

Solidus eCare™ 3.0 Compact Edition



**Reduce Cost, Increase Efficiency,
Build Strong Customer
Relationships** with Solidus eCare™
multi-media contact center.

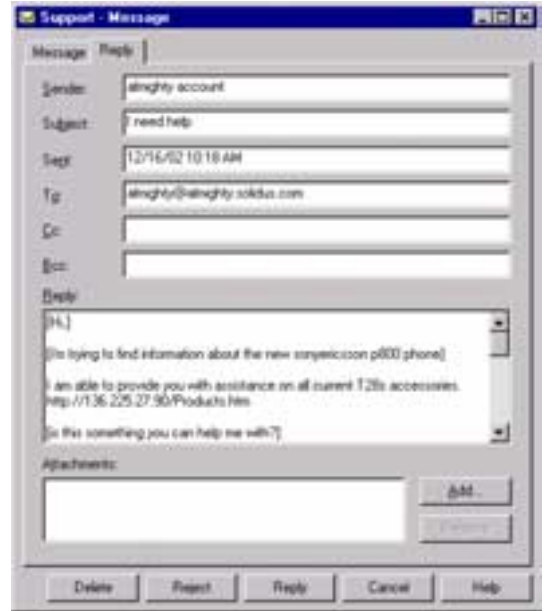
A powerful, highly flexible application suite that transitions call centers into customer interaction contact centers for the new millennium.

Solidus eCare™ 3.0 CE is a compact edition of Solidus eCare™, Ericsson's offering for contact centers. Solidus eCare™ 3.0 CE is a simplified, out-of-the-box turnkey solution for contact centers that are implementing voice and e-mail services for customer interactions. It is an offering that delivers pre-installed and pre-configured contact center solution, thereby significantly reducing the time required to deploy a multi-media contact center.

Solidus eCare™ CE 3.0 provides skills-based routing across voice and e-mail interactions, a single point of management and an integrated management information system across the contact center. The solution consists of software applications focused on the agent, management and customer service functions.



Configuration Manager Window



E-mail Message Window

Solidus eCare™ 3.0 CE is a turnkey offering that is specially tailored to companies looking for a small-sized “out-of-the-box” contact center solution. It supports up to 20 agent seats and gives you:

- Ease of Deployment. Solidus eCare™ 3.0 CE's pre-installed, pre-configured environment, together with the easy-to-follow customization guidelines, significantly reduces the efforts for deployment.
- Skills-based Routing. Solidus eCare™'s intelligent skills based routing capability ensures that customers are always routed to the best-qualified agent. These agents can handle telephone requests, e-mail and fax. Which help to balance the workload within your contact center.
- Single Point of Management. By using a graphical user interface, Configuration Manager provides an integrated environment to manage all configuration information within a contact center.
- Real Time Viewing. Real-time statistics on service accesses, groups and agents are available both at a desktop level as well as at an application level.
- Screen Pop Functionality. Through integration to a customer's business application, caller information can be initiated automatically, thus making the agent's daily tasks easier.
- E-mail Functionality. E-mails are routed using the same skills based routing engine as for voice calls.

The following sections describe the features that are offered in Solidus eCare™ 3.0 CE. With Solidus eCare 3.0 CE, enterprises have the option to expand the capabilities into the full blown Solidus eCare 3.0 that support self-service application. Licensing for Solidus eCare™ 3.0 features, except

ASR/TTS, is available on an individual basis, allowing for total customization and scalability of each contact center package.

Agent Group Overview:

There are few operations within an organization as dynamic as a contact center. With continuous change comes a need for intuitive and flexible control. Desktop Manager is a sophisticated tool designed to enhance call control and contact center functions.

By providing agents and supervisors with many powerful call-control features, Desktop Manager facilitates efficient call handling and integration of several different types of media.

Desktop Manager

Desktop Manager not only gives agents the ability to customize their monitors' “workspace”, but to have their display preferences automatically updated when they switch from one workstation to another. When in need of assistance or back office personnel, the Dial dialog box displays all logged on agents and gives them the ability to filter by call status, agent status, skills and or service groups.



Desktop Manager Toolbar



Desktop Manager Call Window showing an incoming e-mail message

Call Control Features:

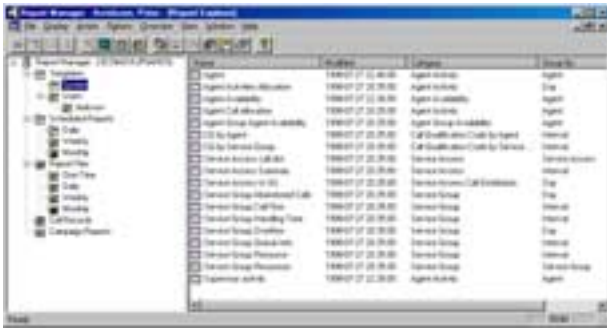
- Answer call
- Clear call
- Clerical time indication to monitor time off the phone
- Conference
- Consultation call
- Hold/retrieve call
- Make call
- Manual dial option directly from the call window
- Redial a busy number
- Redirect a call to another agent or service group when appropriate
- Transfer

Features:

- CTI screen pops deliver agents relevant information related to the customer
- Call Window customization enables agents to display the most relevant information, such as calling party number, name, call status, call duration, service group name and queue time.
- Call Qualification Codes allow an agent to record the outcome of each transaction to improve speed and consistency of code usage
- Incoming Interaction Notification of voice or e-mail so that agents are prepared for the different media types and can handle them appropriately



Desktop Manager Call Window



Report Manager Window



Information Manager Windows

- Easy message distribution within the Contact Center for agents and agent groups
- NetMeeting™ integrated call control and support for VoIP

Additional Desktop Manager Features

E-mail Agent

E-mails are routed using the same skills based routing engine as for voice calls. With E-mail agents, an incoming e-mail can be automatically routed to the best qualified agent. Additional configuration will enable fax and Voicemails from One Box Unified Messaging Solution to be presented as attachments to an e-mail when delivered to an agent.

Agent Supervisor

Allows users to monitor agents, manage their ready or not ready status, and edit other agents' skill sets and corresponding service groups.

Agent Real Time Information

Allows an agent to view information about their own or other service groups. Personal agent statistics are also displayed, including the number of media sessions handled for each service group and the agent status. An alarm will sound or display when the longest waiting call exceeds the configured threshold.

Dynamic Data Exchange (DDE) and Component Object Model

The Desktop Manager DDE/COM feature license can provide integration to a customer's business application. Based on caller information such as caller ID and called number, customer's business applications can be initiated automatically to make the agent's daily tasks easier.

Agent Messaging

The Desktop Messaging feature license allows contact center agents to send and retrieve text messages, request assistance, and initiate intrusion and execute skills-based searches to locate an appropriate agent for call support.

Management Group Overview:

Managing a contact center shouldn't be a difficult task. This powerful suite of management tools provides improved insight into the contact center activity without adding complexity.

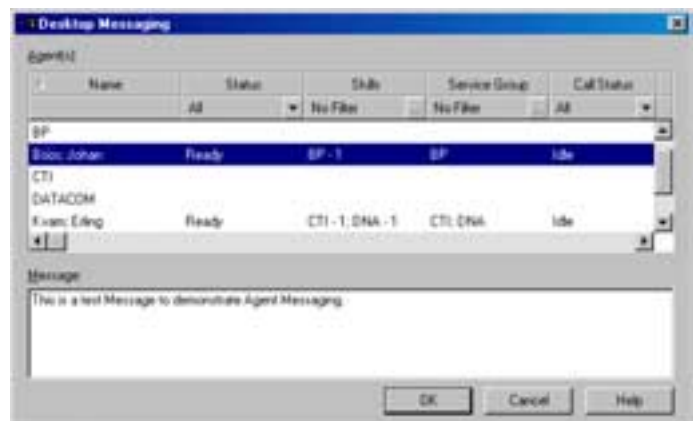
The reporting, real-time viewing, and configuration capabilities enable an organization to compare and contrast the use of different resources, analyze media inquiry processes and overall contact center efficiency.

Configuration Manager

A centralized management tool for Solidus eCare™. By using a graphical user interface, Configuration Manager provides an integrated environment to manage all configuration information within a contact center.

Features:

- With highly intuitive interfaces and wizards the user is guided through set-up and configuration to
 - Set Contact Center system properties
 - Configure service accesses
 - Establish service groups
 - Set up skill sets
 - Set up users
 - Define Call Qualification Codes
 - Define reasons for being Not Ready
 - Verify configuration
 - Access other applications



Agent Messaging. Provides assistance by allowing agents to send text messages to other agents or groups

Information Manager

Allows users to view real time information on services accesses, groups and agents. Information Manager enables managers to configure and save viewing preferences for services and staffing.

Features:

- Multi Media Real time information where supervisors can view contact center activity across voice calls and e-mail as it happens
- Wall Display Management ensures that staff are aware of the current contact center activity status

Report Manger

Compiles and displays reports pertaining to all aspects of a contact center's activities.

Features:

- Generates historical reports to plan for the highest quality of service
- Standard templates of agent activities, agent status, call qualification codes, call by call type, call flows, and abandoned calls ensure that key information is available quickly.

- Customisable Templates are available to receive the most relevant format for business needs.
- Scheduled reports reduce the management time and cost used in initiating reports manually
- Cradle-to-grave reporting

The Solidus eCare™ Compact Edition Application Suite is divided into two fundamental groups:

- Agent
- Management

Agent Group:

Desktop Manager is an intuitive application for the contact center agent, with eleven optional modules that can be used to expand the program's capabilities.

Management Group

Configuration Manager sets up call flows, rules and guidelines and defines all configurable parameters within a contact center.

Information Manager monitors traffic in each call flow and presents real-time statistics and status activity information.

Report Manager details and documents every aspect of a customer's interaction, from inception through completion.

Solidus eCare™ 3.0 CE Minimum Requirements

PBX

MD110 (BC10, BC11)

Platform

Open Application Server (OAS) 2.5 with SP1

Solidus eCare™ Server*

As a pre-installed and pre-configured turnkey offering, Solidus eCare 3.0 CE is delivered with a Compaq ML310 server that consists of:

- Microsoft Windows 2000 Server Operating System with SP3
- MSDE with SP2
- Dialogic drivers version 5.11 with SP1
- Nuance RT 8.0.0 SP020920
- IFOR ARK version 4.0
- MDAC 2.6

- Solidus eCare 3.0 with SP1 (without Script Manager)

OAS 2.5 with SP1

GraphON GO-Global** for Windows version 2.1.1. (using GO-Global, any application can be simply and easily web enabled)

Solidus eCare™ Client

* A Pentium III 500 MHz or better, Windows NT compatible PC

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An SVGA monitor that can be configured to display in High

Resolution Mode (1024 x 768 recommended) with 256 colours

128 MB RAM (Note: Desktop Manager can also run on a PC with 64 MB of RAM.)

One communication port available for wall display connections if wall displays are to be used

A mouse or other pointing device that is 100% Microsoft compatible

CD-ROM drive

A 3.5" high-density disk drive

Hard disk space of at least 2 GB

Ethernet Network Interface Card

Microsoft Exchange Server for E-mail Requirements (Based on average configurations)

Pentium 200 MHz with 256 MB of RAM and a 4 GB hard drive

*** Software Requirements

Solidus eCare™ 3.0 CE Client

Microsoft® Windows® NT Workstation Version 4.0. Operating System with Service Pack 6a, Windows® 2000 with Service Pack 2, or Windows XP Professional

Microsoft Exchange Server for E-mail Requirements (Based on average configurations)

Microsoft Windows 2000 Server with Service Pack 2

Microsoft Exchange Server 5.5 or Exchange Server 2000

*** The Solidus eCare™ 3.0 Media Kit, the OAS 2.5 Media Kit, and a Recovery DVD will be shipped with the system.

Open Application Server (OAS)

The Open Application Server 2.5 is an advanced multimedia platform for Enterprise CTI that combines call and media control. It allows CTI applications to monitor telephones as well as media resources through one single API. Windows applications that are compliant with TSAPI can execute call control commands to the MD110 PBX in the same manner as with ApplicationLink.

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