

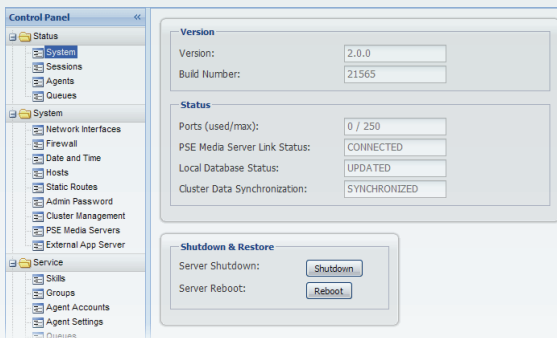


# mirial



## PSE Video Contact Center

Comprehensive voice and video contact center solution engineered for Service Providers



AJAX powered Web-based Administrative Console

Mirial PSE Video Contact Center (PSE.VCC) is a comprehensive and effective solution to add video to an existing voice contact center or to deploy a brand new voice/video enabled contact center.

Based on the Mirial PSE Media Server technology, it can serve a large variety of users ranging from mobile 3G to broadband HD capable users over heterogeneous networks, delivering the highest reliability, best video quality and most fulfilling user experience.

### Highlights

- ➔ Support for audio-only and audio/video calls
- ➔ Automated Call Distribution (ACD)
- ➔ Skill-based routing
- ➔ Support for unlimited queues and agents
- ➔ Support for supplementary services: hold, transfer and more
- ➔ IVVR for self-service contents
- ➔ Fully customizable look and feel (IVVR, queues, Agent interface)
- ➔ Realtime statistics
- ➔ Historical reporting
- ➔ Best video quality, up to HD 720p H264

Usage scenarios for Video Contact Center include but are not limited to finance, banking, insurance, healthcare, help-desk, premium services, e-learning and remote interpreting.

PSE.VCC is an off-the-shelf and easily configurable product enabling service providers to dramatically shorten deployment time and accelerate return on investment.

### Features and Benefits

Fully-featured voice and video contact center solution	More effective and targeted face-to-face service
Support for clustered deployments (including geographical redundancy)	Reliability and high availability improve customer loyalty and revenues
Standards compliant (SIP/H.323/H.324m/TDM Voice)	Interoperable with any standard device for maximum coverage

# PSE Video Contact Center (PSE.VCC)



## Network and Media

Support for audio/video and audio-only calls

Works in conjunction with PSE Media Server

End Users can access the service using:

- ➔ SIP/H.323 IP videoconferencing endpoint or sw
- ➔ 3G mobile handset (through 3G gateway)
- ➔ Standard audio calls (through PSTN gateway)

## Call Management

- ➔ Advanced Call Routing
- ➔ Automated Call Distribution
- ➔ Queue management
- ➔ QoS target for each queue
- ➔ Skill-based routing
- ➔ Self-service IVVR
- ➔ Internal Call Routing Engine (CRE)
- ➔ Support for External Application Server (EAS) to override the internal CRE

## Administration and management

AJAX powered, Web based Administrative Console including:

- ➔ Service Creation Environment for IVVR
- ➔ Comprehensive status monitoring
- ➔ Management of End Users, Agents, Groups of Agents

AJAX powered, Web based Agent Console including:

- ➔ Detailed information on all current and auxiliary calls
- ➔ Option to embed externally gathered dynamic information
- ➔ Transfer and requeueing capabilities
- ➔ Support for inbound and outbound calls

Support for Web Services WSDL

Support for SNMP MIBs

Automated backup & restore

## Billing and Reporting

Comprehensive CDRs generation

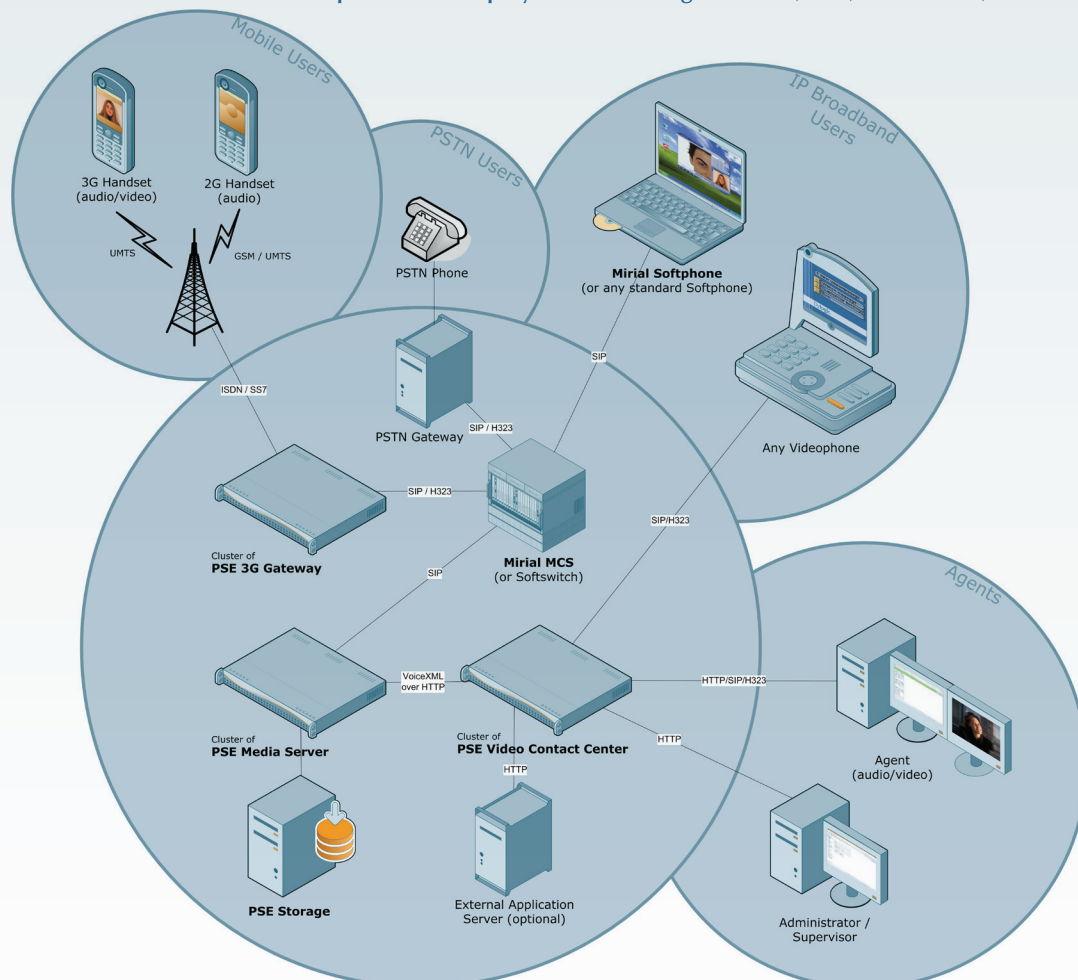
Easy integration with back-end systems

## Hardware

1U standard 19" rackmount appliance

Certifications: FCC Class A, ICES Class A, EN55022 Class A, EN55024, EN61000-3-2, EN61000-3-3, VCCI Class A, BSMI Class A, C-Tick Class A, SABS Class A, CCC Class A, MIC Class A, UL60950, CAN/CSA C22.2 N.60950, EN60950

Example of a PSE Video Contact Center comprehensive deployment including IP (H.323, SIP), Mobile (3G, GSM) and PSTN users



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