

# TELEOPTI CCC, version 7

## 100 most important improvements

- ✓ Optimal performance with new business logics
- ✓ State of the art solution architecture
- ✓ 1-minute optimization level
- ✓ Open APIs for complete WFO visibility – regardless of software provider
- ✓ Enhanced User Experience
- ✓ Aftermarket for 3rd party add-ons through SDK and connectors
- ✓ TELEOPTI CCC as a service – SaaS as it was meant to be
- ✓ Full retail optimization support
- ✓ Long Term optimization – creating further consistency of service
- ✓ Class leading agent preferences and fairness engine
- ✓ New template tool for multi-site and outsource forecasting
- ✓ Microsoft Outlook Integration
- ✓ SMS schedule change notification
- ✓ Supports Smart-parts and widgets
- ✓ Schedule multiple in-memory scenarios
- ✓ Customer base (VR) forecasting
- ✓ Wizard based workflow for easy forecasting
- ✓ Unified request solution for advisors
- ✓ Test driven development to ensure product quality
- ✓ Microsoft Outlook lookalike Meeting Planner
- ✓ Increased accuracy with forecasting down to 2-decimals (Contacts, Talk time, ACW)
- ✓ Multi-site forecasting including split forecasts
- ✓ New and improved team scheduling
- ✓ Dynamic shrinkage calculations
- ✓ User defined interface
- ✓ Occupancy tool for telephony forecasting
- ✓ Supports SQL Server 2005 & 2008
- ✓ Designed for Microsoft Vista
- ✓ Work rule control warnings visualized in all views
- ✓ Full 64 bit computing
- ✓ Customer placed or hosted delivery
- ✓ "Drag and drop" shift editing
- ✓ Printing and export of all charts
- ✓ Easy one-step set of new users/agents and their permissions
- ✓ Sort filters on all columns
- ✓ Improved search functions
- ✓ Updateable user defined groupings
- ✓ Cost optimization
- ✓ Role based permission system
- ✓ Functionality based permissions
- ✓ Date based data permissions
- ✓ Enhanced overtime management
- ✓ One data mart for all reporting and performance management
- ✓ ETL Tool to handle all loads seamlessly into the Data Mart
- ✓ 100% localisation – Language – Currencies – Culture
- ✓ Improved usability on reports
- ✓ Choose your time dimension (x min, 15 min, 30 min, 1 h, date, week, month, year)
- ✓ Improved export feature to Microsoft Excel
- ✓ Consolidated data definitions
- ✓ Automatic update of forecasting templates
- ✓ Forecast outsourcing need
- ✓ Choose your adherence and service level calculation in all reports
- ✓ Streamlined implementation – get more knowledge in less time
- ✓ Easy multi-day absence management
- ✓ Improved email & back-office optimization
- ✓ Built-in iterative optimization – easily create a draft schedule in no time
- ✓ Improved Intraday management
- ✓ Added target values for schedule optimization against business needs
- ✓ Budget planning – including attrition rates
- ✓ Improved contractor schedule optimization
- ✓ Full audit trail on forecasting templates
- ✓ Improved part day, full day or multiple days Holiday (Absence) requests
- ✓ Layer and projection scheduling for increased reporting and analysis visibility
- ✓ "One Click Find" feature
- ✓ Total overview – Business status check
- ✓ New agent portal with Microsoft Outlook design
- ✓ User authentication with LDAP and LDAPS and single sign-on
- ✓ Choose your deployment method – ClickOnce or MSI
- ✓ New and improved standard reports
- ✓ Ability to enter KPI thresholds and customise your scorecards
- ✓ Agent Scorecards, Choose your KPIs
- ✓ New data warehouse design creating enhanced usability
- ✓ Improved split shifts support
- ✓ Enhanced night shift definitions
- ✓ More analysis dimensions
- ✓ New and improved analysis tool = save your user defined reports
- ✓ One consolidated data mart for analysis and standard reporting
- ✓ More pre-defined KPIs in Data Mart
- ✓ Multiple licensing options
- ✓ Mobile dashboard – Monitor the contact centre from anywhere
- ✓ New advanced rules for creating shifts
- ✓ Business Intelligence Analysis tools
- ✓ Management dashboards
- ✓ Customised reporting
- ✓ Designed for multi-threading
- ✓ Advanced User defined calendar
- ✓ Individual Agent Scorecards
- ✓ New easy to use request solution
- ✓ New easy to use preference solution
- ✓ Focus on usability and conformity
- ✓ Extensive Software Development Kit (SDK)
- ✓ New technical platform
- ✓ MS Office 2007 style interface
- ✓ Online context sensitive help
- ✓ Improved Home-worker support
- ✓ New improved one-to-one/activity optimizer
- ✓ Left-to-right or Right-to-left screen orientation
- ✓ Optimization in multiple time zones
- ✓ Easy access to all application settings from all modules
- ✓ Improved delivery model



Teleopti is the leading provider of solutions for strategic Workforce Management and Telecom Expense Management. Hundreds of enterprises around the world rely on solutions from Teleopti to attain optimal operation efficiency and provide the highest levels of service.

Teleopti, established in Stockholm, Sweden 1992, operates through a comprehensive partner network.

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