

CALL ALLOCATOR



CALL ALLOCATOR

Your calls, where you want them, every time.



How this product can help your business

- Business Continuity Assurance
- Disaster Recovery Program (DRP)
- Real-time Load Balancing of Calls
- Improved Customer Service and Satisfaction
- Improved Productivity
- Reduced Operating Costs
- Automatic Redirection in case of call centre failure
- Simplifying Complex Call Routing

Overview

CALL ALLOCATOR provides real-time load balancing for inbound calls. Under your control through a secure website, CALL ALLOCATOR provides precise and dynamic routing across multiple contact centres, or to designated location. Incoming calls are delivered anywhere, anytime, every time—based on your business priorities.

Key Benefits

- **Business Continuity Assurance** – Ensures that every call is answered and directed according to your business rules. Local disruptions caused by power failure, phone line or other telecommunication issues or restricted building access can be managed to ensure your all-important calls are answered
- **Better Resource Utilization** – Optimizes call routing for contact centre staff by balancing inbound calls according to available agent resources—including skill levels and language criteria—and overall call volume
- **Cost Savings** – Your calls are answered and directed by a fully hosted, secure, reliable service, eliminating the need for redundant telecom networks to support overflow or for failsafe protection
- **Greater Staff Flexibility** – Downtime for call center staff can be scheduled to facilitate training, meetings, equipment maintenance or breaks
- **Increased Customer Satisfaction** – All calls are answered in priority sequence as defined by customized business rules; callers never experience busy signals
- **Meet Service Level Objectives** – Every call is answered—from any location, at any time—according to your service level criteria
- **Fast to Market** – Provides for the immediate integration and engagement of new facilities or services, all under client control—without hardware investments

CALL ALLOCATOR FACT V3

Key Benefits continued

- Rapid Response to Events – Always online and available for immediate routing changes, either proactively planned or when unique situations arise
- Voice Assurance Suite – CALL ALLOCATOR is part of the Aizan Voice Assurance Suite, which also includes AUTOMATED VIRTUAL ATTENDANT (AVA), Enhanced Messaging Application (EMA), INFOLINE, Keep Originator On Line (KOOL), Virtual Contact Center (VCC), Virtual Fax Manager (VFM) and other products

Features

Scheduling

You can route calls by time of day or day of week or other business priorities; accommodate holiday schedules.

Language Selection

Interact with callers to determine language of preference. Route calls to appropriate agents.

Routing Rules

Manage calls based on the phone number dialed, the phone number of the person dialing, the area code or exchange from where the call originates.

Delivery Attempts

Retry attempts are defined by your business rules. When encountering busy or down networks, CALL ALLOCATOR will redirect calls automatically under your program control.

Precision Allocation by Percentage

Load balancing across multiple destinations in 1% increments.

Fail Safe Routing

In event of destination failure, a default-terminating number will be used to ensure all calls are answered.

Offline Call Routing Assessment

Web-based tools allow you to assess call routing parameters and alternatives in an inactive environment before you go live. This allows for offline testing and provides complete confidence in your response plan.

Full Client Control

Real-time call planning and active direction is fully web-based with instantaneous results.

Open Ended Inbound and Outbound Numbers

Unlimited capacity. Fully open-ended for Toll Free, Direct Inward Dialing numbers and outbound Terminating Numbers.

Active and Standby Plans

Whether for daily operations or fail-safe intervention, routing plans can be preconfigured and immediately activated.

Features continued...

Seamless Routing with Intelligent Call Management

Callers are provided with expedient delivery of calls, regardless of destination complexity or other issues.

Detailed Reporting on Calls

Online reports deliver summary or detail level information. Web-based report data can be downloaded for local analysis as required. Information is available on-screen and can be printed or converted into EXCEL, PDF, CSV or other industry standard formats. Date, time and feature results filtering are available

Hot, Warm and Standby Deployments

Provides options to allow all calls to be routed (HOT), to be routed based on overflow only (WARM) or routed as directed by the telecom carrier (STANDBY).

Overflow Management

Redirection of some or all inbound calls to information line eases peak volume loads and call volume spikes.

100% Hosted – 100% benefit

As a fully hosted, hardware-free application, CALL ALLOCATOR is fully independent of telecom carriers, equipment manufacturers or on-premise equipment. It is not affected by local disruptions such as power loss, connectivity issues, lack of technical support staff or other elements that could have a negative impact on service delivery. There is no need to purchase, maintain or install any equipment.

Telecom Platform Neutral

No matter your telecom platform environment, even if it is a mixed-vendor environment, CALL ALLOCATOR works above your onsite system and reliably balances inbound loads based on your business priorities.

Follow the Sun

Calls can be routed from east to west, as the business day progresses, to ensure that contact centre resources are optimized.

Application Areas

- Organizations with multiple call centres that require load balancing
- Communities subject to overflow call volumes
- Crisis management organizations such as hospitals and government agencies
- Organizations with telecom equipment from multiple vendors

Voice Assurance Suite

- AUTOMATED VIRTUAL ATTENDANT
- ENHANCED MESSAGING APPLICATION
- INFOLINE
- KEEP ORIGINATOR ON LINE
- VIRTUAL CONTACT CENTRE
- VIRTUAL FAX MANAGER

Your Hosted Voice Advantage



About Aizan Technologies Inc.

Aizan is an on demand Voice Application Service Provider. As a trusted partner we provide solutions for customer care, business continuity, marketing and business process improvement to hundreds of North American customers through our Software as a Service (SaaS) model. We deliver a variety of progressive applications and services through our Aizan suite of hosted products including broadcast messaging, automated information line, real time voice traffic management and Virtual Contact Centre for inbound and outbound customer contact programs.



solutions@aizan.com

101-1725 Sixteenth Avenue Richmond Hill, Ontario, Canada L4B 0B3

1.866.799.9222



www.aizan.com



www.aizan.com