

# Consilium UniAgent™ Unified Agent Desktop for Genesys Contact Centers

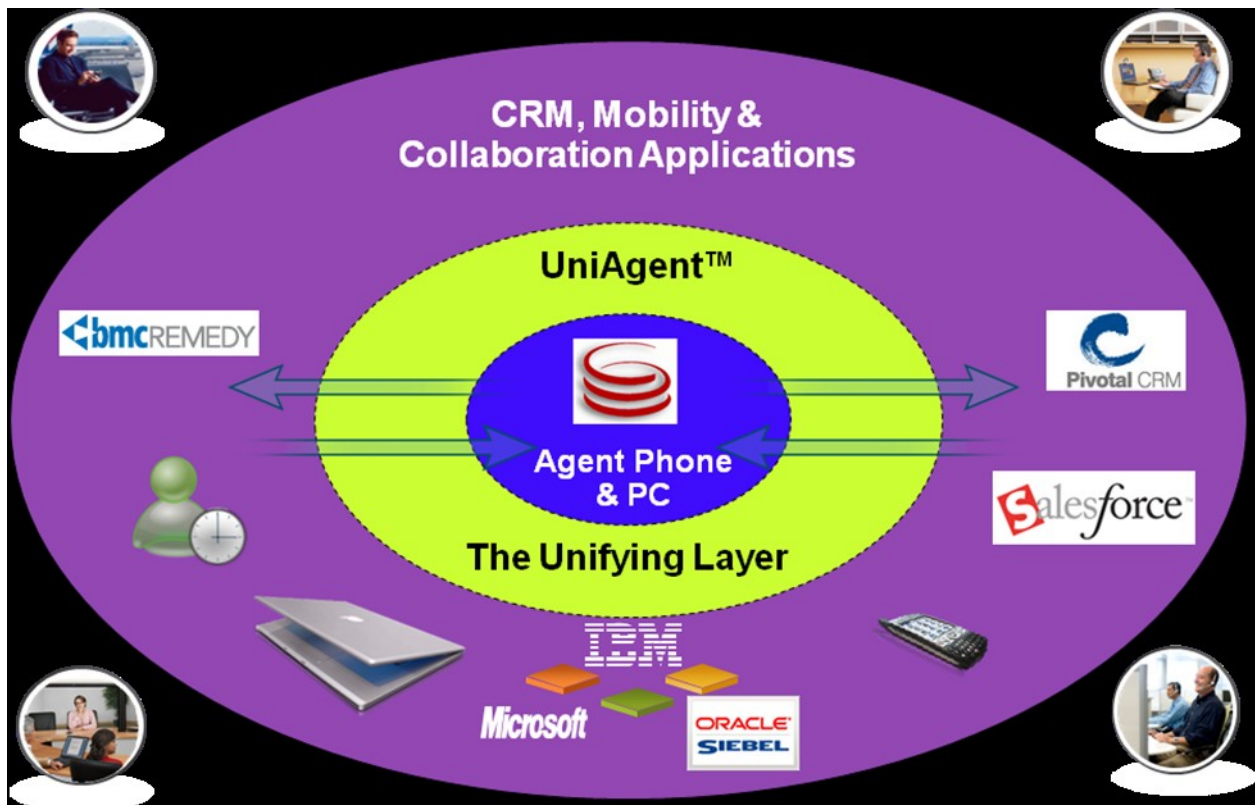


**GENESYS**  
**Alcatel-Lucent**

- Genesys APAC Premier Partner
- Genesys Global PS Partner
- Genesys Americas SI & ISV

**Consilium UniAgent™** Unified Agent Desktop is a complete multi-channel agent desktop application which integrates with the Genesys contact center product via standard API's as well as with popular CRM's. UniAgent™ empowers agents with ready access to call information, customer data and enterprise resources, so customers experience higher first call resolution, and agent productivity improves through reduced call handling times.

Out-of-the-box features include media-specific desktop screens (such as for voice, email and chat), a knowledgebase and a flexible scripting tool. Consilium UniAgent™ is available in both, thick & thin client versions. Depending upon the requirement, the thick-client version is chosen for fast throughput on local networks and a small footprint, or the thin-client browser-based version for zero-install setup and high performance over a WAN environment.



## Product Features

- Operates Across all Major Switch / PBX Vendors  
UniAgent™ works with all major switch integrations be it Avaya, Cisco, Nortel, Alcatel-Lucent and many more. In addition, it also supports SIP endpoints for agents.
- Telephony Features  
UniAgent™ provides all built in telephony functions including hold, transfer and conferencing. All T-

Library supported functions can be incorporated. UniAgent™ populates all telephony-related data (ANI, DNIS, queue information and IVR-captured data) on the agent desktop, and can display business data from customer applications, CRM's and databases through multi-level integrations.

- Inbound Features  
UniAgent™ provides auto-wrap and auto-dispose options and integration with databases and applications.

- **Outbound Features**

UniAgent™ builds in all Genesys-supported dialing modes: preview, progressive and predictive in an outbound environment. Besides the customer data from the calling list, it can also populate account data thereby serving as a mini-CRM for the agent.

UniAgent™ can handle call back, campaign call back, and personal call back.

- **Flexible Deployment Options**

UniAgent™ is available in thick-client and thin-client versions. UniAgent™ in conjunction with Genesys OCS (Outbound Contact Server) it supports the North American Numbering Plan (NANP) as well as non-NANP dialing environments. UniAgent™ also builds in compatibility with Genesys Stream Manager for IP voice logging in conjunction with UniQM™ for inbound, outbound and blended environments.

### **Product Advantages**

UniAgent™ is a complete and cost-effective agent desktop solution. It addresses all the major challenges faced by today's contact center.

- Lower cost compared to vendor-provided proprietary agent desktops

- Shorter deployment cycles even with integrations to CRM's and enterprise applications

- Unified front-end for data from various applications and multi-channel capability improves metrics such as average handle time and agent productivity for inbound and outbound contact

- Easier support, maintenance and troubleshooting as compared to one-off software developments

### **Summary**

Consilium UniAgent™ Unified Agent Desktop provides a fully-featured and cost-effective solution to increase agent productivity. Pre-built integration with Genesys and popular CRM's, and with TDM/IP switches or SIP endpoints make it fast and easy to deploy and support. A unified front-end encompassing data from various applications, databases, telephony (IVR/CTI) data and communication functions benefits agents, and improves agent productivity and call handling time.

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**Consilium Software Inc.** is the Unified Communications software company which is Enabling Unified Success™ in enterprises and contact centers – with solutions that combine industry-leading products from technology partners, innovative software applications and unmatched services expertise. Powered by communications convergence, collaboration and customer interaction optimization software, Consilium's solutions enable companies to improve communication flows, transform business processes and increase business efficiency. Consilium professional services uniquely helps clients get business results fast by focusing on their requirements first, creating solutions using the best and most appropriate technologies, and providing the finest technical services. Consilium's own UNI™ range of products minimizes the implementation fees and risk that many Unified Communications applications require. Providing cross-platform compatibility with our alliance products and enhanced feature sets, solutions built on Consilium's UniPresence™, UniAgent™, UniQM™ and UniInsight™ products contain all the elements needed for enterprise unified communications, customer interaction management and business intelligence. Headquartered in Singapore, in the heart of the Asia Pacific region, Consilium has significant presence in India, Greater China and the ASEAN region. For more information, visit [www.consiliuminc.com](http://www.consiliuminc.com).

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