

Unixcape Contact Center

UniXcape Contact Center has a modular design. This design allows it to be extended without breaking functionality or requiring massive recording efforts. Each module provides specific functionality often commands that are related are grouped into one module. You will need to enable the modules that you desire, based on their function. By default UniXcape Contact Center comes with a good set of modules loaded, to enable most basic functionality.



Web Base Application Special Design for End User

You can use the UniXcape Contact center. So it's easy, we're design graphic user interface based on Metro UI Technology.



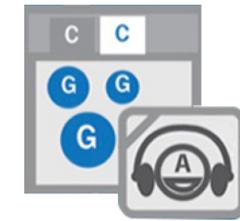
Flexible for customize and Integration with Back office

UniXcape Contact Center has provided connector and API for integrating with RDBMS, CRM, XML, JASON, Socket, HTTP, Web Service and Etc.



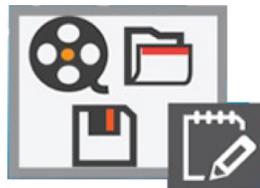
Fully Mobility Design

Free seating or Work from home has possible in UniXcape Contact Center via UniXcape Agent Internet Gate way.



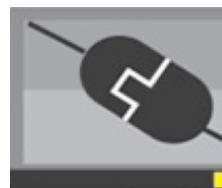
Multi Tenants Technology

Flexible for Design to Multi Company and Multi Agent group has supported Multi Company.



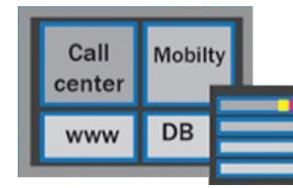
All-in-One Ready

This design allows it to be accumulate Standard module without breaking functionality or requiring massive recording efforts. Each ACD, Core Engine, IVR, Record



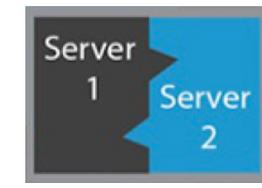
Module Plug-In on demand

Module provides specific functionality often commands that are related are grouped into one module. You will need to enable the modules that you desire, based on their function.



Virtualization Technology

UniXcape- Contact Center allows install to the Virtual Machine. You will use The UniXcape Contact Center fully feature on Virtualization Technology.



High Availability Enterprise

Redundant

UniXcape- Contact Center has power full supported HA (High Availability) mode. HA clusters usually use heartbeat Private network connection which is used to monitor

uniXcape

Wallboard.

Total Call	Call type	Queue Waiting	Queue Waiting time
0	Complain	0	00:00
	group_out	0	00:00
	Sales	0	00:00
Answer Call	Service	0	00:00
0	TAT_Eng	0	00:00
	TAT_OUT	0	00:00
	TAT_Thai	2	59:59
Abandon Call	TGS-Thai-Sales	3	59:59
0	TGS-Thai-Service	2	59:59

Queue.

All Agent.	Available	Unavailable	Work	Talk
7	3	0	0	0

Customer Profile.

Extension: 1016

Unread 0 Task 2

Available Unavailable Work Break Manul Log off

Extension: 1016 Queue: 0 Answer: 0 Miss call: 0

Phone Number

Create call log.

Contact name: [input]
 Contact telephone: [input]
 [dropdown]
 -- Please select subject --

History Profile.

Call Log

Date time	Company	Category	Subject	Contact name	Receive by
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Supervisor name: Vuthinant
 Team name: Vuthinant

Telephone Message Call Record Report Log out

Wallboard.

Call Detail.

Answer Call
 Abandon Call

Agent status.

User id	Name	State	State in time	Call handle	Last log on time
40100069	Aiita Suphakiet	Available	03:42:46	1	08:55:37
40100028	Monthira Supateera	Work	00:01:35	1	08:45:12
40100117	Nongluk Vittayakongvit	Talking	00:00:28	3	08:49:16
40100119	Phanida Phanchroenkij	Available	00:02:45	23	08:36:43

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Queue Information | **Call Real Time**

ANI	Group name	Called time	Waiting time
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Queue: 0 Answer: 0 Miss call: 0

Available Unavailable Work Manul Log off

Customer Profile.

Id: [input]
 Company name: [input]
 Telephone: [input]
 IVR menu: [input]
 Contact name: [input]
 Address: [input]

Create call log.

Contact name: [input]
 Contact telephone: [input]
 [dropdown]
 -- Please select subject --

History Profile.

Call Log

Date time	Company	Category	Subject	Contact name	Receive by
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