

Atos Unify OpenScape Contact Center Agile & Enterprise

Empowering customers, agents and your organization for meaningful engagement.



Master Atos Unify OpenScape 4000
Master Atos Unify OpenScape Business
Authorized Unify Office

Atos Unify Solutions include

Cloud Collaboration

Everything your team needs to collaborate and communicate in a single app. Voice, video, screen share, chat, and file sharing and much more.

Phone and Clients

Choose from a broad range of desktop, mobile and soft phone clients that feature industry leading engineering and cost-efficient network management.

Voice Platform

Secure and scalable Unified Communications platform for any IT, voice, and application environment.

Contact Centre Platforms

Balance service, support, and budgets and inbound, outbound or both. Atos Unify's multi-channel contact center solutions help you achieve your business goals.

UC Applications

Easy-to-use, award winning Unified Communications applications help streamline your communications and make everyone more productive.

Small and Medium Businesses

Improve your performance and take your business to the next level with Unified Communications specially tailored to small and medium businesses.

The Atos Unify portfolio is inspired by the workplace of the future. Atos Unify is working now to develop the tools and platforms that enable tomorrow's workers and organizations to not only survive, but truly thrive.

Evotec and Atos Unify

Being in the communication business for over 30 years has allowed Evotec to become a proud partner of Atos, the quality, global leading vendor.

Evotec have been a partner with Atos Unify since 1993, Atos Unify's robust solutions and outstanding support complement Evotec's commitment to new technologies.

Engage with customers. Grow your organization.

Customers have more influence and control over how to connect than ever before. How well you know them, support them and demonstrate value is critically important to organization success.

“With an Intelligent Contact Center solution from Atos Unify and the integrated quality management system, we have significantly improved customer satisfaction and also increased employee productivity.”

Steffen Reul,
Head IT Schwab Versand GmbH
Helire-Glynn

Customer engagement starts with a single view of the truth

We have seemingly unlimited ways of interacting with organizations, whether by voice or email, chat, social media or bots. With customers in the driver's seat you need to engage with them on any channel they choose, and weave them all together for a contextual, holistic 360 degree view, otherwise the complete story can be lost, leading to poor service and potentially negative consequences.

To successfully build a single view, you need a solution that integrates all their channel choices and interactions together, and anticipates they may start in one but move to another. An “omni-channel” approach means more relevant, consistent engagement for improved satisfaction and retention, and contributes to better business decisions.

Prioritizing agent engagement

In today's digital age we have the opportunity to deliver targeted customer engagement for more efficient, productive, valueable experiences. That experience can range from zero-touch self-services to high touch conversations. And today's customers expect an almost instinctive response. Gone are the days of next in queue. To succeed organizations need to combine their single customer truth with the right channel or agent at the right time.

Just think of the customer engagement experience if you pair the right person to customer needs - customer delight!

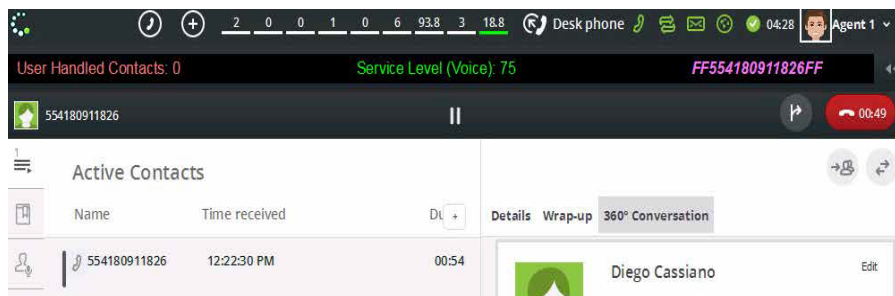
By combining a 360 degree view of the customer with a rules based routing engine that matches customers to agents or sources of information and support, you not only satisfy customer needs but you can improve agent confidence and satisfaction. This combination steps beyond availability routing - it means your organization and agents have more relevant, valuable conversations with customers - that's a true win-win.

Customer engagement as a organization-wide mandate

In a customer-driven world the days of putting the contact center to the side are over. Interactions that are heard, captured, or created by the organization help to break down barriers of engagement and bring

invaluable intelligence to the organization. If driven by a truly customer centric approach the results are more meaningful relationships with customers, facts that contribute to the business, and focus to improve performance.





Everything you need for customer engagement

Atos Unify OpenScape Contact Center solutions are helping thousands of companies around the globe focus on customer engagement to reach organizational goals whether increasing market share and profitability. A small, single site, solution or a large multi-site operation – there's OpenScape Contact Center Agile or Enterprise that can help support your business.

- **Inbound:** Intelligent and flexible skills-based routing to get customers to the right person, regardless of agent location
- **IVR:** Our integrated IVR creates the perfect mix of self-service and agent-assisted contacts
- **Outbound:** Keep agents working on your most profitable activities with the integrated preview dialing feature – or blended with our predictive dialer
- **Ecosystem Integrations:** Pre-packaged integration into leading CRM systems. REST APIs or custom integrations with our professional services team
- **Administration Center:** Add users, modify user profiles, manage agent skills, along with reason codes for work and unavailability
- **Design Center:** A visual, workflow-style tool for managers to define routing strategies and queue processing flows for voice, email and Web interactions
- **Reporting Center and Analytics:** A customizable, visual reporting engine for real-time, cumulative, and historical reports for all channels including Life of Call and more comprehensive analytics options.

At a Glance

- Powerful contact center software that supports organization outcomes
- Browser-based Agent and Supervisor application with user-friendly UI that helps improve efficiency.
- 360° view for a single customer truth
- Routing and reporting for inbound and outbound voice, callbacks, IVR, email, web chat, voicemail, fax, social media and bots.
- Soft client and Atos Unify phone options
- Integrated IVR for custom call flows
- Standard recording built in
- Presence and collaboration tools
- Mobile supervisor app keeps managers informed on the go
- Graphical Design Center for building call routing strategies
- Real-time, historical and Life of Call reports for informed business decisions

Atos Unify offers the following OSCC options:

OpenScape Contact Center Agile

- Single site, up to 100 concurrent agents
- Group based routing of inbound voice, IVR, callbacks, and email
- Integrated IVR
- Pre-packaged CRM integrations
- Uses OpenScape Business voice platform

OpenScape Contact Center Enterprise

- Single site or multi-site networking
- Up to 1500 concurrent agents per system, 7500 agents per cluster
- Skills based routing of inbound and outbound voice, callbacks, IVR, email, web chat, voicemail, fax, social media and bots
- Integrated IVR and recording
- Pre-packaged and custom CRM integrations
- Uses OpenScape Voice and 4000 platforms

What's New!

Integrated soft phone

Ensuring operational continuity and easier remote working support while giving agents device choices

More informed decisions with OSCC Analytics enhancements

Recordings integrated with Life of Call Supervisor Lite reporting option

Remote Manager access

Support secure administrator access for remote / work from home scenarios

... and more!

Power to put your customers first.

We will help you reach your goals of developing more satisfied customers. And when it comes to customer satisfaction, we practice what we preach. From initial design to ongoing support, your satisfaction is our top priority.



“Atos Unify was the company able to fully respond to our requests: international experience, expertise in managing large projects and long-term cooperation with great results.”

Fabio Degli Esposti
Director of ICT
SEA Group Sp.A.

25 billion and counting

Over 25 billion calls are handled every year on OpenScape Contact Center Agile and Enterprise platforms. They deliver the kind of proven reliability you need to increase uptime, reduce security vulnerability, and to increase the strength and profitability of your business. It's truly affordable access to some of the most sophisticated contact center capabilities in the industry.

Real world experts

Many firms understand the contact center environment - but not like we do. Our experts have design and operations covered: software, communication systems, call flow design, workforce optimization, the customer experience and integrating customer touch points.

We'll work with you to analyze your business needs and deliver the solution that works for you. Not only that, we can show how your goals compare to the best in the industry - and offer sound business advice based on real world experience.

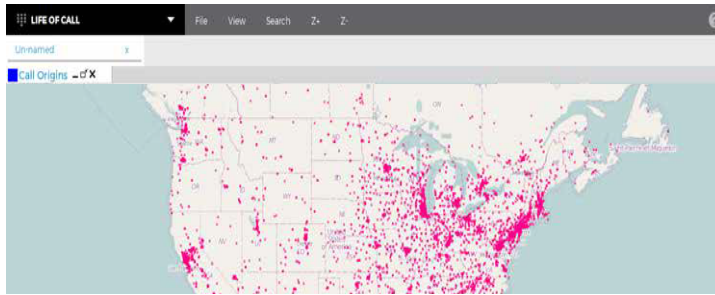
Quality service starts here

We offer a range of specialized professional services including consulting (call flow, processing, self service requirements and more), project management, systems integration and vendor co-ordination to compliment the skills of your in-house IT staff.

- Analyze your immediate and future needs to design the right solution
- See you through each and every step, from requirements to deployment
- Provide onsite and remote support through all phases of implementation
- Use formal training and knowledge transfers to prepare your team to manage your new system going forward

Once in operation, our consultants can provide service performance checks and conduct workshops to help you improve customer service and optimize your contact center resources.





Powerful solution with measurable impact

With Atos Unify OpenScape Contact Center Agile or Enterprise you can expect the solution to pay for itself fast – typically within 12 months. That's thanks to increased productivity, reduced costs, invaluable insight and higher levels of customer satisfaction.

Customer satisfaction up

With Atos Unify OpenScape Contact Centers customers have reduced call abandon rates, with some documented by 60% thanks to higher service levels. This is just one example of how, aided by rightcontact resolution, we're helping push up customer satisfaction scores.

Productivity up

When agent productivity is needed, our powerful agent and management desktop applications, along with agent optimization tools, come into their own. It's not unusual for customers to enjoy up to a 30% improvement in productivity, thanks to our solutions. Add improved contact handling through the use of presence and collaboration tools, and better informed agents can further accelerate their productivity.

Revenue opportunities up

A happy customer is a sales opportunity. They're more open to re-purchase or to accept offers following a satisfactory resolution. Need some proof? Detroit Medical Center recorded increased revenues of 31% in the first month of deploying Atos Unify OpenScape Contact Center Enterprise.

Operating costs down

Resolving customer inquiries on first contact lowers overall call volumes. This translates into lower communication costs, as well as agent salary costs.

Agent retention up

Keeping your best people matters. So give them an intuitive, easy to use interface that offers agents all the tools they need to provide exceptional customer service. This is exactly what our Agent Portal does – helping to keep your people happy and encouraging them to stay longer. And the result? Massive cost savings by having to hire and train fewer agents. Alain Didden from CHU de Liège said "We managed to keep the increase of contact center staffing as low as 5% since 2008, while our activity has grown by 40%."

Implementation costs down

Atos Unify OpenScape Contact Center Agile and Enterprise are software applications that can be easily installed in your current IT infrastructure. They are simple to deploy, configure, operate, integrate, maintain, and evolve.

"With OpenScape from Atos Unify, we have introduced new innovative ways of communicating for our users, improving the organization's productivity, efficiency and flexibility whilst at the same time reducing our IT infrastructure's total costs."

Frank Rösch
Head of IT Naturin Viscofan GmbH

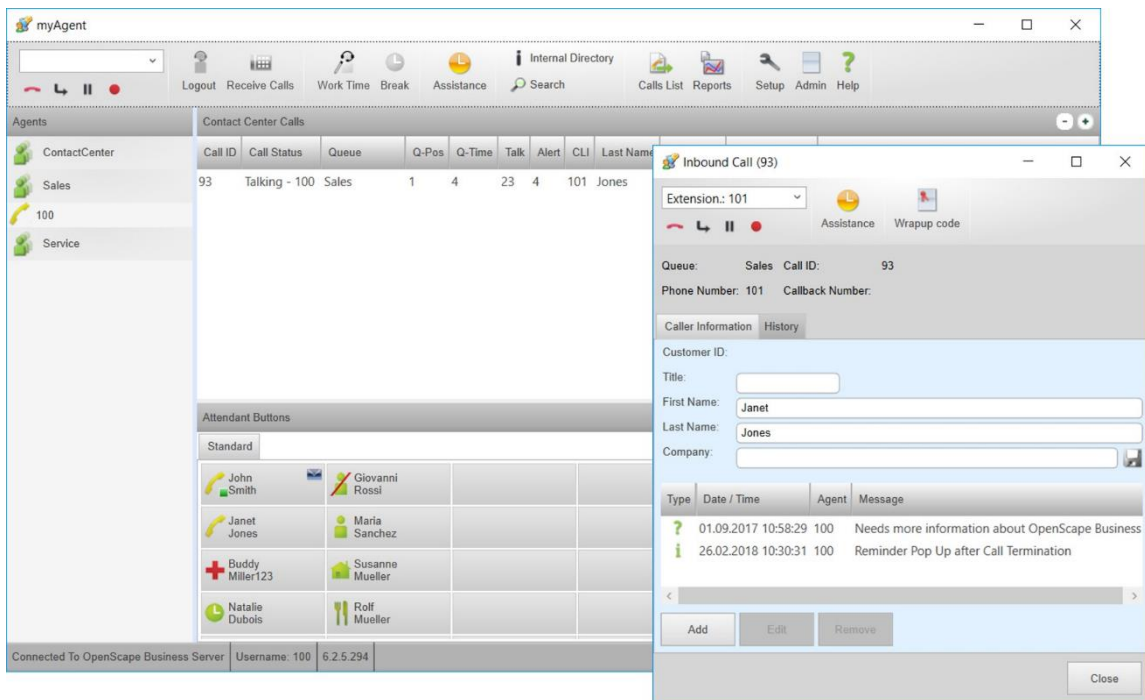


myAgent

myAgent is used by contact center agents, it delivers the full suite of contact center features in a single desktop view. It incorporates everything from call queue information and relevant customer information pop-ups accompanying incoming calls, accessing customer CRM data and history. Your agents can always identify how many callers are in the queue and react appropriately according to who they are.

Advanced myAgent functions include

- Customer engagement options, such as voice calls, e-mail, and fax
- Intelligent routing capabilities for all media, skilled based, preferred agent, and VIP caller support
- Collaboration and call transfer to available 'experts' to accelerate call resolution.

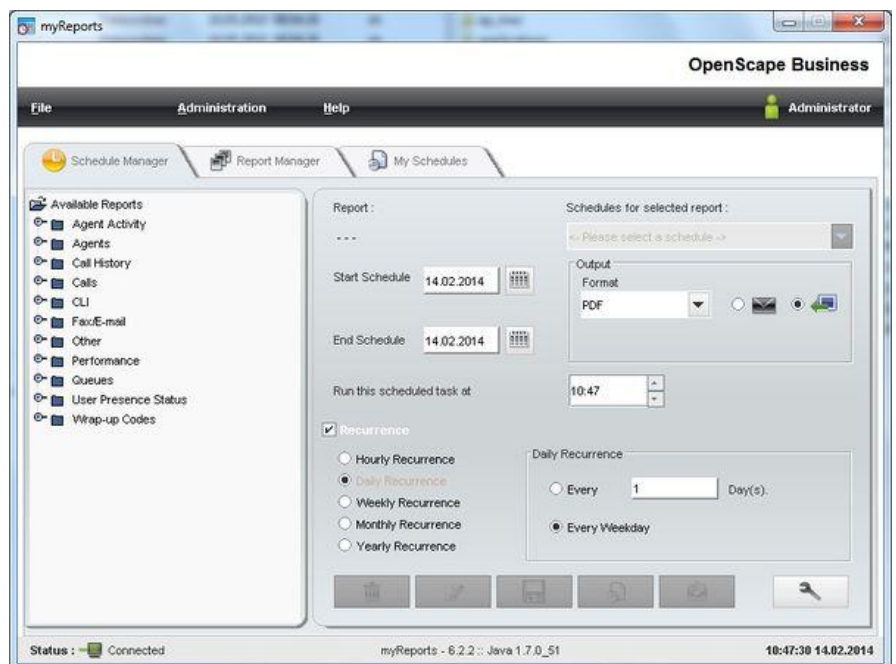


my Reports

myReports enable production of statistics on the utilization of your Contact Centre, sorted according to defined criteria in more than 100 report templates.

Features include:

- Schedules for the scheduled generation of reports
- Immediate or scheduled sending of reports by email
- Scheduled export of reports
- Report previews



my Attendant

(Advanced UC) - Receptionist software

Greet callers with a comprehensive automated attendant and quickly direct them to the people and department they want to speak to.

myAttendant is an extremely advanced yet user friendly attendant console. It combines telephone functions with OpenScape Business UC functions. In addition to classic call handling functions, it has further functionality for management of the UC suite where a user's presence can be managed in order to best direct a call. All UC functions are united in a message center with centralized access to voice, fax, and instant message.

The switch board application presents a single, consolidated view of all the company's users and their status, making it easy to transfer calls when they become available. It can be deployed to multiple stations within an office environment and to multiple locations, including satellite and home offices.

- Powerful management tool for the receptionist, office administrator, or team leader with very little training required
- See the entire presence status of everyone in the company, manage and control calls
 - Transfer calls to staff who are available and can talk to customers immediately
 - View/ change presence and manage voicemail for teams/workgroups

The screenshot displays the myAttendant software interface, which is part of the UNIFY Harmonize your enterprise suite. The interface is titled "OpenScape Business" and includes a navigation bar with options like "Conference", "Setup", "Help", and "Office". The main area is divided into several sections:

- Left Panel:** Contains a "Name" field with "Janet Jones" and a "Save" button, a "CLI/Company" field with "101" and a "Clear" button, and a "Calling For" field with "John Smith". Below this is a table for "Active Calls" with columns for Call ID, Arrived At, CLI, Last Name, and First. The table shows one active call: Call ID 65544, Arrived At 11:39:26, CLI 101, Last Name Jones, First Janet.
- Right Panel:** A large grid displaying the presence status of various users. The grid includes icons for each user and their name. Visible users include John Smith, Janet Jones, Floor Peters, Giovanni Rossi, Suzanne Mueller, Michael Trotz, Maria Sanchez, Natalie Dubois, and Mobil 114.
- Bottom Panel:** A row of function keys labeled F1 through F12, each with a corresponding icon.

The status bar at the bottom indicates "Status: Connected" and the date/time "3/2/2016 11:39:33 AM".

This screenshot shows a different view of the myAttendant software interface. It features the same UNIFY Harmonize your enterprise branding and navigation bar. The layout is as follows:

- Left Panel:** Similar to the first screenshot, it includes fields for "Name" (Janet Jones), "CLI/Company" (101), and "Calling For" (John Smith). Below these is a table for "Active Calls" showing one call: Call ID 65544, Arrived At 11:39:26, CLI 101, Last Name Jones, First Janet.
- Right Panel:** A grid showing the presence status of users. Visible users include John Smith, Janet Jones, Floor Peters, Buddy Miller, Maria Sanchez, and Natalie Dubois.
- Bottom Panel:** A row of function keys labeled F1 through F12.

The status bar at the bottom indicates "Status: Connected" and the date/time "3/2/2016 11:39:33 AM".

About Atos

Atos is a global leader in digital transformation with 110,000 employees in 73 countries and annual revenue of € 12 billion. European number one in Cloud, Cybersecurity and High-Performance Computing, the Group provides end-to-end Orchestrated Hybrid Cloud, Big Data, Business Applications and Digital Workplace solutions. The Group is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and operates under the brands Atos, Atos|Syntel, and Unify. Atos is a SE (Societas Europaea), listed on the CAC40 Paris stock index.

The purpose of Atos is to help design the future of the information space. Its expertise and services support the development of knowledge, education and research in a multicultural approach and contribute to the development of scientific and technological excellence. Across the world, the Group enables its customers and employees, and members of societies at large to live, work and develop sustainably, in a safe and secure information space.

Find out more about us
atos.net
atos.net/career

Let's start a discussion together



About Evotec

With a portfolio unequalled in its breadth and flexibility, over 30 years' experience and three national offices, Evotec are committed to designing, implementing and supporting innovative technology solutions based on the unique requirements of your business.

Evotec has a strong track record of success in delivering reliable advanced solutions that are cost effective and deliver value for money. We can streamline your communications system and carrier services to save you time and money.

Being in the communication business for over 30 years has allowed Evotec to become a proud partner of Atos, the quality, global leading vendor.

Evotec have been a partner with Unify/Atos since 1993, Unify's robust solutions and outstanding support complement Evotec's commitment to new technologies.

Find out more about us
evotec.com.au



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CT-21.0612-DA- Unify-EVOTE-ContactCenter

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