



Recording solution for Ericsson Solidus eCare contact centre

data sheet

A large part of the contact centres uses a hybrid telephone exchange Ericsson (MD110, MX-ONE) as their main telecommunication technology. There is used Ericsson Solidus eCare CTI server to realize agent's calls. This server allows the agent to login / logout on the PC by means of Desktop Manager Client application. Logged agent uses then the CTI server services for different types of calls and uses other advanced services of CTI server. For the call center work, it is necessary to record calls and store them in the archive file for the further evaluation (e.g. as an evidence of a deal). In this case, ReDat[®] Recording System is engaged as a reliable integrated recording system on the level of CTI record control.

Ericsson Solidus eCare contact centre solution

Ericsson Solidus eCare[™] is an IP-based media server, which supports mobility and a range of other productivity-enhancing features. Solidus eCare operates in conjunction with the latest Ericsson business communication solutions. It means that it not provides full IP contact center capabilities only, but also offers remote or roaming agents with full mobile PBX feature transparency through Mobile Extension. Through its multi-site capabilities and centralised management, Solidus eCare enables the creation of distributed contact centres. This supports enterprises' growing requirement to conduct business over multiple and geographically dispersed locations, so that they can reach a broader customer base and reduce the cost of providing the required service levels.

About ERICSSON

Ericsson is a world-leading provider of telecommunications equipment and related services to mobile and fixed network operators globally. Over 1,000 networks in more than 175 countries utilize Ericsson network equipment and 40 percent of all mobile calls are made through Ericsson systems.

About RETIA

RETIA, a.s. is a Czech leading provider of ReDat[®] Recording Systems for dispatching/controlling centres, contact centres and telecommunication operators. ReDat[®] Recording Systems record VoIP as well as conventional telecommunication systems, radio networks, computer screens and other data.



ReDat[®] Recording System

ReDat[®] Recording System provides complex customer service solution of record and quality management. It helps to improve agent's and dispatchers/system operators skills. RETIA's solution reduces training costs and thus helps to improve customer relations and services.

ReDat[®] holds certified trade-mark of company RETIA, a.s.

ReDat[®]3 Recording Unit, ReDat[®] VoIP Recorder, ReDat[®] Phone Recorder, ReDat[®] Application Server, ReDat[®] Catalog, ReDat[®] CTI, ReDat[®] QualityChart, ReDat[®] StorageManager, ReDat[®] LineMonitor, ReDat[®] PhoneControl, ReDat[®] VoiceProcessor belong to group of ReDat[®] System products.

ReDat[®] CTI pro Ericsson Solidus eCare

Integration is based on receiving CTI events from Solidus eCare server.
Supported versions: 4, 5, 5 + SP3 + HotFix

CTI integration is operating as a service (rd3solid). Its running is conducted by means of service *rd3watchdog*. Both processes save logs. For receiving events, there is used a CTI module of record control *CcasComClient.dll*.

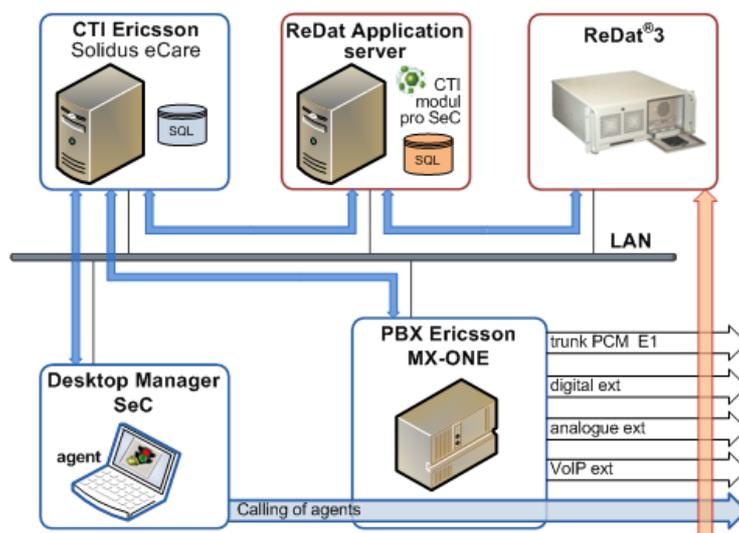


Record control

- Support for effective calls and log-in agents only

Record editing

- Receiving and adding of standard information from CTI (agent, branch, group, skill, information about interconnection or conference call)
- It is possible to make independent database of records/calls according to CTI – checking of coordination between CTI and VoIP operation



Implementation procedure

- Definition of customer's recording demands, including specific requirements which are not common for on ReDat[®] CTI module implementation
- Proposal and system concept
- Approval of system solution and acceptance procedure
- Supply of component software and device, installation, system configuration, functional checking
- Testing procedure
- Acceptance procedure

Price list code	ReDat [®] CTI module
RAS CTI ER SO	Ericsson MD110/MX1, Solidus eCare, recording of the extensions or E1

References

Europe Calling - Ústí nad Labem, call centre, Ericsson Solidus eCare v. 5 + SP3
 Home Credit - Brno, call centre, Ericsson Solidus eCare v. 5 + SP3
 E.ON - Brno, call centre, Ericsson Solidus eCare v. 5 + SP3
 Mobitel - Slovenia, GSM operator, call centre, Ericsson Solidus eCare v. 5 + SP3, E1 recording

RETIA, a.s. offers on top of its standard warranty and post-warranty conditions and maintenance services, customising recording systems to various applications and proactive solution of specific requirements with integration to various telecommunication platforms.

RETIA, a.s. is a partner of significant producers of telecommunication companies such as Alcatel-Lucent, Cisco, Genesys, Orange Business Services, TTC, Siemens, etc. with which it closely cooperates on the future development of the ReDat[®] recording system.