



Alcatel-Lucent Enterprise Connect

A complete solution for omnichannel customer relationship management

Customer relationship management: Critical for business

A company's value is directly correlated to its customers' satisfaction¹

Customer satisfaction increasingly depends on its customer service



93%

of companies have put plans in place to improve their customers' experience²

70%

of customers say they are prepared to change providers if they do not get a satisfactory response during the first contact³

Source: 1- American Customer Satisfaction Index (ACSI) | 2 - INIT-Amarc-Sens du client study | 3 - LSA-AKIO study

Brochure

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[Alcatel-Lucent Enterprise Connect](#) (ALE Connect) provides customer relationship management staff with the ability to handle interactions across multiple channels (**email, live web chat, social media, and phone**) with the quality and efficiency expected by today's customers, citizens, and consumers.

ALE Connect simplifies the flow of interactions between customers, customer service representatives, and the rest of the organisation. ALE Connect enhances the Alcatel-Lucent OmniPCX® Enterprise Purple and Alcatel-Lucent OmniTouch® Contact Center Standard Edition solutions, used as a smart telephone call distribution platform, with services for omnichannel management in the cloud.

With ALE Connect, a company's customer relationship management benefits from:

- **Omnichannel interactions:** Customers want to contact companies through the medium of their choice - phone, email, or direct chat from the company's website or social media messaging (such as Facebook Messenger or Twitter)
- **Automating repetitive tasks:** Freeing up time for advisors to focus on the interactions that matter and provide smart assistance to help the advisor respond to customers more quickly, accurately, and confidently
- **Secure cloud-based services:** Providing greater deployment flexibility and securely connecting all employees within the organisation, including those working remotely

Communicate with your customers the way they want

With ALE Connect, customer advisors can:

- Interact using **phone, email, live chat, Facebook Messenger, and Twitter**
- Manage phone calls **from their workstation**
- Use a single **application for all media types**, available from within a web browser

Company benefits include:

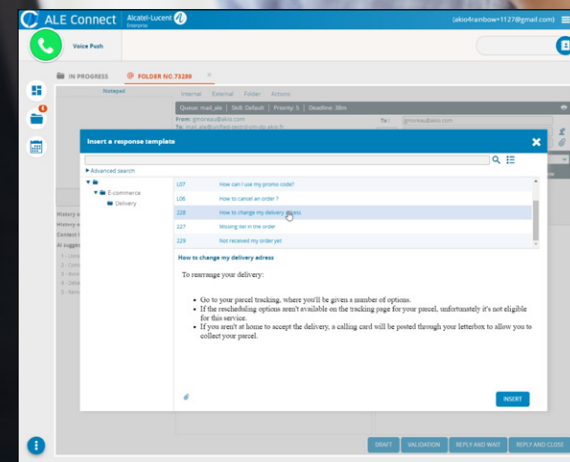
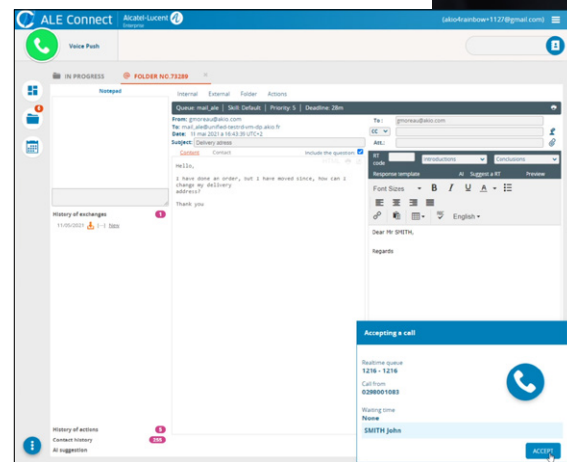
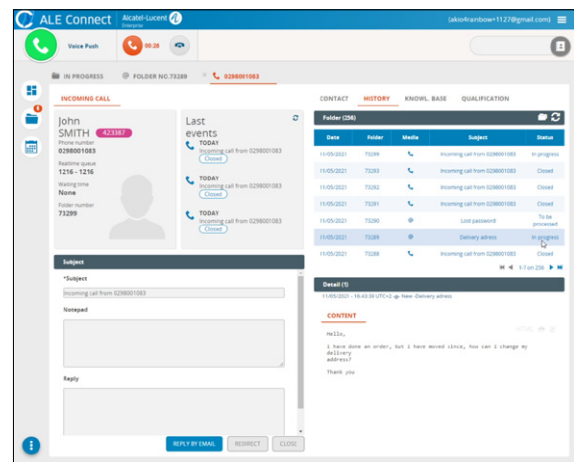
- **Easy adoption:** User-friendly, intuitive application for advisors and supervisors, with a quick learning curve. Employees can continue to use their usual telephone equipment.
- **Quality and high-level reliability:** Smart distribution of telephone calls through the ALE solution for optimal audio quality, a perfect customer experience and employee convenience
- **Increased team focus:** Multiple channels for customer interaction all brought together in the customer case file. Information collection and cross-referencing is centralised for rapid problem resolution.



Improve first contact resolution rate

ALE Connect helps organisations and their customer services improve the resolution rate from their first contact with the customer:

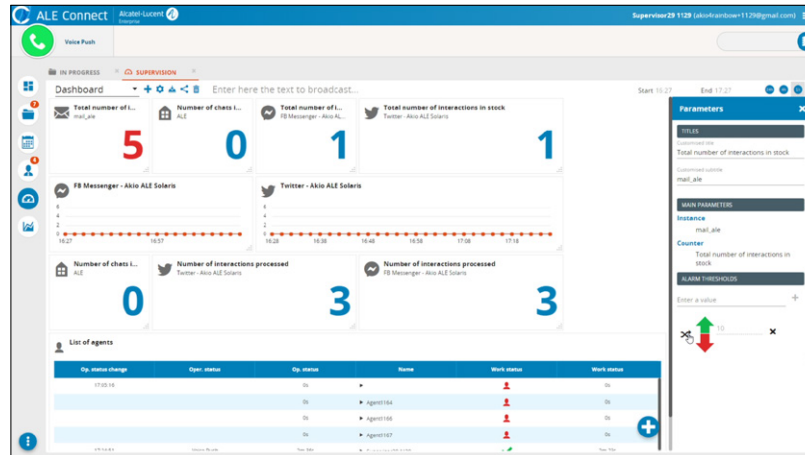
- **Customer identification** during a call and automatic display of the **contact record** through use of an integrated database or the company's **CRM or ERP data**
- **Log of previous interactions** with details of the customer records (for example, the last email exchange still pending resolution) and follow-up notes entered
- **Integrated knowledge base and AI-based support** to help advisors rapidly determine the best response to fit the customer's request



Measuring activity for ongoing improvement

ALE Connect includes unique application dashboards for advisors and supervisors to track and manage their own activities and those of the team, providing:

- A real-time view of **performance indicators**
- Dashboard **graphics** and **modules** according to needs
- Ability to generate **activity reports** (automated and customised) in CSV and Excel export formats



The screenshot shows the 'Reporting' dashboard in ALE Connect. It displays a 'LIST OF AVAILABLE REPORTS' on the left and a table of 'Agent activity by action' on the right. The table has columns for Queue, Group of agents, Login, Absence, Chat open, Close the Chat folder, Open, Open for reading, Reply and close, and Reply and wait.

Queue	Group of agents	Login	Absence	Chat open	Close the Chat folder	Open	Open for reading	Reply and close	Reply and wait
FB Messenger - Aho ALE Solars	DEFAULTUSERGROUP	alick@nbnw-1130@gmail.com	1			1	2		
		alick@nbnw-1174@gmail.com	1			1			
	TEAM	alick@nbnw-1172@gmail.com	1			1	2	1	1
mail_ah	DEFAULTUSERGROUP	alick@nbnw-1150@gmail.com	1			1			
		alick@nbnw-1130@gmail.com	2			2			
		alick@nbnw-1174@gmail.com	1			1			
	TEAM	alick@nbnw-1172@gmail.com	1			1			1
new-chat3	DEFAULTUSERGROUP	alick@nbnw-1150@gmail.com		3					
		alick@nbnw-1172@gmail.com		5					
Twitter - Aho ALE Solars	DEFAULTUSERGROUP	alick@nbnw-1150@gmail.com	1			1			
		alick@nbnw-1172@gmail.com	1			1			
	TEAM	alick@nbnw-1174@gmail.com	1			3	3		



Secure cloud deployment

Security and **reliability** are key elements of the ALE Connect solution.

The Alcatel-Lucent Enterprise **hybrid cloud approach** is unique in that it allows companies to maintain the benefits of efficient on premises (or hosted) call distribution, while embracing new capabilities through cloud-based multi-tenant software-as-a-service (SaaS).

The data centre infrastructure in the cloud part of the solution is **based in France** and the implementation is fully security standards compliant with **ISO27001 certification**.

The overall solution provides robust availability, achieving 99.999% responsiveness with the Alcatel-Lucent OmniPCX Enterprise Purple-based phone call distribution system, and 99.9% availability with cloud-connected services.

Data privacy and confidentiality are guaranteed with **General Data Protection Regulation (GDPR) compliance**.



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