Contact Centre Based On Prosody S HMP Software

Background

Dolphin Software is one of the leading companies in the Scandinavian call centre industry. Its high performance products help medium and large size businesses deliver superior customer service, increase productivity and reach business goals. Dolphin Software provides turnkey solutions, professional services and development tools to the private and public sector.

ErgoGroup is one of Norway's largest IT companies and combines business expertise, technical capabilities and thorough knowledge of each individual customer in order to develop, supply and operate comprehensive IT solutions.

Contact centre
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The challenge

ErgoGroup's Swedish contact centre was running a legacy PBX system using an inflexible and proprietary contact centre application, which handled telephony only. It wanted a flexible, future-proof, all IP-based platform, with multichannel capabilities, which could operate across numerous sites. ErgoGroup was also seeking to drive down its operational costs.

The solution

To achieve these goals, ErgoGroup chose the Dolphin Contact Distribution System (CDS), an IP-based platform, to replace the legacy PBX system. CDS is a software only based solution and incorporates HotVoice, an IP IVR platform that is based on Aculab's Prosody S host media processing software product.

The CDS solution appealed to ErgoGroup because it was software-based with no specialist hardware required. This means its costs are reduced and the product is easier to install, maintain and operate than hardware-based alternatives.

CDS is a multichannel, multisite contact centre application – ideal for ErgoGroup, which operates across several sites. A range of features is available through the HotVoice component of the system, which runs on Prosody S. These include: a universal queuing system; skill-based routing; CTI integration (pop-up); callback; IVR for service selection; on-hold music; and a SIP-based soft phone.

> " *Prosody S represents a perfect match to our product portfolio targeting small to medium sized contact centres.* "
>
> - Haakon Smeby, CEO at Dolphin Software

Incoming calls to ErgoGroup hit the media gateway and are routed to HotVoice. Here, its customers are greeted with ErgoGroup's specific welcome message and are kept in a queue, listening to music, waiting for the most appropriate agent to handle the call. When the call is due to be routed to an agent, the CDS system instructs HotVoice to route the call to the most appropriate contact centre agent. For outbound calls, the soft phone establishes a connection from HotVoice to the agent and a session from HotVoice to the PSTN, and connects them together. Both the ErgoGroup agents and HotVoice register with the Dolphin SIP Proxy.

Although currently used purely for telephony purposes, ErgoGroup intends to enable further features in the future, such as email and SMS, through the CDS solution.

Commenting on the decision to choose Aculab's Prosody S, Haakon Smeby, CEO at Dolphin Software said, "Dolphin Software has had a long term business relationship with Aculab. We have used Aculab telephony cards for over 10 years. Prosody S represents a perfect match to our product portfolio targeting small to medium sized contact centres. We have made a strategic choice to offer software only solutions based on open industry standards like SIP. Software only solutions have lower cost and are easy to install, maintain and operate. This is what customers demand today."

About Aculab

Aculab provides deployment proven telephony products to the global communications market

Whether you need telephony resources on a board, on a host server processor or from a cloud-based platform, Aculab ensures that you have the choice. We are an innovative, market leading company that places product quality and support right at the top of our agenda. With over 35 years of experience in helping to drive our customers' success, our technology is used to deliver multimodal voice, data and fax solutions for use within IP, PSTN and mobile networks – with performance levels that are second to none.

For more information

To learn more about Aculab Cloud and Aculab's

www.aculab.com

Contact us

Phone
+44 (0) 1908 273800 (UK)
+1 (781) 352 3550 (USA)

Email
info@aculab.com
sales@aculab.com
support@aculab.com

Social
@aculab
aculab