Alcatel-Lucent Enterprise Connect

A complete solution for omnichannel contact center management

Alcatel-Lucent Enterprise Connect (ALE Connect) enables customer services of all-sizes, handling omnichannel interactions (such as email, live chat, social media, and phone calls) with the quality and efficiency expected by today's customers, citizens, or consumers.

The solution helps simplify the workflow between customers, customer service agents, and the rest of the organisation. It facilitates management of all the customer-related activities in the front and back office.

ALE Connect enriches the Alcatel-Lucent OmniTouch® Contact Center Standard Edition solution, used as a phone call distribution platform, with cloud services.

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

- **Omnichannel interactions**: Clients want to contact companies their way, with voice interaction but also email, live chat through the company website, or social media (such as Facebook Messenger or Twitter)
- **Automation of repetitive tasks**: Free-up agents' time for interactions that matter, and provide intelligent assistance based on a built-in knowledge base to empower the advisor and enable quick responses to customers, with more accuracy and confidence
- **Cloud-based services**: Help agents work from anywhere, bringing more flexibility in terms of deployment during the digital transformation journey

Key features	Benefits
Omnichannel interactions (phone call, email, live chat, social media)	Optimised distribution of the customer requests, whatever the media channel, based on competences and availability of the agents.
Customer file aggregating contact data and previous interactions	Centralised customer data to deliver a 360° view of the customer context to the agent, including contact information (from built-in database or extracted from external CRM/ERP application) and history of the previous interactions whatever the media channel used.
Agent desktop friendly web-based interface	A unique desktop interface for the agent to manage all the available media channels. Highlight contact information for the online customer. Intuitive cross-media during a conversation, to improve efficiency and first call resolution.
Real-time monitoring and reporting	Agent and supervisor can access graphical dashboards for all digital media channels and benefit from complete visibility on the real-time performance. Detailed reports to optimise processes over the long term.

Technical specifications

Software release
- Alcatel-Lucent OmniPCX® Enterprise Communication Server from R100
- Alcatel-Lucent OmniPCX® Open Gateway from R2.3
- Alcatel-Lucent OmniTouch Contact Center Standard Edition from R10.12

Interactions
Omnichannel:
- Phone calls
- Email
- Live web chat with file attachment capability (pdf, image, video)
- Social media: Facebook Messenger, Twitter

Routing:
- Skills-based
- OXE/CCD for phone calls

Desktop application
- For agents and supervisors
- Web-based application
  - ¬ Firefox, Chrome, Microsoft Edge
- Omnichannel interaction blending
- Push-mode (distribution) for voice, chat and email interactions
- Pull-mode (picking) for email and social media
- Knowledge base
- Contacts base
- Artificial Intelligence-based engine for response assistance
- Interaction classification

- Embedded dashboards
- Support for integration with CRM applications (contact card pop-up, integration into the Agent Desktop GUI)
- Notification for agent (events, calendar tasks, history)

Phone sets and softphone
- ProACD (hardware or software)
- IP Desktop Softphone for agent

Languages
- User interface available in English, French, German

Architecture
Hybrid cloud model:
- Multi-tenant cloud-based services integrated with ALE OTCC-SE
- Uplink secured connection from OTCC-SE to the cloud with OmniPCX Open Gateway (O2G)
- Critical on-site telephony service with redundancy and high- availability even in the event of a network failure

Openness:
- REST API
- Webhooks
- Integration into the CRM desktop application

Data centre hosting
Certifications:
- ISO 27001
- OHSAS 18001

- ISO 22301
- ISO 14001
- SSAE 16/ISAE 3401 SOCs
- PCI-DSS
- ISO 9001
- ISO 50001
- HDA/HADS

Management
Provisioning level:
- Up to 1,000 omnichannel connected agents

Configuration:
- Web-based management
- Synchronization and automation with ALE OTCC-SE objects model (CCD agents and pilots)
- Graphical interface for web chat frame integration into the customer's web site

Real-time monitoring and reporting
Graphical dashboards (for digital media channels):
- For supervisors and agents
- Widgets-based for easy customization
- ALE SoftPanel Manager integration for dashboards

Statistics (KPIs for digital media channels):
- Based on OLAP cubes
- CSV/Excel export
- Scheduling: Export sent by email
- Integration with Tag Management System (TMS) for web chat

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