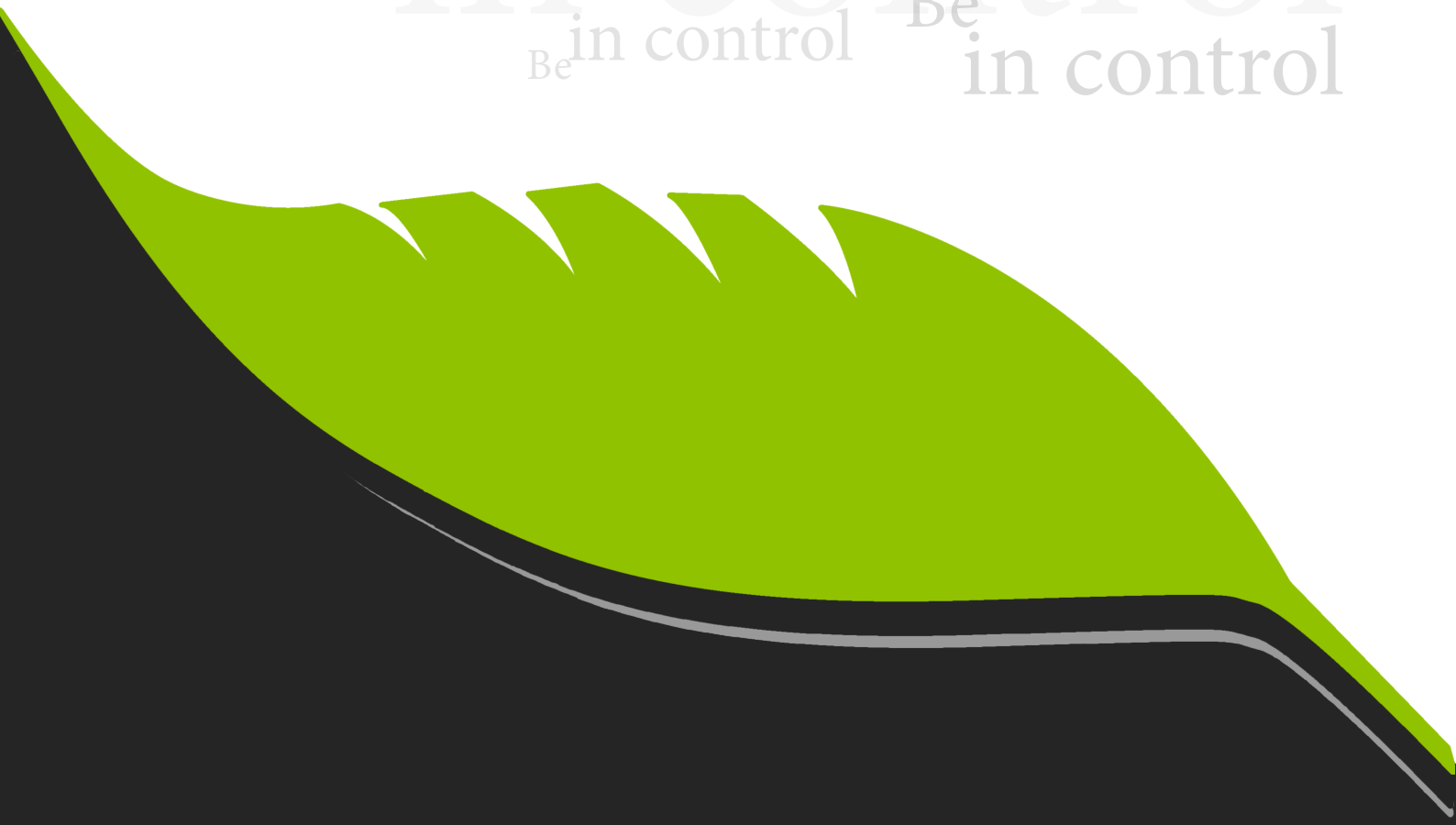


DDM TOOLBAR

AGENT DESKTOP APPLICATION
FOR GENESYS CONTACT CENTERS

Be in control
Be in control
Be in control
Be in control



product overview
release 6.0

Be in control

FUNCTIONALITY

Toolbar from DDM Consulting turns your PC into a sophisticated, yet easy to use phone.

With full control over your phone calls, insight in your call history and the waiting queues of the contact center it is the perfect agent tool.

But there is more...

Use the Agent List to see the state of your colleagues, be able to record phone calls in an instant.

Interact with your companies CRM software or Integrate with Trinicom or RightNow® software.

KEY FEATURES

- Bar like interface with easy to recognize icons
- Full call control (take call, make call, hold call, conference, transfer)
- Call History (made calls, received calls, missed calls)
- Queue Viewer option, see how many calls are waiting in your Queue or the Queue of your colleagues
- Agent List, displays your colleagues state
- Call Recording
- Call Back support (depends on Genesys® installation/license)
- XML API, interaction with company CRM software
- Genesys® email integration
- Genesys® chat integration
- Trinicom & RightNow® integration
- LDAP Integration

SCREENSHOTS

Agent ready screen

Agent not ready and in conversation

Queue	Calls waiting	Wait time
Billing	1	00:07:23
Business	1	00:07:20
Claims	0	00:00:00
Leads	1	00:06:59
Sales	1	00:06:24
Postsales	0	00:00:00
Helpdesk	0	00:00:00
VIP	1	00:06:10

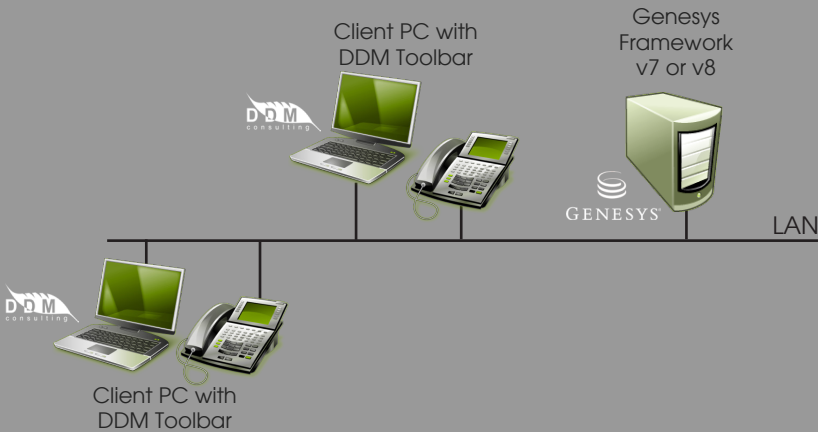
Color scheme can be edited

Postsales	0	00:00:00
Helpdesk	0	00:00:00
VIP	1	00:03:57

*the Icon set shown is from the new to come update

ARCHITECTURE

The DDM Toolbar is a client application and needs the Genesys® Framework to operate.



SPECIFICATIONS

DDM Toolbar will run on a client PC with the following minimum specifications:

- Operating System = Windows XP SP3, Windows Vista or Windows 7 (x86 and x64)
- Harddisk = 100 Mb Free space required
- RAM = 500 Mb
- .Net Framework = 3.5
- Visual C++ Redistributable 2008

LICENSE

DDM Toolbar requires the following licenses:

- Toolbar Framework license = 1 license per site
- Toolbar User license = 1 license per active user (concurrent)

Additional license:

- Genesys® AIC connector license

For pricing questions please contact us at info@ddmconsulting.eu

CONTACT

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“Customer satisfaction,
that is what drives us”