



CINOS

| Service Definition

Service Title

Omnichannel Contact Centre

Service Description

Our Cinos Omnichannel Contact Centre service consists of services offered by Cisco, Teleware and Netcall depending on features and functionality requirements and telephony platforms currently in use by the Buyer. Cinos will collaborate with potential Buyers to identify particular requirements and design an Omnichannel Contact Centre solution that meets the specific requirements of their organisation.

UCCX

Cisco Unified Contact Centre Express is a contact centre solution for Cisco Unified Communications estates hosted in our Cinos Cloud service. This provides basic contact centre functionality where the service must be UK Sovereign and requires tight integration to the CUCM telephony platform.

Webex Contact Centre

Webex Contact Centre is a cloud-based omnichannel customer engagement solution designed to help organisations deliver exceptional customer service. It offers a range of features and capabilities that enable businesses to communicate with their customers through multiple channels, including voice, email, chat, and social media.

Some of the key features of Webex Contact Centre include automatic call distribution, interactive voice response, real-time reporting and analytics, workforce management, and integration with other business applications. It also offers advanced features such as AI-powered chatbots and virtual assistants, which can help automate routine customer interactions and free up agents to handle more complex inquiries.

With Webex Contact Centre, businesses can streamline their customer service operations, improve agent productivity, and provide a more personalised and seamless customer experience across all channels. Additionally, it allows for remote work, enabling agents to work from anywhere with an internet connection, increasing the flexibility of the service.

Teleware

When migrating to Microsoft Teams voice, organisations often find that they do not have all the features they need within Microsoft Call Queues, such as real-time statistics, agent wrap-up, CRM integration, and historic reporting.. Teleware bridges the gap between Microsoft Call Queues and typical contact centre licencing, by offering advanced capabilities cost-effectively.

ConnectPro offers a tightly integrated experience in comparison to standalone contact centres, which are typically siloed to specific user groups (e.g. customer service team). This improves communication and collaboration between ConnectPro agents and other Teams users.

Netcall

Liberty Converse is Netcall's next-generation AI-powered cloud contact centre solution, that redefines how organisations engage with their customers. Our cloud-native platform extends its robust contact centre software capabilities to harness the power of intelligent automation and rapid application development, setting us apart in the competitive landscape.

Service Highlights

- Cloud-based omnichannel customer engagement solutions designed to help organisations deliver exceptional customer service. It offers a range of features and capabilities that enable businesses to communicate with their customers through multiple channels, including voice, email, chat, and social media.
- Some of the key features include automatic call distribution, interactive voice response, real-time reporting and analytics, workforce management, and integration with other business applications. It also offers advanced features such as AI-powered chatbots and virtual assistants, which can help automate routine customer interactions and free up agents to handle more complex inquiries.
- With the Omnichannel Contact Centre service, businesses can streamline their customer service operations, improve agent productivity, and provide a more personalised and seamless customer experience across all channels. Additionally, it allows for remote work, enabling agents to work from anywhere with an internet connection, increasing the flexibility of the service.
- Highly scalable, enterprise grade Contact Centre service built upon our UK sovereign, highly scalable and secure Infrastructure as a Service (IaaS) platform, or within AWS hosting platforms with the option to choose specific regions for hosting.
- Leverages the industry leading Cisco, Netcall and Teleware portfolio for best of breed open-standards Unified Communications.
- Adheres to the NIST definition of Cloud Computing, offering Private Cloud, Community Cloud or Hybrid Cloud deployment models.
- Designed and operated to meet the NCSC 14 Cloud Security Principles.
- UK sovereign — an assured cloud platform delivered from two secure UK data centres by a UK based company with UK government security cleared staff where required.
- Disaster tolerant — multiple Tier 3 UK data centres securely connected by high-bandwidth, low-latency dedicated connectivity enabling synchronous replication.
- Flexible connectivity options — connect via the Internet, Health, and Social Care Network (HSCN) or dedicated Ethernet & MPLS connectivity.
- A platform which can provide Cinos' own local UK PSTN dialling into Cisco Webex Teams cloud collaboration (hybrid dialling), or bring your own PSTN models.
- A secure, highly available omni-channel contact centre solution

Service Features

Designed and built from its foundation as a Software-as-a-Service (SaaS) cloud solution, Webex Contact Centre's best-of-breed platform architecture brings your business the innovation, flexibility, scalability, and agility of the cloud without sacrificing security. As a cloud-based subscription, Webex Contact Centre enables rapid time to market and time to new revenue while minimising upfront capital investment.

Feature	Benefit
Highly available, resilient infrastructure	Fault-tolerant architecture and geo-redundant deployment SOC2, Type II, PCI-DSS and HIPAA Secure software development lifecycle approach 99.99% availability SLA
Global Availability	Multiple data centres in multiple countries Option for UK Sovereignty
Scalable	Tested up to 20 000 agents
Data security and data privacy	CATO compliant (Cisco InfoSec standard) HIPAA compliance GDPR compliance PCI-DSS Level 1
High quality user experience	Improved user satisfaction and productivity, promoting adoption and utilisation
Fully Managed Service	24x7 service monitoring and support from Cinos
Choice	Configure the solution that is right for you and your application with a range of service levels and packages
Connectivity	Easy to consume via the public internet

Service Components

Webex Calling Integration

Omnichannel Contact Centre service provides integration with Webex Calling, enabling businesses to use Webex Calling as their primary communication tool while still leveraging the full range of contact centre features and functionalities.

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The integration allows contact centre agents to make and receive calls through the Webex Calling platform, using their existing phone numbers and call routing configurations. Agents can also access customer context and interaction history, including previous interactions and customer details, directly within the Webex Calling interface.

The integration also enables agents to use contact centre features such as call recording, call transfer, and call wrap-up, without leaving the Webex Calling interface. Additionally, supervisors can monitor call activity, agent performance, and customer satisfaction metrics through reporting and analytics tools.

The Contact Centre and Webex Calling integration can provide a seamless and efficient communication experience for contact centre agents and teams, while improving customer service and satisfaction. The integration also offers a scalable and flexible solution that can adapt to the changing needs of businesses of all sizes.

Microsoft Teams Integration

Omnichannel Contact Centre service provides integration with Microsoft Teams, allowing businesses to seamlessly manage customer interactions and collaborate with their teams. The integration enables contact centre agents to use Microsoft Teams as their primary communication tool while still accessing the full range of contact centre features and functionalities.

With the Contact Centre integration for Microsoft Teams, agents can:

- Initiate and receive calls directly from the Teams interface, using their existing phone numbers and call routing configurations.
- View customer context and interaction history, including previous interactions and customer details, directly within Teams.
- Collaborate with team members, supervisors, and experts in real-time, using Teams chat, voice, and video capabilities.
- Use contact centre features such as call recording, call transfer, and call wrap-up, without leaving the Teams interface.
- Access reporting and analytics tools to monitor call activity, agent performance, and customer satisfaction metrics.

Overall, the integration between the Contact Centre and Microsoft Teams can provide a seamless and efficient communication experience for contact centre agents and teams, while improving customer service and satisfaction.

PBX Integration

The Omnichannel Contact Centre service can also work with existing on premise or cloud-based PBX systems where the agent has access to a DDI number, or if required, a mobile device.

Integrated, flexible calling options

- Cinos bundled PSTN: Cinos provided add-on service providing flat-rate PSTN calling service into the Contact Centre.
- Bring your own PSTN: Leveraging existing PSTN connectivity and local equipment with the customer calling solution.

Built in Disaster Recovery

Businesses can seamlessly redirect call centre traffic during unexpected emergencies such as natural disasters, transport facility outages, or other power disruptions.

A phone, computer, and Internet connectivity are all the equipment agents need to be productive anywhere.

Single Sign-On (SSO)

The solution simplifies login and password management for agents and supervisors and allows them to log in just one time for access to all applications.

In addition to using the built-in identity service of the solution, a customer can redirect the authentication request to their organisation's common identity provider (IdP). This feature requires the IdP to confirm to Security Assertion Markup Language (SAML) 2.0 with certain additional configuration requirements. A list of tested SSO IdPs and high-level steps to validate other IdP services is provided here.

Supervisor features (call monitoring, coaching, and barge-in)

Supervisory features, including monitoring, coaching, and barge-in, are available with the required supervisor license. Supervisors can use the real-time dashboard to view the latest contact and agent states.

A web-based dashboard provides a centralised point to manage and monitor calls and multimedia contacts. Supervisors have a real-time view of call volumes and agent activity across all sites, networks, and technologies. Call centre managers have the tools and information to measure and manage distributed contact centre operations in real time.

Queue status and contacts waiting in the queue are displayed on the supervisor interface in real time.

The call monitoring feature allows supervisors to access calls for the teams they manage and to listen in on conversations, either from the corporate network or through a remote dial-in connection. This can be done without the caller or agent knowing. The supervisor can coach or barge into the call at any time. If required, the supervisor can coach the agent on the conversation privately or create a three-way conference to join an ongoing conversation.

- The call monitoring application supports several flexible options to provide the flexibility that supervisors need. Monitoring can be done on a continuous, one-time, or scheduled basis.

- A combination of one or more queues, sites, teams, and agents can be provided to create a monitoring schedule, or supervisors can choose to monitor a session in real time.

Supervisors also can change an agent's skill profile in real time. This capability gives supervisors tactical tools to manage their agent teams and support contact centre management objectives.

Call Recording

The call recording suite enables authorised users to record calls and create recording schedules. The call recording application allows supervisors or administrators to decide the recording schedule for each queue.

- Recording can be restricted at the site, team, and agent level and includes the flexibility of deciding whether all or only a percentage of total calls will be recorded.
- The recording schedule also provides an option to allow agents to pause recording for a specific duration when sensitive information is to be shared.

The recording management feature is a jukeboxlike application that allows supervisors access to call recordings that can be filtered by queues, sites, teams, and agents.

- This application also allows call recording to be tagged using business-specific labels that significantly reduces access times.
- The application has an advanced search option that allows search of call recordings for CAD variables, call attributes such as Dialed Number Identification Service (DNIS), Automatic Number Identification (ANI), session ID, recording duration, and custom attributes.

Users can choose between two different audio recording options: compliance call logging or percentage call recording.

Compliance call logging records all calls that are served by a given queue. This setting is useful for customers who require 100% recording for compliance purposes.

Percentage call recording enables customers to record a subset of their calls. This allows administrators to spot check call quality across the enterprise or perform targeted quality monitoring of certain agents, teams, or call centre sites. Calls to be recorded can be:

- Selected randomly by the system on a percentage basis.
- Scheduled by time and/or day.
- Based upon criteria such as the site, team, or agent to whom the call is routed.

Recordings are stored on the recordings portal that provides archival and retrieval of call recordings. Call recordings may be stitched to a single file. Administrators and supervisors can download recordings using an API.

Digital Channels

Digital channels in the Omnichannel Contact Centre service including email, chat, SMS, and social messaging come with:

- Business logic orchestration – the flow builder helps create extensive self-help and pre-treatment of contacts. Dozens of nodes offer capabilities like CRM integration, logic crunching and decision making, generic HTTP requests, screen pop and many more.
- Bot Builder – a Natural Language Processing (NLP)/ Natural Language Understanding (NLU)-based bot building tool which integrates into business logic via a Q&A bot or a Task Bot.
- Google Dialogflow integration into the flow builder is also supported.
- Queueing and routing – the flow builder allows for granular queueing of contacts.
- Routing capabilities range from simple Longest Available Agent to more complex Skills Based Routing with skill relaxation.
- Agent desktop – contact handling by agent in a true blended fashion. Allows multiple digital contacts to be handled in parallel. Additionally, they can leverage productivity improvement tools such as predefined response templates with variable replacement capability and trigger workflow, and Screen Pop to present customer pages.

Email channel capabilities

The subject line of emails is scanned for business-specific keywords to decide the skill group or queue to which they need to be routed. Initial pre-treatment flows can also determine routing based on information obtained from integrated business systems such as CRMs.

Once they are placed inside a queue, the work distribution engine assigns them to available agents based on the queueing algorithm selected in the system.

Upon accepting an email, a rich text editor opens for agent to compose a response, or an agent can also simply send a quick plain text response.

Emails have reply, reply-to, or forward functionality to allow agents to engage other internal supporting teams.

Agent can transfer email messages to other queues (for instance upon misclassification or to a review queue).

The agents can respond to emails with a standard email response template with full visibility on the past interactions of that customer.

Organisations can mask Payment Card Information (PCI) and related information per the Payment Card Industry Data Security Standard (PCI DSS).

For email we offer integration with any email system. Emails can be pre-processed for various queueing options like key words in subject/body or some CRM dip. Once an email contact is routed to an agent, it opens a rich text editor for the agent to compose a response. An agent can handle up to five emails – reply, reply all, forward; edit the to/CC fields etc. Attachments are supported. There is an option to send a plain text quick response.

PCI service helps mask body text or drop attachments which contain sensitive card holder information as per the Payment Card Industry Data Security Standards (PCI DSS).

Email capabilities include:

- Pulling emails from multiple email accounts via different ingress points.
- Predefined response templates with greetings and signatures.
- Response templates can be locked (not modifiable by agent) or unlocked.
- Has the facility to auto- replace parameters from the contact.
- Routing emails based on subject line keyword analysis.
- An email editor with rich text capabilities.
- Reply/Reply All/Forward.
- Editable To, CC fields.
- Email requeue (transfer to another or same email queue).
- Support for attachments with configurable limits.
- Multi-session support for email contacts (up to 5).
- Reporting on emails in Analyzer.
- Providing conversation groupings for agents to see history.
- Wrap-up codes.
- Audible indicators for new email arrival.

Text / SMS and social media channel capabilities

Omnichannel Contact Centre service supports text / SMS and social media as a customer engagement channels. For social messaging apps, Facebook Messenger and WhatsApp are available first, with future plans to expand to other social media platforms.

Supports multiple numbers for text / SMS, allowing customers to offer different numbers for support of different languages. SMS is currently available in select countries.

Text and social media messaging capabilities include:

- Secure interactions.
- Transfer to agent or queue and conferencing with another agent.
- Multi-session social contacts, which applies across all social channels.
- Reporting on text/social interactions in Analyzer.
- Wrap-up code post contact handling.
- Audible indicator for new contacts.
- Customer interaction history for a specific social channel.

Chat channel capabilities

Customers may connect with an agent via a chat bubble on the customer website. A chat history with Virtual Agents is provided in the same interface as the chat with a live agent for consistency of contact transfer. Customers can fill out a form to provide initial information and a purpose or problem statement just after initiating the chat. This helps in queueing and routing decisions. Chat interactions are assigned to an agent based on the configured routing strategy, for instance “longest available agent”. Chats may be transferred to queues or other agents. An agent can create a group chat (conference) with a second agent and a customer.

Web chat capabilities include:

- Secure chat
- Routing treatment based on chat reasons and queue position.
- Self-serve chat template creation using an intuitive wizard.
- Branding of the chat bubble
- Integration with Virtual Agent: Chat (bots) using the Webex native Bot Builder or Google Dialogflow, including use of intent from the bot for further routing to live agents and a transcription of interactions with the bot in the agent interface prior to transfer. This integration is via the flow builder.
- Support for transfer of attachments and URLs in chat
- Responding with configurable canned responses
- Transfer to another agent or queue and conferencing with another agent
- Customers can have the chat transcript emailed to them.
- An agent can participate in multi-session chat (up to 5)
- Reporting on chats in Analyzer
- Wrap-up code for chats
- Audible indicator for new chat
- Customer interaction history

If needed, an agent can transfer a chat to another representative or subject matter expert by using the transfer button on the chat page. The agent is presented with a list of queues and can select an available agent within the queue for transfer. The new agent will receive all the previous chat information as well as any internal notes left by the first agent.

Virtual Agent: Chat

Provides 24/7 intuitive, online self-service experience with a bot for simple, less complex inquiries, reducing the number of inquiries to agents and leading to improved agent productivity and better customer experiences.

- Improves customer experience and agent experience.

- Improves call containment with fewer calls escalating to agents, leading to cost savings.
- Automate a wider set of business transactions using self-service.
- Agents are relieved of repetitive and mundane tasks.
- Bots can be created via Webex Connect native Bot Builder or via Google Dialogflow integration.
- Bot Builder allows simple Question & Answer (Q&A) Bot or more complex Task Bot which can enter into a conversation to gather information or determine intent. Both are NLU powered.

Virtual Agent: Voice

Provides natural conversational IVR self-service experience over the phone.

- Reduces the average handle time and time spent in the IVR, leading to improved customer experience and a reduced number of calls to agents by automating business transactions handled via self-service.
- Improves customer experience and agent experience.
- Improves call containment with fewer calls escalating to agents, leading to cost savings.
- Automate a wider set of business transactions using self-service.
- Offer the same self-service experience across channels.
- Agents are relieved of repetitive and mundane tasks.

Self-service Interactive Voice Response (IVR)

Omnichannel Contact Centre service offers both touch-tone (dual-tone multi-frequency, or DTMF) and speech-enabled IVR (optional add-on) for inbound and outbound calls and callbacks. Customers can use voice commands to retrieve information without ever speaking with an agent, or to quickly navigate to the correct department or agent to best assist them. The IVR comes with a web-based, easy-to-use, drag- and-drop call flow builder that makes it easy for business users to configure and/or maintain IVR call flows.

Both touch-tone IVR and speech-enabled IVR are cloud-based and integrated into the Omnichannel Contact Centre service. The speech-enabled IVR can be invoked from within the touch-tone IVR, so in some use cases it may be most economical to split the application between the two solutions.

Touch-tone (DTMF) IVR

A nimble touch-tone IVR solution provides intelligent call routing and basic self-service.

The feature set includes:

- Touch-tone (DTMF) caller inputs
- Audio prompts

- Text To Speech (TTS)
- Third-party integrations
- Screen-pop data collected in IVR passed to agents.
- Historical reports available in Analyzer
- Browser-based, drag-and-drop call flow builder Speech-enabled IVR.

Speech-enabled IVR

Speech-enabled IVR is a sophisticated customer engagement solution powered by Text-To-Speech (TTS), speech recognition, and Natural Language Understanding (NLU). It enables automation of complex end user tasks while providing an intuitive conversational experience.

This feature includes:

- Voice Virtual Agents (via Google Dialogflow; can be Cisco provided or customer-owned)
- Touch-tone (DTMF) caller inputs
- Multilingual Automated Speech Recognition (ASR)
- Open-ended speech responses
- Multilingual Text-To-Speech (TTS)
- Third-party integrations
- Virtual Agent transcript and data collected in IVR passed to agents.
- Historical reports
- Managed with a browser-based, drag-and-drop flow builder.

CRM Integrations

The Omnichannel Contact Centre service has pre-built connectors for integration with several industry-leading CRM systems, including Salesforce, Zendesk, and Microsoft Dynamics.

Additionally, the Cinos Professional Services team can help deliver integration with other CRM applications as a custom paid professional services engagement.

As part of the integration, data about the customer and the context of the call is delivered to the agent in an automatic screen pop. Contact Centre also logs the interaction within the CRM application to capture the inbound call. The integration enables click-to-dial from within the CRM applications, where the agent can click on a phone number to dial out to the customer. The out-dialled call is automatically logged against the record whose number has been dialled out.

The CRM connectors provide CTI integration between the Contact Centre ACD and the customer's CRM tool. The toolset allows for:

- Agent state control
- Call control

- Click to dial.
- Screen pop on Automatic Number ID (ANI) or call variables.
- Receiving inbound and placing outbound (click-to-dial) calls from the CRM.
- Automatic customer record screen pop in the CRM
- Automatic call activity logging in CRM

Computer Telephony Integration (CTI)

Omnichannel Contact Centre service simplifies the deployment and management of multiple sites and agent locations, enabling companies to reduce the cost, complexity, and limitations of traditional contact centre solutions.

The core infrastructure delivers the following data to the desktop client:

- Automatic Number Identification (ANI)
- Dialed Number Identification Service (DNIS)
- Prompt selection Customer-Entered Digits (CED)
- Site, team, or agent selection

All of this is delivered to any agent connected to the application, anywhere in the world, without the deployment of any technology footprint in the enterprise.

Reporting and dashboards

Data for historical and real-time reports in the Contact Centre's built in reporting dashboard feature is supplied by a sophisticated cloud data platform, a big data stream processing platform that provides high data availability, processing real-time call and agent data in 3 to 5 seconds, and historical data within 30 minutes from the time of occurrence of an event. It offers a secure data platform across all channels supported by the Contact Centre and reliable data across real-time and historical reports, ensuring data integrity.

The tool brings data together from your Contact Centre Automated Call Distributor (ACD) and interactive voice response (IVR) so that you can analyse, understand, and manage your contact centre and optimise for operational efficiency in new and innovative ways.

Users can create ad-hoc reports by selecting the following:

- Report elements on which they would like to report - teams, queues, sites, or entry points.
- Graph and table parameters to display.
- Specific timeframe for the data

Integrations and open APIs

Omnichannel Contact Centre service is based on an open platform surrounded by several APIs and interfaces. This allows it to easily integrate with other in-house and off-the-shelf applications to leverage existing systems and investments.

This open platform also allows the Contact Centre to integrate with other applications in the marketplace to create unique end-to-end solutions for customers. Contact Centre APIs allow third parties to develop software to leverage and extend Contact Centre capabilities.

The Contact Centre solutions offer the following REST, gRPC, GraphQL, Webhooks and WebSocket APIs and SDKs for different services including:

- Agent and Supervisor Desktop
- Artificial Intelligence (AI)
- Configuration
- Data
- Experience Management
- Media

Agent Desktop

The Contact Centre agent desktop provides a range of features and functionalities designed to help contact centre agents manage customer interactions efficiently and effectively. Some of the key features of the agent desktop include:

- Multichannel support: The agent desktop allows agents to manage customer interactions across multiple channels, including voice, email, chat, and social media, from a single interface.
- Customer information and interaction history: Agents can access customer information and interaction history, enabling them to provide personalised and efficient customer service.
- Call control: The interface includes tools for call control, such as call recording, call transfer, and call conferencing.
- Chat and email management: The agent desktop includes features for managing chat and email interactions, including the ability to send canned responses and access previous chat or email conversations.
- Real-time dashboards and reporting: Agents can monitor their performance and track key metrics, such as call volume, call duration, and customer satisfaction, through real-time dashboards and reporting tools.
- Customisation: The agent desktop interface can be customised to suit the specific needs of individual agents or teams, including the ability to personalise the layout and color scheme.

- Integration with other tools: The agent desktop integrates with other tools, such as Microsoft Teams and Webex Calling, enabling agents to collaborate and communicate with team members and supervisors in real-time.

Routing and queue management

The Contact Centre intelligently distributes calls across:

- Teams and agents in multiple sites
- Remote agents

Routing strategies can be created to leverage skill assignments at team or agent level. Agent availability and skill sets are matched with customer priority, value, and needs. Agents are more productive, and customers are better served.

From a simple, user-friendly interface, supervisors can change routing strategies without knowing complex scripting languages. This allows customer organisations to maximise resources and respond quickly to changing conditions. Modifications to routing strategies take effect immediately and can be applied to current calls in queue.

Within the Contact Centre, calls are queued in the cloud network, not on-premises based equipment. This approach provides substantial savings in telecom hardware, toll charges, and bandwidth. The ability to centrally manage contact centre resources on a global level eliminates variances in queue times among sites and lowers administration expenses.

Routing type options

The Contact Centre offers a full range routing options to serve a variety of contact centre needs.

The Contact Centre supports routing strategies that consider the real-time nature of channels such as voice and chat. This allows administrators to define the number of simultaneous real-time interactions an agent, team, or site should be tasked with handling at any given time. Alternatively, agents, teams, or sites may be set to an “exclusive” routing status, whereby they are only accountable for one conversation at any time.

Routing options include:

Skills-based routing: This helps contact centres manage agent skill sets at a granular level to optimise call routing strategies. Agents can be assigned multiple skills and skill types based on their proficiencies. Agents’ skills can be defined as:

- A proficiency score of 1 to 10
- A “true” or “false” value
- A predefined value
- Free-form text
- Longest available agent routing: Incoming contacts get directed to the agent who has been available for the longest time.

- Capacity-based team routing: Allows routing of calls to phone numbers, without requiring agents to sign on to the system. This is effective when the people taking the call are not traditional call centre agents or the calls may be answered by voicemail, answering machines, or hunt groups.

Call Distribution

Call distribution configuration, management, and reporting is managed through the web-based Contact Centre flow builder. Access rights are restricted by user login, so customer administrators or supervisors can only manage the sites for which they are responsible. Callers are provided with queue positions and expected wait times based on average speed of answer via a standard, complementary professional services-provided script. Webex Contact Centre offers the ability to prioritise call distribution based on agent skill set. The routing module in the dashboard allows users the ability to designate how calls are distributed to agents.

Call queues can cascade through groups made up of a single team or multiple teams and can include specific skill requirements. There is no hard limit to the number of skills that can be assigned to an agent. Agents can be made automatically available after a call, go unavailable, or have a set break between call and can be configured to have manual wrap-up time or auto wrap-up time:

- In **manual wrap-up**, the agent receives a period of time determined by the administrator to complete their after-call wrap-up. This can be extended by the agent if the administrator enables this capability.
- In **auto wrap-up**, the agent will be immediately available after the call. If the agent needs to go offline for a meeting, training, or lunch break, the agent can change his/her status to an idle state. No communications are routed to the agent in the idle state.
- If an agent, for whatever reason, fails to answer a call routed to them, the call is immediately taken back and rerouted to another available agent (“Redirect on No Answer”, or RONA). To avoid sending additional calls to a non-responsive agent, the non-responding agent is put into an unavailable state and must toggle their status back to an active state to resume taking calls.

Wrap-up codes

Administrators can create disposition codes (wrap-up codes) that can track the reason for a call's end and the reason for agent inactivity (idle codes). The idle reason codes can be for any non-contact related agent activity. They allow supervisors to track agent availability in detail. There are specific reports—called auxiliary code reports—that track idle codes and wrap-up codes.

Callback Options

The Contact Centre offers callback from queue functionality. When the queue reaches a specific predetermined point, callers can be offered the option to leave their phone number for a callback rather than waiting in queue. Courtesy callback allows an organisation's administrator to configure a path for the caller by making them aware of the Estimated Wait Time (EWT) and opt for a call back, retaining their position in queue.

Workforce Management

The workforce management solution offers contact centre supervisors, agents, and staffing analysts the ability to dynamically manage agent schedules, forecast and plan staffing based on trends, and ensure adherence to schedules.

Key features include:

- Dynamic scheduling: allows agents, supervisors, and staffing analysts to collaborate in creating a schedule that meets everyone's needs.
- Dynamic intra-day scheduling; enables last-minute scheduling changes.
- Automated agent approval: for exceptions, time off, schedule offer/trade, and mentoring. Provides set workflows to automate approval, denial, wait listing, and manual handling.
- Agent-initiated peer mentoring: when an agent submits a request and the peer accepts, there is an automated supervisor approval, and both agents' schedules are updated.
- Strategic planning and forecasting: allow users to forecast staffing needs based on trends.
- Vacation and holiday planning.

Webex WFO Quality Management (QM)

Quality management helps customers measure agent efficiency and performance using tailored evaluation forms.

Key features include:

- Multichannel quality evaluation: evaluate call, email, and chat interactions.
- Targeted evaluations: find interactions of interest with pinpoint precision using a combination of transaction data, customer data, speech energy, and other business-related metadata.
- Library of customised evaluation forms: percentage or points-based.
- Pinpoint evaluation commenting add comments to a call and search for comments by questions, section, form, or duration.
- Evaluation calibration: supervisors, managers, and agents can comment on an evaluation for a collaborative approach to quality.
- Automated contact queue: contacts are routed to a contact queue according to workflow configuration.
- Post-call survey data integration with call data makes playback easily accessible during evaluations.
- Export calls: use for training or within e-learning platforms.
- Use of AI to automatically score calls

WFO Analytics

WFO Analytics helps organisations gain data-driven insights to improve the customer experience and to drive revenue with every customer interaction.

Companies can analyse interactions and make valuable discoveries about your customers, employees, and business. With sophisticated speech, desktop and text analytics, organisations can unlock a gold mine of intelligence buried in the contact centre.

Key features include:

- Speech analytics (phonetics).
- Speech-to-text transcribed audio to full-text transcripts.
- Text analytics for channels, including email, chat, text, social media, and surveys.
- Desktop analytics to track desktop activity, facilitate compliance, and create automated workflows with activity triggers.
- Sentiment analysis, which translates all call interactions into a score of positive, neutral, or negative automatically.
- Powerful, easy-to-use dashboards with drill-down capabilities.
- Predictive quality evaluation scores.
- Predictive Net Promoter Scores (NPS) using NPS survey data and speech data to automatically evaluate 100 percent of your customer interactions.
- Language packs to help you understand customers, regardless of linguistics.
- XM speech search.
- Out-of-the-box and easy-to-use features.
- Dynamic reporting options with rich data visualisations like phrase clouds and interactive charts.
- Advanced customisation dashboard capabilities.
- Widget-based dashboards and intuitive interface.

Professional Services and Training

The Professional Services required for the installation of this solution will be dependent on the Buyer's specific site requirements and existing infrastructure.

Professional Service & Training pricing is provided in the Price Document and required Professional Services to be confirmed at Call Off or during the contract by variation.

Support Options

Buyers are able to scale up and down the support of this solution, through the purchase of Cinos Support Tokens. This allows Buyers to enable an existing support provider to support the solution

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or have Cinos fully support the solution or something in-between or enhance regular incident support with event support.

Support tokens allow flexibility so that the Buyer can procure the appropriate volume of support for their specific needs. Required quantity of Support Tokens to be confirmed at Call Off or during the contract by variation.

Support requirements to be discussed on enquiry about this service.

Security

The Cinos Cloud, together with all solutions delivered within the Cinos portfolio (including approved third-party products), is designed and operated in alignment with the UK National Cyber Security Centre (NCSC) Cloud Security Principles.

Data Security

- Data in transit is protected using TLS v1.2 encryption or higher. Perimeter firewall devices are deployed at all network edge connections to inspect traffic and automatically block any connections that do not meet the required encryption standards.
- Data at rest is encrypted using AES-256, ensuring strong protection of stored customer information across all hosted services.

Network Segmentation and Access Control

- Management access to customer environments is provided through a dedicated Virtual Routing and Forwarding (VRF) instance and a secured bastion host, which has no direct internet access.
- Each customer environment within the Cinos Cloud is provisioned with dedicated firewall instances within Cinos data centres. This ensures strict segregation between customers, preventing any possibility of cross-customer traffic leakage.
- These firewalls may also be configured to restrict administrative access to approved source networks only, providing additional protection for management interfaces.

Security Testing and Assurance

- Cinos conducts regular penetration testing across its platforms and services.
- In addition, an annual independent IT Health Check is performed by an accredited third-party security auditor to validate the ongoing effectiveness of our security controls.

Certifications and Compliance

Cinos and its approved third-party service providers maintain the following certifications and compliance standards:

- ISO 27001:2022 – Information Security Management

- ISO 9001:2015 – Quality Management
- ISO 14001:2015 – Environmental Management
- PCI-DSS Level 1 Service Provider
- Cyber Essentials Plus
- SOC 2 Type I

Why Cinos?

Cinos is an industry-leading, agile, and innovative systems integrator. Our mission is to deliver integrated technology solutions to a global marketplace, driving digital transformation for organisations of all sizes.

Our expertise lies in providing comprehensive technology solutions that cover Collaboration, Connectivity, Networks, Security, Infrastructure, and Audio Visual. This unique combination enables us to offer true end-to-end solutions, setting us apart from other providers and giving our customers the confidence that their entire technology estate can work together seamlessly, managed by one trusted partner.

Whether that is an SME traversing the world of cloud communications for the first time or facilitating real-time collaborative decision making in highly complex command and control environments, Cinos is recognised as the go to partner for the delivery of seamless and reliable technology solutions.

We pride ourselves on the art of simplification, removing the burden of managing multiple technologies so our customers can focus on their strategic objectives. By employing a cross-architecture approach to technology integration, we empower organisations to embrace digital transformation, thereby streamlining efficiencies, fostering innovation, and enhancing their competitive edge.

We work with the leading manufacturers and technology providers to ensure the correct solution is identified, delivered, and maintained; enabling you and your customer base to work in a collaborative and more effective manner. Furthermore, our leading aftercare and managed services allow you to gain optimal performance and longevity from your technology investments.

Believe in Excellence