



MicroAutomation's CallCenter Millennium™ Enhances the Caller Experience

Overview

MicroAutomation's CallCenter Millennium™ is the most comprehensive Computer Telephony Integration (CTI) or Call Control solution suite available today. CallCenter Millennium eliminates the need for callers to re-state information and enables immediate routing of the call to an informed service agent or location.

Designed for maximum flexibility and scalability, CallCenter Millennium easily integrates with your IT and telephony environments and can quickly expand to accommodate your changing business. MicroAutomation has over 19 years of experience designing, integrating and servicing contact center solutions.

The Benefits

- Eliminates re-stating of caller information
- Enables immediate call routing to the most qualified agent or location destination
- Reduces call center costs by decreasing call handling time
- Provides callers with faster service from informed agents
- Improves customer services levels and reduces caller frustration by routing callers to better-informed agents
- Is highly flexible and is easily integrated with your existing infrastructure
- Supports all common agent workstation environments
- Is easily customized to meet the specific needs of your contact center with automated services

Solutions Components

A CallCenter Millennium solution may include:

- Supported screenpops, preview dialing, telephone control, data transfers, event monitoring and agent activity monitoring
- CallCenter Millennium User Licenses, available individually or multi-license packages with unlimited scalability
- Switch Interface Options supporting major manufacturers for multiple levels of resources
- IVR Interface Option Program & Licenses, available for all major brands of IVR hardware and VoiceXML compliant
- Agent SoftFone, a graphical user interface for Windows operating systems
- Additional optional and custom-developed solution components from an experienced professional service staff
- Backend Integration for Query or Host Servers for accessing relational databases or host mainframes
- Skills-based Routing for improving live agent utilization
- Switch-to-Switch Transfer & Load Balancing to maximize resource performance
- Continuous Improvement Tools and custom reports

About MicroAutomation

Commercial, government and 911 customers worldwide have benefited from MicroAutomation's expert design, development, deployment and support of their contact centers for over 20 years. Outstanding creativity, the ingenuity and forethought of our engineers and partnerships with a wide-range of leaders in our industry allow us to continually provide our clients solutions that surpass expectations.

Contact Us

MicroAutomation Sales and Marketing
5870 Trinity Parkway, Suite 600
Centreville, VA 20120

Telephone: 1-800-817-2771 | Fax: 703-543-2099
sales@microautomation.com | www.microautomation.com