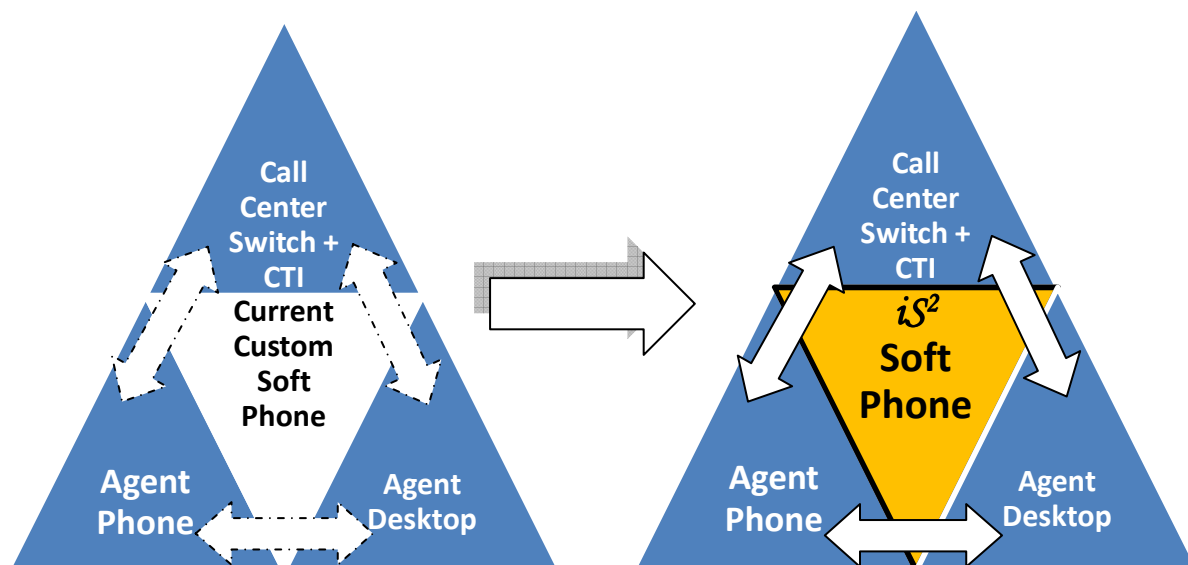# *iS²* **SoftPhone Solution for Genesys Labs enabled Call Centers -**
Improving Agent Productivity by automating Screen-Pop & Outbound Calling

Summary:

Many existing custom softphones that started as internal projects many years ago are now running into issues related to reliability, scalability, high maintenance costs and the inability to integrate into new agent desktops. The *iS²* **SoftPhone for Genesys** is the alternative to internally developed custom softphones – Genesys call center customers can replace their internally developed softphones and deploy a highly reliable, scalable, thin client solution that can be easily integrated into any agent desktop (especially one that is not supported "out of the box" by Genesys.) Improved integration leads to better agent performance and saves money.

Description:

The *iS² SoftPhone for Genesys* allows call center agents in a Genesys CTI enabled call center to manage their telesets from any desktop via the Genesys CTI Platform.   The *iS² SoftPhone for Genesys* focuses on process automation by tightly integrating (from the user interface perspective) into your agent desktop. Our mission is to make call center CTI capability available for any IT application to use in order to optimize and automate key processes and workflows.
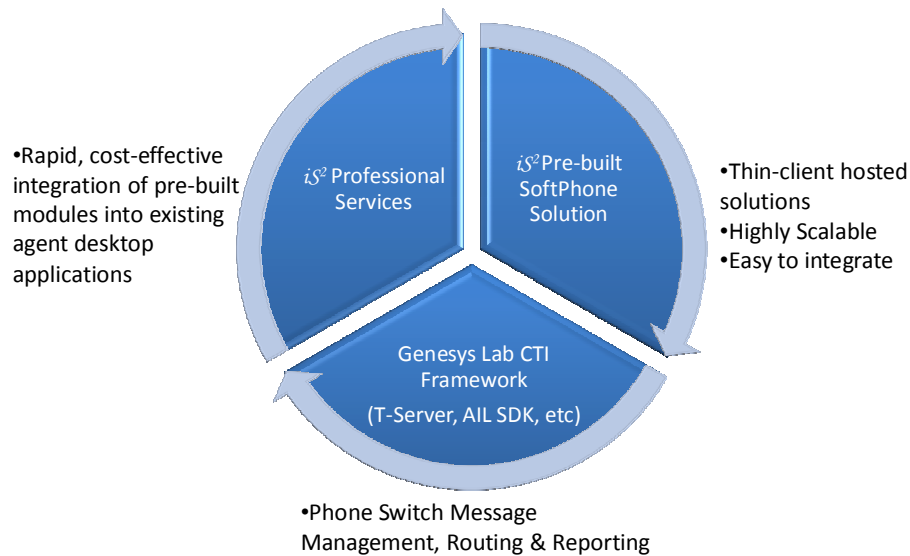
Benefits:

✓ **Low Startup Cost & Low TCO – pay per use.**

✓ **Can be integrated with any agent desktop.**

✓ **Reduce Talk Time & improve Agent User Productivity via optimized screen pop**

✓ **Improves Communication by providing key Call Center metrics in real time.**

✓ **Highly Reliable – in production since 2003**

✓ **Highly Scalable to over 1000 agents**

✓ **100% Thin Client & Citrix compliant**

✓ **100% Hosted option available**

iS^2 SoftPhone for Genesys

•Rapid, cost-effective integration of pre-built modules into existing agent desktop applications

iS^2 Professional Services

iS^2 Pre-built SoftPhone Solution

•Thin-client hosted solutions
•Highly Scalable
•Easy to integrate

Genesys Lab CTI Framework
(T-Server, AIL SDK, etc)

•Phone Switch Message Management, Routing & Reporting

Features:

Feature	Trial	Enterprise
1. **100% Hosted Solution option available** (on-premise recommended for large implementations)	√	√
2. **Agent State Management for Genesys Call Center agents from within your agent desktop:** a. Integrated Agent Login & Logout into Genesys and Phone Switch b. Change Agent State (Ready, Not Ready, ACW, AUX) c. Specify Logout and AUX reasons d. Keep the agent desktop in synch with agent teleset state	√ **(from default Soft Phone interface only)**	√
3. **Outbound Call Optimization for Genesys Call Center Agents -** Ability to initiate Outbound Calls from an agent's teleset to any number from your agent desktop via Genesys CTI & local phone switch based infrastructure a. Ability to initiate Call Transfers and Conferences from within your agent desktop to other call center agents (receiving agents screen-pop with the call details such as ANI of the original customer call as opposed to the call details of agent initiating the conference or transfer).	√ **(from default Soft Phone interface only)**	√
4. **Inbound Call Optimization – Automate Screen Pop workflow for calls coming:** a. From customer to call center based. b. From IVR to call center based on data provided by IVR Self Service apps. c. From Web to call center based on data provided by Web Self Service apps.		√
5. **Reporting & Performance Management -**Ability to view Real Time Agent and Queue related statistics from within your agent desktop.		√
6. **Performance & Scalability Testing option available**		√
7. **24X7 Support Option Available –** all defects are fixed at no additional cost for customers who sign up for an annual support contract.		√