



Siemens HiPath™ ProCenter® Standard Suite

Siemens Customer Interaction Solutions

Make the most of your e-business opportunities.

Advances like increased bandwidth, improved security and multimedia capabilities have led to an explosion in the world of e-business. But in today's customer-driven marketplace, the growth of technology is a two-edged sword. How do you integrate multimedia contacts into a single pool of data that agents can access in real time? And how do you ensure that each is handled in a way that maximizes the experience for both your customer and your agent?

The answer is Siemens HiPath™ ProCenter® Standard Suite. HiPath ProCenter Standard Suite gives you all the tools you need to manage and enhance your customer relationships, along with the flexibility to seamlessly expand your contact center when it's time to add agents, add media, add locations, or increase your agents' mobility.

Features like skills-based routing and integration with leading front- and back-office Customer Relationship Management (CRM) applications give HiPath ProCenter Standard Suite the power to enhance your customer retention, increase profitability, and improve employee retention—today and tomorrow.

- Direct customers to the best-matched resource
- Integrate contact center, e-business and CRM resources
- Match agent skills and knowledge to customer needs to increase agent job satisfaction

Assign the best agent for the job.

Siemens HiPath ProCenter Standard Suite includes the industry's leading intelligent routing application, HiPath ProCenter RésuméRouting, which automatically creates a fully qualified, customized group of representatives to meet the needs of each of your customers using a defined customer profile, agent resume database, and virtual group capabilities. The result is not only greater customer satisfaction, but also greater agent satisfaction and retention.

Customer Profile

Up to 100 requirements can be identified for each contact. These can be from any source including calling party information (ANI), dialed numbers (DNIS), voice prompting selections, interactive voice response system data inputs and customer database information. From your customer database, you could include information such as demographics, product/service mix, specific service arrangements, previous contacts, accounts receivable status and account activity. This information is then used to build a profile that helps identify the best agents to meet the customer's needs.

Agent Resume Database

The resume database identifies each representative's skill set as well as their preference for exercising each skill. Each unique resume is used to match the defined customer profile to the most appropriate agent. Any specific knowledge, capability, media type or transaction experience the agent possesses can be defined as a skill. You can use this feature to reinforce training goals by updating a resume to reflect a strong preference for a certain type of call, or modify the resume to ensure only the simplest contacts reach a new employee.

Virtual Group Routing

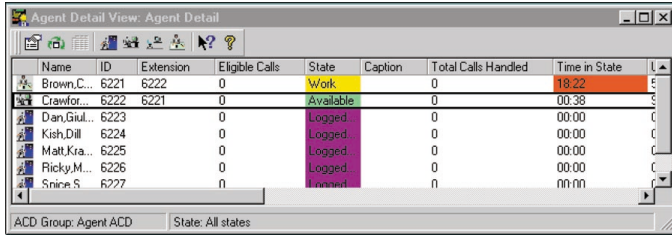
To match to the contact to the best agent, a "virtual group" is automatically created on a call-by-call basis. The agents assigned to this group are all fully qualified to handle the specific customer's unique needs. The virtual group can also be redefined as a call ages or as the real-time performance of the contact center dictates, to ensure optimum service levels. Priority levels can also be associated with each transaction type, so you can give your most valued and profitable customers a greater level of attention and superior service.

Spend less time managing your contact center.

HiPath ProCenter Standard Suite includes an entire set of user-centric applications and capabilities designed to provide you with improved insight into contact center activities while improving your overall efficiency.

For Supervisors

With HiPath™ ProCenter® Supervisor, you're no longer limited to speed-of-answer and talk time statistics. Graphical on-screen reports let you assess how well callers are matched with appropriately-skilled employees, how the match quality affects talk time, and even how it affects the actual business outcome of each contact.



| Name | ID | Extension | Eligible Calls | State | Caption | Total Calls Handled | Time in State |
|--------------|------|-----------|----------------|-----------|---------|---------------------|---------------|
| Brown, C... | 6221 | 6222 | 0 | Work | | 0 | 18:22 |
| Crawlor, ... | 6222 | 6221 | 0 | Available | | 0 | 00:38 |
| Dan, Giul... | 6223 | | 0 | Logged | | 0 | 00:00 |
| Kish, Dill | 6224 | | 0 | Logged | | 0 | 00:00 |
| Matt, Kra... | 6225 | | 0 | Logged | | 0 | 00:00 |
| Ricky, M... | 6226 | | 0 | Logged | | 0 | 00:00 |
| Snice S | 6227 | | 0 | Logged | | 0 | 00:00 |

HiPath ProCenter Supervisor lets you view real-time information based on the type of business transaction, not just groups-related data, and allows you to configure your own custom views, saving viewing preferences for future displays. Choose to view all call types and agents, or limit the displayed information to specific transactions, media types, teams and/or individuals. Or use the tool to reserve calls for specific representatives to ensure the greatest customer satisfaction.

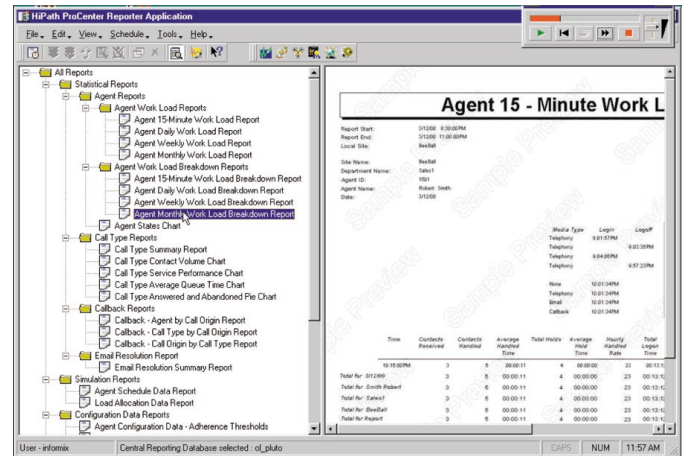
For Administrators

HiPath ProCenter Administrator is a distributed management tool that eliminates the costly, time-consuming tasks of designing skill groups and routing tables that require you to log agents in and out of fixed groups. A highly intuitive user-friendly interface helps you quickly monitor system resources and add or update agent data, skills and résumés. You can also configure all aspects of the contact center, multimedia and custom routing design, skill set definition, agent privileges, wrap-up codes, unavailable reasons, messaging functions and more—all without disrupting service.

In addition, you can use the built-in HiPath ProCenter Simulator to validate configuration and agent schedules on demand. And Simulator is an effective “just in time” forecasting tool, letting you predict contact center performance based on user defined parameters and call history so you can prepare for variable performance conditions while maintaining service levels.

Improve your quality of service.

In many contact centers, quality is determined solely by the percentage of calls answered within a prescribed time limit. With HiPath ProCenter Reporter, you don't just learn how fast your calls were answered, you also learn *how well they were handled*.



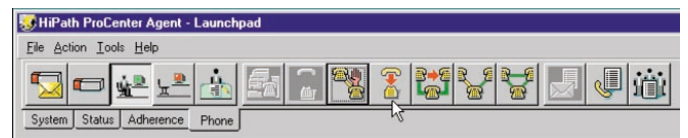
| Time | Callbacks Received | Callbacks Answered | Average Answered Rate | Total Handle | Average Handle Time | Hourly Handle Rate | Total Agent Time |
|------------------------|--------------------|--------------------|-----------------------|--------------|---------------------|--------------------|------------------|
| 10:18:00PM | 0 | 0 | 00:00:11 | 4 | 00:00:00 | 23 | 00:11:12 |
| Total for Smith Report | 0 | 0 | 00:00:11 | 4 | 00:00:00 | 23 | 00:11:12 |
| Total for Jackson | 0 | 0 | 00:00:11 | 4 | 00:00:00 | 23 | 00:11:12 |
| Total for Powell | 0 | 0 | 00:00:11 | 4 | 00:00:00 | 23 | 00:11:12 |
| Total for Hoover | 0 | 0 | 00:00:11 | 4 | 00:00:00 | 23 | 00:11:12 |

Reporter compiles and displays detailed historical reports pertaining to all aspects of the contact center's activities. A breadth of standard templates displays the information you request in table, chart or sophisticated graphical formats with all interactions uniquely identified. And you can view, print, save or export each report to a file or to any network device, as well as schedule reports to run automatically on pre-specified times and dates. An easy-to-use Life of Call wizard details and documents every aspect of each customer interaction from inception through completion, and provides you with a custom data analysis tool for tracking a customer-specific transaction history.

Finally, because HiPath ProCenter Reporter supports open database access (ODBA) standards, you can easily integrate agent performance and call history information with CRM application data. This lets you compare contact center performance data against sales results, customer surveys and service recall activity reports, and combine information with other ODBA-compatible applications.

Enhance agent productivity and retention.

Siemens HiPath ProCenter Agent includes powerful productivity tools that enhance your agents' experience as well as your customers'.



An on-line telephone gives every agent a fully integrated voice/data workstation that includes a built-in screen pop. All they have to do is click to transfer, conference call, change work state, or enter wrap-up data about each contact. Every agent is also given real-time personal performance statistics right at their desktop, including number of contacts handled, average work time and talk type, and current status.



| Utilization (%) | Time in State | Avg Talk Time | Avg Work Time | Calls Handled |
|-----------------|---------------|---------------|---------------|---------------|
| 36 | 07:01 | 01:47 | 13:20 | 4 |

HiPath™ ProCenter® Agent includes a special launch pad that can give agents quick access to frequently used applications such as billing systems, reference materials, customer history databases and communication tools.

The launch pad's tabbed panels can be customized to accommodate each agent's unique needs, while using very little screen space.

Smooth integration with your existing technology.

There is often a tremendous investment in existing call routing and reporting systems. That's why we designed our customer interaction solutions to work seamlessly with your current technology. The HiPath ProCenter Standard Suite is a CTI platform based on industry-leading CSTA standards, so you can easily integrate CRM application solutions such as databases, computer applications, interactive voice response (IVR) and management reporting information.

HiPath ProCenter Standard Suite is also scalable. Windows NT-based architecture lets you house different elements on separate NT servers, so you no longer have to choose between monitoring a large number of agents or maintaining a high level of detail in your reports. This modular design also makes it easy to add additional features as your needs change.

Let the Siemens consulting team help you implement your solution.

To get the most out of your contact center, you need more than just technology. You need the expertise to put that technology to work for you. That's why Siemens offers a full range of professional services to complement your in-house technology staff, including consulting, project management, systems integration and vendor coordination.

Call today and get more value out of your customer relationships.

Siemens HiPath ProCenter Standard Suite gives you the tools you need to improve customer service, reduce costs and improve agent retention. For more information, call 1-800-765-6123 or visit www.siemenscrm.com.

HiPath ProCenter Standard Suite – Basic Components

HiPath ProCenter RésuméRouting®

- Intelligent skills-based routing application
- Defined customer profile: 100 requirements per contact
- Agent resume database
- Virtual group created on a call-by-call basis
- CTI integration platform that includes Custom Routing, DLL, DDE and Application Programming Interfaces (APIs) for CRM integration
- HiPath ProCenter Prompt Response™ IVR integration APIs standard

HiPath ProCenter Administrator

- Distributed management tool
- User-friendly wizards
- Dynamic moves and changes

HiPath ProCenter Supervisor

- Custom on-screen reports and views
- Real-time and near-real-time monitoring
- Third-party call control, reserve and divert functions

HiPath ProCenter IT Monitor

- Contact center-wide service and reliability monitoring tool for IT professionals

HiPath ProCenter Reporter

- 30+ standard templates
- Automatic report scheduling
- User-friendly wizard
- Life of Call data analysis tool

HiPath ProCenter Agent

- Desktop CTI and ACD Telephony functions
- Customizable launch pad for quick access to applications
- On-line telephone and standard screen pop
- Real-time personal performance statistics at the desktop

HiPath ProCenter Simulator

- Simulate and forecast contact center activity
- Agent schedule validation and integration with industry leading workforce management solutions

HiPath™ ProCenter® Standard Suite – Options

HiPath ProCenter Call-by-Call Reporting

- Call-by-call detailed reporting and call record storage
- Additional pre-built graphical report templates
- Open database access for custom reporting and blending data with other ODBC-compliant applications

HiPath ProCenter Call Director

- Integrated voice call processing and call prompting solution
- 4-, 8- and 12-port analog or 24-port digital options
- Custom announcement and script configuration tool standard

HiPath ProCenter MessageStream

- Message board support and desktop client for PC-based message banners
- Displays real-time statistics by call type, including service level reporting, custom messages, scheduled displays, eligible agents, etc.

HiPath ProCenter Networking

- Skills-based load balancing between sites with Siemens Hicom platforms
- Enterprise Manager desktop client for overall network traffic and performance real-time views
- SNMP support standard

HiPath ProCenter Callback/Outbound

- Blends callbacks and outbound calls with inbound voice, Internet and e-mail traffic
- Fully integrated with HiPath ProCenter Agent
- Outbound allows import of outbound dialing campaigns from external applications

HiPath ProCenter MX E-mail Integration

- Blends e-mail transactions with inbound and outbound voice skills-based routing using HiPath ProCenter MX E-mail
- Fully integrated with HiPath ProCenter Agent
- Expands HiPath ProCenter Reporter and HiPath ProCenter Supervisor for historical and real-time reporting of e-mail transactions

System Capacity

| Item | Limit |
|-------------------------------|------------------|
| Active Agents Per Site | 750 |
| Configured Agents | 2,000 |
| Skills Per Agent Resume | 100 |
| Preference Level Per Skill | 1-9 |
| Routing Criteria Per Call | 100 |
| Routing Entries | 15,000 |
| Skills Per System | 15,000 |
| Number Of Supervisor Stations | Can be all users |

Software Platform

- Windows NT 4.0 Server
- Desktop/Clients - Windows NT Workstation, Windows 95/98, Windows 2000 (32 bit)
- CallBridge for Workgroups - CSTA (Windows NT); CTI Link included
- Informix with ODBC (Open Data Base Connectivity) and Crystal Driver included
- Offered as software only or turn-key with hardware preload services

Server Hardware

- SMP Server Class Machine
- Min. Dual CPU PentiumPro, 500 MHz
- Min. 512 MB RAM
- 3-4 UltraWide Fast SCSI Drives
- SVGA, PCI Network & Video Cards, Tape Backup
- All Desktop Client applications run on separate PCs (not included)

Siemens Information and Communication Networks, Inc.
900 Broken Sound Parkway
Boca Raton, FL 33487
1.800.765.6123
1.408.492.2000
TTY: 1.800.933.7656

For more information about
Siemens Information and Communication Networks, Inc.
www.icn.siemens.com

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