



almato uses Envision's web-based product platform, called Envision Centricity™, to help companies better align and integrate people, processes and technologies within the contact center to deliver legendary customer service and continuously improve agent, center and enterprise performance.

Envision Centricity™

Envision Centricity™ unifies Envision's core workforce optimization (WFO) solutions under one robust, Web-based platform. In addition to the benefits of reducing total cost of ownership (TCO) and optimizing functional integration and usability, Envision's thin-client platform delivers a flexible, user-defined dashboard for monitoring, managing and analyzing customer interactions in a single, easy-to-use console.

Envision Centricity significantly expands performance management capabilities by capturing, aggregating and displaying information at the agent, center and enterprise levels – all in a personalized and “right-sized” view to maximize the value for every individual user.

Envision Centricity brings together the benefits of:

Envision Quality Monitoring™

Easily record, review and manage customer interactions. Evaluate agent skills and integrate training content with evaluations and annotated feedback to deliver customized, targeted coaching directly to agent desktops, optimizing quality program effectiveness.

Envision eLearning™

Streamline the creation and distribution of targeted training materials directly to agent desktops to quickly improve performance and insure the consistent delivery of desired customer service standards.

Envision Analytics™

Create a personalized dashboard that aggregates and organizes data from disparate systems into a single console view. Unlock valuable agent, center or enterprise information to proactively identify trends, issues and to improve team/business performance.

Envision Workforce Management™

Forecast and schedule staff efficiently while maintaining customer service standards. View actual/forecasted call volumes, service-level adherence and staffing levels to perform what-if analyses and strike an ideal balance between agent preferences and business needs.

Team, Center and Business Performance Management

Easily align and manage key contact center and organizational performance indicators within a flexible, personalized and analytics-driven dashboard that “right-sizes” the data presented to each user. Data becomes meaningful and transferable knowledge that's used to identify trends or issues pertaining to agent, center or business performance.

CENTRICITY BENEFITS

- Improve and analyze agent, center and business performance
- Automate a world-class agent coaching and development program
- Integrate contact center people, process and technologies
- Reduce administration and total cost of ownership
- Uncover valuable customer and business performance data

Envision Centricity brings together the benefits of:

Envision Quality Monitoring™

Easily record, review and manage customer interactions. Evaluate agent skills and integrate training content with evaluations and annotated feedback to deliver customized, targeted coaching directly to agent desktops, optimizing quality program effectiveness.

Envision eLearning™

Streamline the creation and distribution of targeted training materials directly to agent desktops to quickly improve performance and insure the consistent delivery of desired customer service standards.

Envision Analytics™

Create a personalized dashboard that aggregates and organizes data from disparate systems into a single console view. Unlock valuable agent, center or enterprise information to proactively identify trends, issues and to improve team/business performance.

Envision Workforce Management™

Forecast and schedule staff efficiently while maintaining customer service standards. View actual/forecasted call volumes, service-level adherence and staffing levels to perform what-if analyses and strike an ideal balance between agent preferences and business needs.



Deliver an uncompromising customer experience

The Envision Centricity™ Approach

Envision's solutions and services enable customers to better manage and integrate the key people, processes and technologies resident within the contact center and optimize the service and value the center delivers to its two most important third party stakeholders – customers and the enterprise.

Team Centricity:

Continuously improve agent and team performance. Through monitoring, coaching and delivery of timely and relevant training, Envision optimizes the effectiveness of quality programs and the resulting customer experience.

Business Centricity:

Measure and manage exactly and only what really matters to the business. Customize metrics and views to constantly measure center performance and effectiveness while uncovering valuable customer and market information.

Customer Centricity:

Envision focuses on the unique business needs of each customer and tailors solutions specifically to meet them. This allows customers to exert their focus and energy where it belongs – on their customers.

About almato: *almato is a full service provider of contact center workforce optimization solutions in EMEA. We brings a wealth of experience in providing innovative technology solutions for businesses, and understands the value of technology as it relates to corporate goals and objectives. almato's software solutions are designed to help contact centers maximize every contact with their customers in order to create measurable value for the enterprise. Unique training, quality monitoring, recording and analytic tools from Envision Telephony, Inc. form the basis for contact center supervisors to develop and coach agents to provide superior customer service. On demand, every tool integrates within existing WFM, CRM and ERP solutions.*

About Envision: *Envision Telephony, Inc. is an award-winning contact center solutions company that offers products and services that enable organizations to deliver world-class customer service. Envision's innovative product platform, Envision Centricity, integrates the company's landmark Click2Coach® (including Envision Quality Monitoring™ and Envision eLearning™) offering with powerful analytics, performance management and workforce management tools that deliver robust and personalized workforce optimization (WFO) solutions to organizations worldwide. A commitment to unparalleled customer-centricity is at the center of the company's values and makes Envision the authority on delivering an uncompromising customer experience.*

Copyright © 2009 almato GmbH. All rights reserved. Envision Centricity™, Envision eLearning, Envision Quality Monitoring, Envision Workforce Management and the Envision and Envision Centricity logos are trademarks of Envision Telephony, Inc. Click2Coach is a registered trademark of Envision Telephony, Inc. All other trademarks are the property of their respective owners.

Envision Solution Partner: almato GmbH – Germany
info@almato.de · Tel.: +49 7071 79569-10 · www.almato.de

TECHNICAL REQUIREMENTS

Server

Operating system: Windows 2003 Server

Microprocessor: 2.0 GHz Pentium 4

Memory: 2 GB RAM

Database: MS SQL 2005 Standard

Disk space for Envision Server software

- 377 MB for Envision Server install
- 156 MB for Envision Centricity Server install
- 100 MB additional runtime

Disk space for audio media files

- Vox – 10.8 MB per hour
- Vx8 – 14.4 MB per hour
- Microsoft GSM Wav – 5.85 MB per hour

Disk space for screen capture media files

25-35 MB storage space for every hour of AgentSupport screen capture.

Network interface card

3 NICs (2 NICs if not using CTI)

Recording/Playback Cards

Type of card depends on the server configuration:

- Selective recording with playback – Dialogic card
 - Full-time recording – AudioCodes card
 - Full-time Recording with playback – AudioCodes and Dialogic cards
 - VoIP recording – AudioCodes software and/or cards
- Note: Each card requires a PCI slot.

Internet Information Services (IIS) 6.0 or later

Windows Media Services

Microsoft SQL Server Reporting Services

Microsoft .NET Framework 2.0

Internet Explorer 7.0

Note: JavaScript must be enabled; Allow download of signed Envision components

Microsoft DirectX 9.0 – required for the Administrator client

Adobe Acrobat Reader 6.0 or later

USB port for HASP key

Envision Server, MS SQL, IIS may be located on a single server or separate servers depending on the needs and size of the customer implementation.

Client

Operating system: Windows 2000, Windows XP or Windows Vista

Microprocessor: 500 Mhz Pentium II or faster processor

Memory: 512 MB RAM or greater

Network server connection: 100 MB or faster

Disk space Disk space per client:

- Centricity AVPlayer – 4 MB
- Centricity Recording Download tool – 4 MB
- Administrator – 100 MB
- Agent Support – 30 MB

Monitor Supports 256 color or greater

Note: This requirement is for screen capture.

Microsoft .NET Framework 2.0

Internet Explorer 7.0

Note: JavaScript must be enabled; Allow download of signed Envision components

Microsoft DirectX 9.0 – required for the Administrator client

Adobe Acrobat Reader 6.0 or later