

Intuition 1000

Screen-Based Console for Nortel CS1000

NORTEL
Compatible Product

First impressions count. Which is why it makes commercial sense to give your switchboard operators the best possible tools for professional and efficient call handling.

Intuition 1000 combines advanced call handling features and presence information with your company directory to ensure that every customer, supplier and business associate receives consistently prompt and professional service.

“Our new operator consoles from Datapulse have hugely improved the way we interact with our local residents and have made our operators working day more productive and more fulfilling. We are now dealing with calls from our 142,000 residents in record time.”

***Bob Laird, Principal
Administration Officer at
Dundee City Council***

IMPROVE CUSTOMER SERVICE & CALL-HANDLING EFFICIENCY

Intuition 1000 makes a positive difference to the speed, quality and ease with which calls are answered and transferred.

High performance software with enables operators to respond with accurate, up-to-date information, and even greet regular callers personally. As a result, individual calls are processed faster, and higher call volumes can be handled successfully, without compromising service standards.

Advanced directory look-up facilities and a range of optional enhancements, providing links to corporate databases, phone status, contact notes and calendars, make Intuition 1000 one of the most productive systems in its class and a valuable customer service tool.

THE POWER OF AN IP SOLUTION

Intuition 1000 provides a truly distributed operator centre by allowing operators to be located anywhere on the corporate network. Where office space is limited or local staffing costs are high, this can be a huge saving on resources. Your operators will also benefit by being able to work away from a noisy operator centre environment which can improve morale and productivity.

DISASTER RECOVERY

Lost calls means lost revenue and poor customer satisfaction. With Intuition, should one site be lost, operators can simply login from another site and take calls as normal. This means if part of the network fails, business can continue, minimising disruption and ensuring calls are not lost.



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THE BENEFITS ADD UP

- Fast, precise answering and efficient call transfer
- Operators can pre-record their own messages for consistent and accurate greeting of all calls
- Call handling times are shortened and higher volumes of calls are processed, improving service
- Improve call transfer success by checking staff availability
- Choice of greeting according to incoming call identity key or time of day
- Alternative searches and contacts ensure callers are always connected to the most appropriate person to assist them
- Minimal training is needed for even temporary operators to become proficient
- Combine call handling with office applications improving operator productivity and desk space
- Assess call patterns and staffing requirements
- Flexibility to answer calls in order of priority
- Provide VIP service to valued customers with Do-not-Disturb and Alarm Call features
- Save costs and prevent misuse by restricting phone permission

CLEAR, INTUITIVE, EASY TO USE

Intuition's clear, Windows-based layout is so easy to use that operators become proficient very quickly, reducing training time. Intuition clearly displays how many callers are in the queue and warns when thresholds are exceeded, so corrective action can be taken before business is adversely impacted.

An operator is instantly alerted to an incoming call by a screen pop-up and screen prompts then guide the operator how to answer the call according to its source and the number dialed.

LOCATE THE RIGHT CONTACT, FIRST TIME, EVERYTIME

By typing just a few letters of a first name or last name, Intuition starts a speed search that will bring up closest matches within 1-2 seconds, cutting caller waiting times dramatically. This directory of contacts can be integrated with existing databases, increasing the search criteria and ensuring that data is consistent and up-to-date across the organisation.

Operators can also search customised web-pages containing organisational information and click-to-dial links which enable them to respond quickly to enquiries and build customer confidence.

INTEGRATED PRESENCE

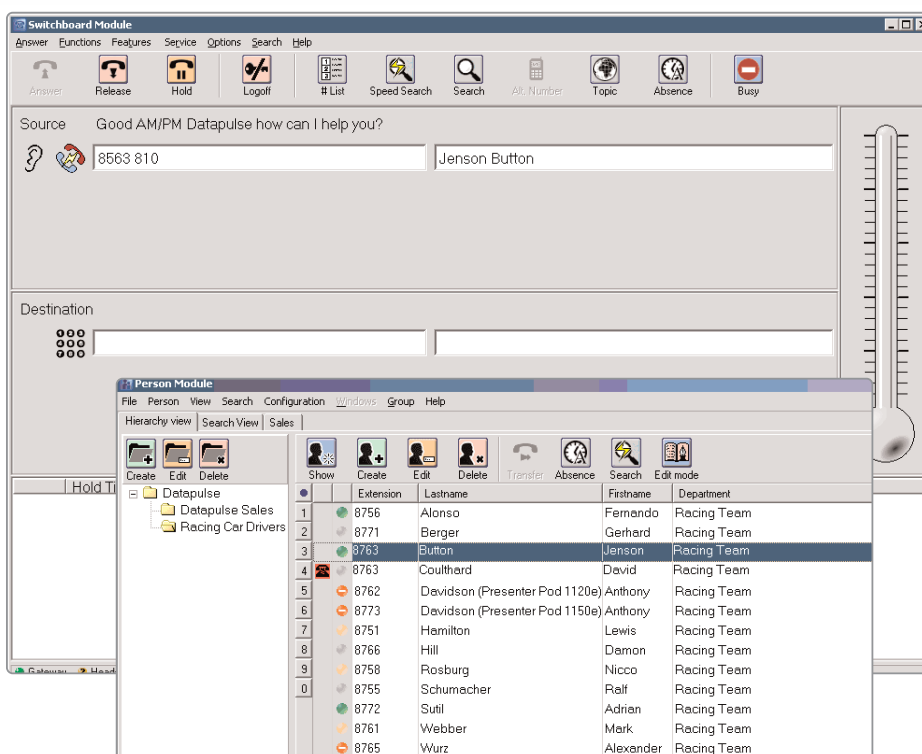
When the operator performs a search a status icon or 'busy lamp field' is displayed indicating the status of the extension so that the operator can see if the person is on the phone or able to take the call. Alternatively, Intuition integrates with Microsoft Office Communications Server which indicates a person's presence status next to their name in the console database.

This live presence information means operators can choose the best method in which to contact a person and deal with the call to ensure the transfer is successful. If the contact is out of the office the operator can select the mobile icon to transfer to their mobile or transfer the caller to an available person from the same department.

Operators can also check a person's calendar to see when they are free, or choose to send an email or Instant Message from the console to the contact to advise them that a call is waiting or the callers details so that they can return the call.

Embedding these tools into the console removes the need to swap applications and keep the caller on hold, which improves productivity whilst allowing operators to be more responsive to callers and staff.

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PERSONALISED GREETING

Operators can pre-record greetings in their own voice so that every caller is greeted with a fresh and consistent message. This takes the stress out of making repetitive greetings in noisy offices. Pre-recorded greetings can be linked to an operator's individual log-in, time of day and number dialled.

PRIORITISE CALLS

Intuition detects priority calls in the queue and alerts operators. Priority status can be applied to emergency and high value customer calls to ensure they are answered first.

MONITOR PERFORMANCE

Supervisors can monitor operator status in real time and run reports on historical data. Supervisors can track and control operator utilisation, performance response times, lost and abandoned calls and other important information in order to improve productivity and service quality.

TRACK STAFF ABSENCES

A note field with alternative contact numbers appears when a transfer is attempted to an absent employee. This enables operators to choose an alternative contact improving service.

VIP HOSPITALITY FEATURES

Intuition has a number of advanced features that provide hospitality businesses with better overall guest satisfaction and operational efficiency:

Wake-up/Alarm Call: Accurate morning alarms and reminders are a vital service that guests expect from a quality hotel. Through Intuition operators can schedule an alarm call when it is requested by the guest, which eliminates the need to remember or communicate between different shifts, ensuring a reliable wake-up service. Alternatively, the guest can enter a wake-up call request via their room telephone.

Intuition can either play a recorded message when the guest lifts the phone to respond to the alarm, or alert the operator to provide a personal call to the hotel guest.

Do Not Disturb: this feature can be set from the guest's phone or hotel operator to stop all incoming calls going to a particular guest or group of rooms. This status is indicated on Intuition's screen so operators can inform the caller and search for an alternative contact.

Controlled Class of Service: operators can enable/disable dialing permissions for extensions so that calls from phones in unoccupied rooms are restricted but available when occupied. This reduces misuse and the associated costs.

NORTEL
Developer Partner



- All Datapulse applications are certified as Nortel Compatible Products and are scalable with a simple upgrade path to IP. Our portfolio includes:
- The Intuition suite of operator console software for efficient, professional call handling and excellent service
- Fixed and mobile call logging, costing and management and reporting over the web. Both CPE and hosted
- Interactive applications for Nortel's IP phones
- Click-to-dial from any desktop application or file
- Workforce Management to increase productivity and profits through effective management of call flow and staffing
- Voice Activated Directory provides access to colleagues and customers by calling one number and saying a name
- Call Recording designed exclusively for Nortel switches and the only solution available that can record both TDM and IP in the same environment
- Database and directory integration that ensures information held across an organisation is consistent and up-to-date

Microsoft
GOLD CERTIFIED
Partner

- Datapulse supplies the widest range of Nortel compatible products of any Nortel Distributor Partner
- Over 25 years experience developing communication solutions that enhance Nortel platforms
- Datapulse applications are supplied exclusively through Nortel channel partners across Europe, the Middle East, Africa, Australasia and the United States.
- Our customer base includes 90% of the UK FTSE 100
- Datapulse solutions are backed by local consultancy, installation, training and support services
- Datapulse is Nortel's applications partner of choice
- Datapulse is a Microsoft Gold Partner with Unified Communications Specialisation

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"We have been extremely impressed with the solution, project management and support that Datapulse has provided. The solution is exactly what we were looking for to ensure that our switchboard and reception support call management and reporting systems across the business."

Jeni Burton, Head Operator for Mediaedge:cia

VISUALLY IMPAIRED CONSOLE

Intuition has a range of features for vision impaired or blind operators. ZoomText enlarges on-screen text and enhances colour, pointers and cursers. ScreenReader reads out the text on the screen, with options for volume and speed. Intuition is also compatible with JAWS technology which speaks information that appears on-screen and can also display this information in Braille when used with refreshable Braille displays.

STANDALONE, NETWORKED OR MULTISITE OPERATOR CENTRES

Whether your business requires one operator on a standalone system or several operator centres on a network of switches located over multiple sites, Intuition is scalable to your current and future requirements.

Intuitions simple structure means it is very easy to install, upgrade and maintain, with minimal disruption.

NORTEL COMPATIBLE PRODUCT

Designed exclusively for use with Nortel's Communication Server 1000 and IP enabled Meridian, Intuition 1000 has been certified with Compatible Product Status by Nortel on these switches.

Intuition is backed by Datapulse's full range of professional services including consultancy, installation, training and support.

For more information about Datapulse products and services call Sales on 0870 442 4425 email us on sales@datapulse.com or log on to our website at: www.datapulse.com

