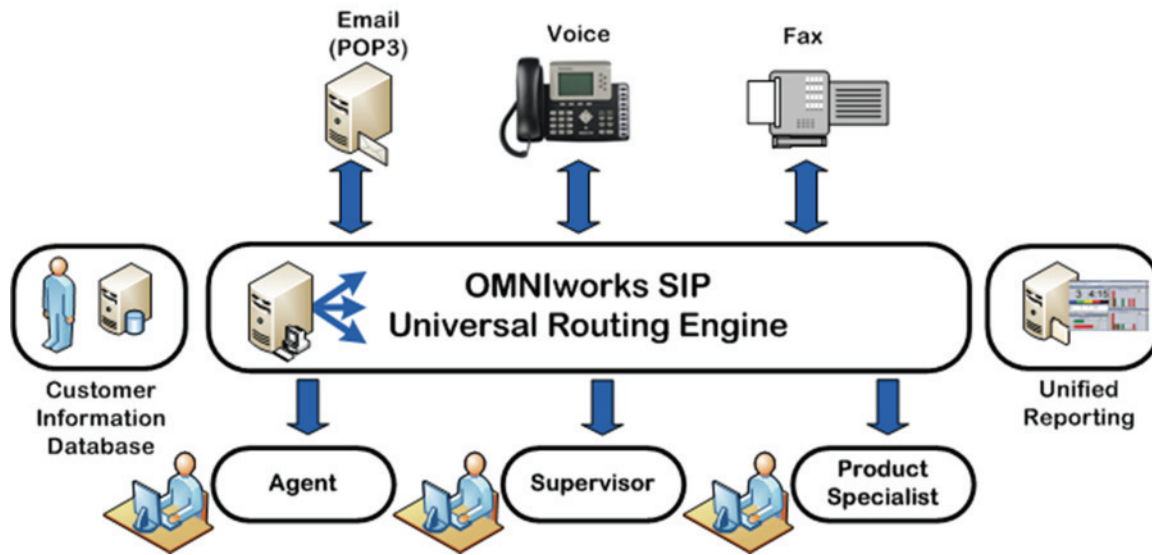
## SIP

## Multi-Media Contact Center



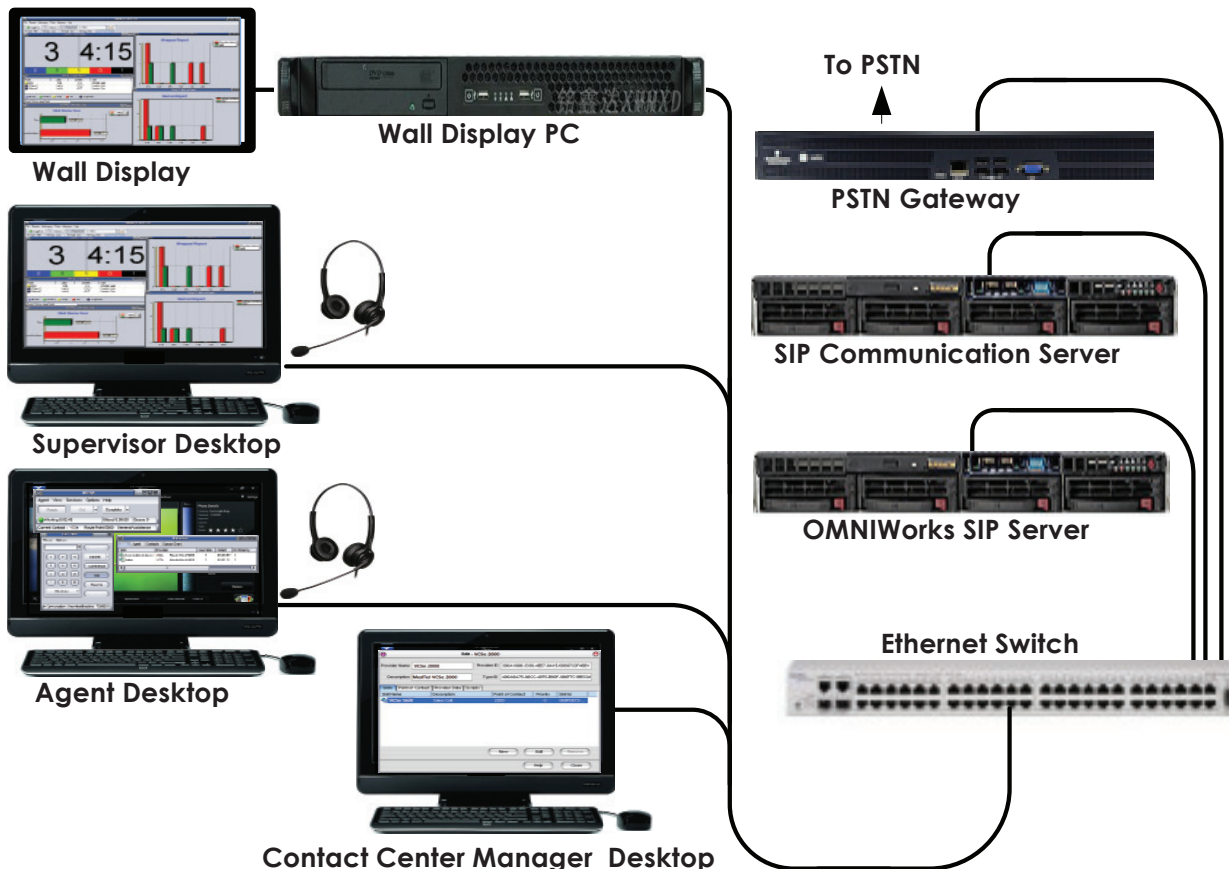
- **OMNIWorks SIP** is a SIP-based Contact Center solution that was designed to be cost effective, scalable and to easily interface with any SIP-based telecommunications platform for the small and medium size business community.
- **OMNIWorks SIP** can be easily configured to meet your current requirements and expand in the future as your contact center grows in both size and sophistication.
- **OMNIWorks SIP** gives the small to medium business owners a state of the art contact center solution that provides both new and existing customers the highest level of pre and post sales and customer service with interactive support to assure retention of your existing customers resulting in increased pre and post sales margins.
- **OMNIWorks SIP** is scalable from as little as 5 agents and one supervisor to 30 agents and 3 supervisors by the simple addition of agent or supervisors licenses.
- **OMNIWorks SIP** is a single server contact center solution with user friendly agent and supervisor soft phone consoles. The contact center management and programming is accomplished using our user intuitive GUI interface.
- **OMNIWorks SIP** includes our basic report package with options to upgrade to either our standard or premium report packages as your contact center report requirement increases.
- **OMNIWorks SIP** easily interfaces to a POP3 email server with our optional POP3 email license.

# OMNIWorks® SIP Universal Routing Engine



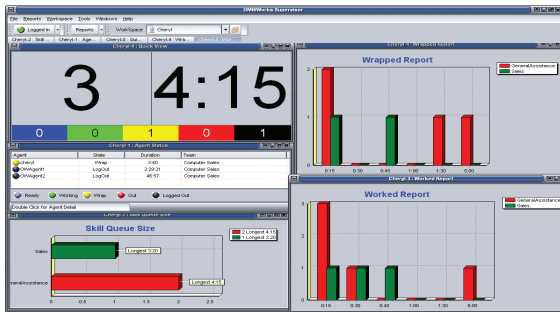
A single point for the routing and distribution of customers contacts designed to provide the customer with a consistent experience and a unified method of measurement and reporting. Future scheduled enhancements include Web Chat and Web Browser.

## OMNIWorks SIP Overview



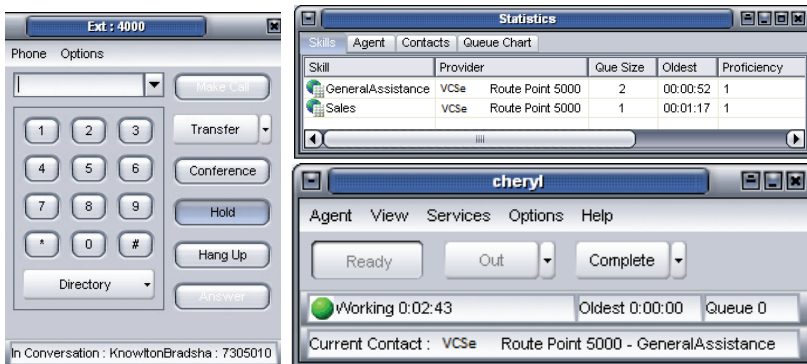
# OMNIWorks® Soft Phone Consoles

## SUPERVISOR



Real-Time and historical reporting application that provides management reports to keep contact centers operating at peak efficiency.

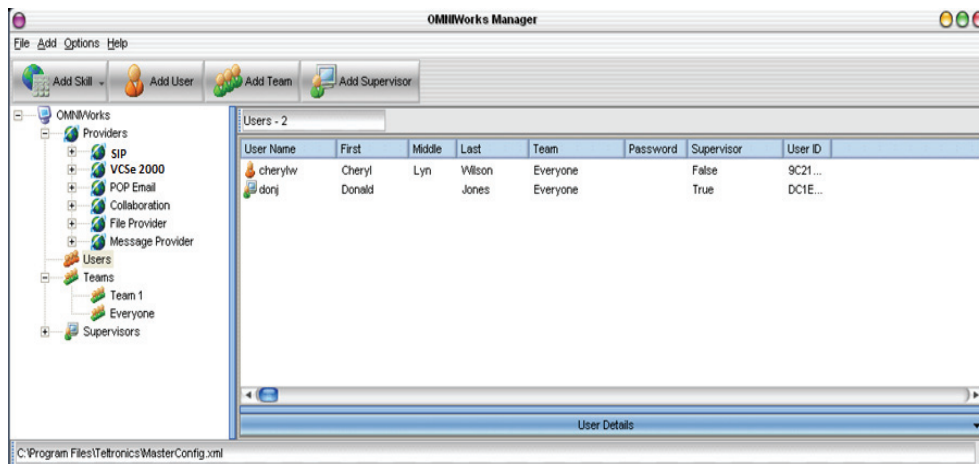
## AGENT



- ▲ Software-based telephone control, text chat and messaging tools
- ▲ Integrated speed dial
- ▲ Real-time queue and agent statistics for performance self-monitoring
- ▲ Multiple language support

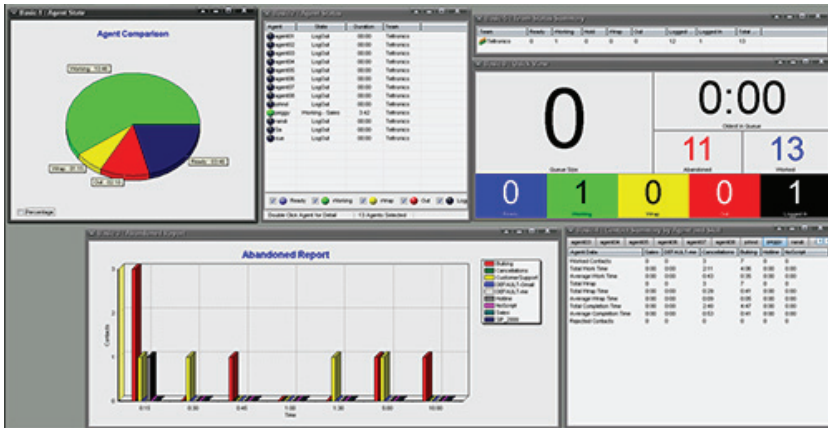
Agent Console is an interactive desktop tool that includes contact dependent user interfaces such as a Dialpad soft phone for voice calls, an email client and a chat window for inter-agent text chat. Agent Console includes valuable self-management tools to help agents maximize their productivity.

## MANAGERS Console



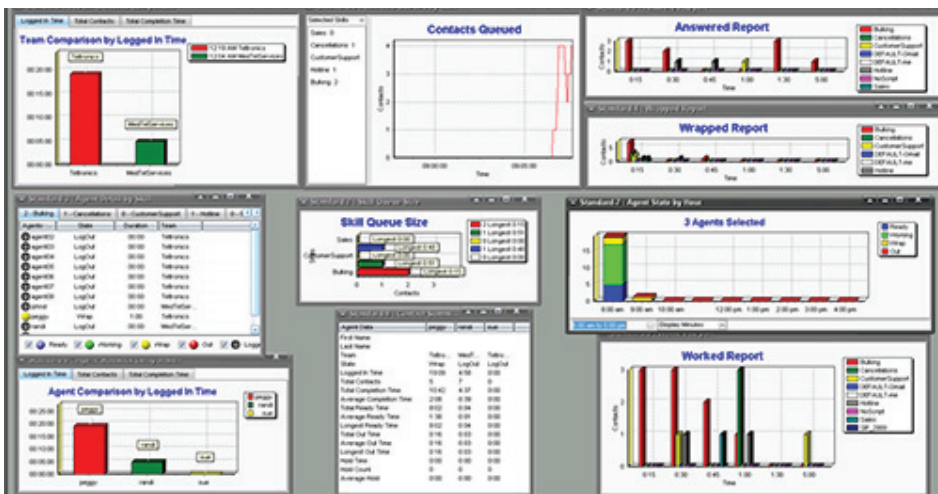
OMNIWorks Manager is an intuitive tool used to set up and manage contact routing and agent queues. Using Manager's graphical interface, administrators can quickly and easily set up and administer the OMNIWorks resource database used to define contact center activity.

# OMNIWorks® SIP Report Packages



**Basic Package**

- Consists of following reports:**
- Quick View
  - Agent State Comparison
  - Agent Status
  - Abandoned Calls
  - Contacts by Skill
  - Team Summary



**Standard Package**

- Consists of following reports:**
- Basic Reports Package
  - Team Comparison Real-Time report
  - Queue Status by Selected Skill
  - Calls Answered by Skill
  - Calls in Wrap by Skill
  - Agents by Selected Skill
  - Skill Queue Size / Longest in Queue
  - Agent State by Hour
  - Agent Comparison
  - Contact Summary by Agent
  - Contacts Worked by Agent

## Premium Package (Real-Time and Historical)

- Consists of the following reports:**
- Basic Reports Package
  - Standard Reports Package
  - All Historical HTML Reports


# OMNIWorks® SIP Agent/Supervisor/Manager Hardware and Software Requirements Provided by Distributor or Customer

## OMNIWorks® SIP Server, Intelligent Router and Media Software

Hardware Platform	An approved OMNIWorks SIP windows based entry-class or mid-class hardware platform
RAM	4GB or higher
CPU	2.4 Dual Core GHz or faster
Operating Software	Microsoft SQL Express Software with Tools
Application Management Software	OMNIWorks 7 SIP Server Application
Compatible with MedTel Communications Platforms and other SIP based communication systems	VCSe 100, VCSe 2000/9000 EGW plus other non MedTel Communications Platforms that are based on standard SIP-based protocols

## OMNIWorks® SIP Agent/Supervisor/Manager Hardware & Software

Hardware Platform	An approved OMNIWorks SIP windows based entry-class or mid-class hardware platform
RAM	1GB or higher
CPU	2.0 GHz or faster
Operating Software	Windows 7 or XP Pro
Application Software	OMNIWorks Agent/Supervisor Dialpads or OMNIWorks Manager



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