iNetLink TECHNOLOGIES

INT NETLINK's Past Projects

VOIP Project
PBX/Call Centre

Afghanistan

Solution Overview

The proposed solution is designed to provide highly scalable and resilient solution for Reliance contact center. The solution is based on Communication Server 1000 (CS1000 E) along with Contact Center Manager (CCM 6.0) for contact center ACD and CS 1000 M Cabinets at each location to serve:

1. As a call collection device at the edges &
2. 100 percent survivability in case of link failure.

The architecture provides flexibility, robustness, open standard adherence, modularity and feature richness to Reliance contact center.

Self Service platform (IVR) – Nortel MPS 500 will be located at each remote location for local treatment of calls. MPS 500 will have SIP (IP based) connectivity with CS 1000E at each remote location.

Pair of CS 1000E call server have been provisioned at Kabul (Site 1) and Kabul (Site 2). These two sets are locally redundant and also provide geo-graphical redundancy with Kabul (Site 2) CS1000E acting as backup to Kabul (Site 1) CS 1000E

Solution description

1. Nortel Communication Server 1000E (CS1000E – with two Call Servers) which is highly redundant, robust and scalable platform, will be housed at Kabul (Site 1).
2. Similarly, additional CS 1000E (with two call servers) will be placed at Kabul (Site 2) to provide geo-graphical redundancy to Kabul (Site 1) site.
3. Nortel Contact Center Manager (CCM) will provides skill based routing and web based reporting and administration is also configured in geo-graphically redundant manner with one instance running at Kabul (Site 1) and Kabul (Site 2) reach.
4. CCM provides web interface to administrators and Supervisors so that contact center is monitored and maintained remotely.
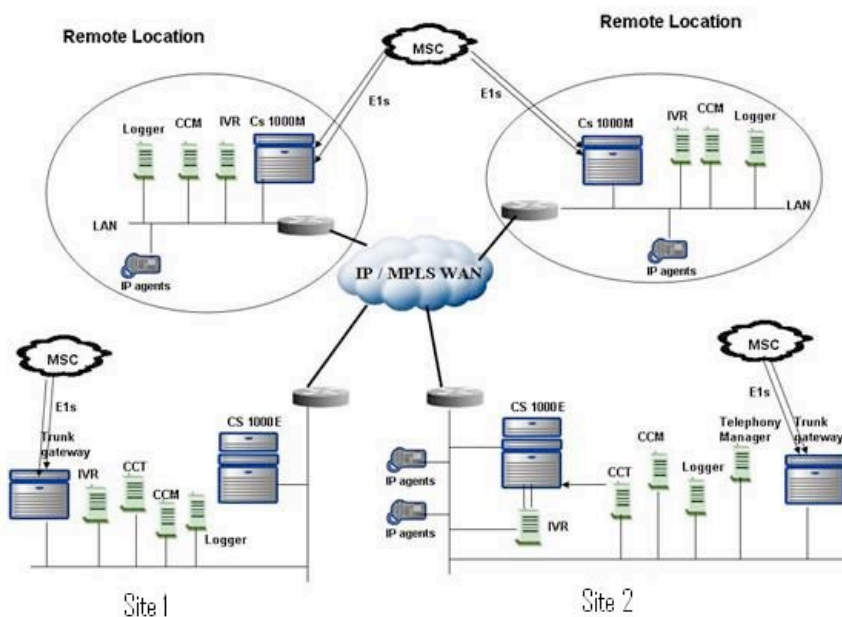
5. Nortel Contact Recording and Quality Monitoring server will be located at Kabul (Site 1) to provide central voice recording, quality monitoring and screen capture.
6. Trunk Gateways would use E1 PRI circuits to interface with MSC at Kabul (Site 1) and Kabul (Site 2) each.
7. Nortel IVR MPS 500 are distributed at each location and would treat local calls coming from MSC. However all IVRs can be monitored centrally on IP network. IVRs would have SIP connectivity to ACD.
8. Remote locations (Herat, Mazar, Jalalabad and Kandahar) would house Nortel IVR – MPS 500 for local call treatment.

9. All remote locations would also house CS 1000E which will interface with local MSC using E1 PRI cards.
10. Local ACD and CTI capability has also been provisioned at each remote location to overcome disaster of location isolation due to WAN link failure. In this case Remote location can resume operations normally without losing any ACD features like skill based routing, real time displays, reporting etc. Only voice recording will not be available if remote location is isolated.
11. All agents would use Nortel IP phones which will draw power from local POE switched. These IP phones will primarily be registered with Kabul (Site 1) CS 1000E and Kabul (Site 1) ACD will have control.
12. In case Kabul (Site 1) site is down or not reachable, Kabul (Site 2) 1000E would assume control and remote IP phone would still be working off Kabul (Site 2) CS 1000E.
13. When remote location is isolated, then IP phones can register with local CS 1000E and resume operation normally.
14. Nortel Telephony Manager provides central, online administration and management of all CS 1000 systems in the network.

Key Benefits:-

CS 1000E and Contact Center Manager

. Industry leading BHCC of 840,000.
. Mission critical (carrier grade) reliability
. Scalable to 3300 call center agents, can be scaled further by networking multiple systems
. Full VoIP support – H.323 and SIP
. Based on open standard architecture allows smooth integration with third party equipments
. Single agent interface for all customer contacts like voice, SMS, e-mail, fax, web etc.
. Supports 1000 skill sets, all skill sets can be networked.
. Allows 50 skill sets per agent with agent priority from 1 to 47 in each skill set.
. 80 standard reports bundled for ready to use. All these reports can be customized.
. User friendly graphical interface for supervisors to create new reports.
. Supports complete web based administration and maintenance
. Supports SNMP for centralized management

Communication Control Toolkit (CCT) – Key Benefits

. Powerful CTI engine
. Provides graphical APIs which enables faster application development and integration with back end applications
. Has ready connector for most of popular CRMs like Siebel, Oracle, SAP, and Microsoft etc.
. Faster deployment and integration time.

Geographic Redundancy

Geographic redundancy feature provides ability to separate CS 1000E call server in a WAN environment for. This feature enables allows secondary backup system at a distance from primary system this ensures redundancy in the vent of catastrophic failure of the primary site