

Alston Tascom System Features

The Tascom System

Key Features

- Agent Recording/Logging
- Administration Stations
- Auto Check-In

Tascom-ADAM is a communications and data system that includes a comprehensive contact center and messaging solution. In addition to live agent answer, the callers can be sent directly to Voicemail, or to IVR (Interactive Voice Response) applications. The System consists of Automatic Call Distribution with skills and rules based routing, Fax, Alpha, SMS Text Messaging, Secure Messaging, Digital Paging, Email, and Agent Recording.

Object-oriented architecture makes full use of Microsoft Windows SQL databases to provide very efficient, tight integration with all aspects of application control, database integration, unified messaging and the Internet. The heart of the unified system is ADAM, an Asterisk Communications Server.

Tascom ADAM has an intelligent, rules and skills-based Automatic Call Distributor (ACD) whose function is to route calls to their appropriate destination.

The interactive voice response (IVR) is a robust, intelligent messaging and interactive response platform which comes as a standard integrated feature.

The Voice Processing and Voice Mail module is a digital module, full of high-powered features designed to keep your clients in touch while freeing agents to handle more incoming calls.

Clients can keep their same call-forwarding number or new numbers can be ordered. Even if your clients are not local to where you are, local numbers for them are available, as well as toll free numbers for nationwide calling.

The Tascom system includes the following features:

Agent Recording/Logging

The Digital Agent Recorder creates digital voice files and shortly after the call ends uploads them to an FTP site for retrieval. Logging can be done for the entire call duration or begin when the agent answers the call.

Administration Stations

Any workstation can act as an agent, supervisor or management position.

Auto Check-In

Auto Check-In allows a client to check for new messages, and request a fax of the messages, without speaking to an agent.

Key Features

- Billing Report
- Client Call Scheduling
- Client Profile
- Confidential Information
- Data Maintenance and Back-Up
- Database Tables
- Directory
- Dynamic Remote Operator Positions
- Hyperlink to Web Page from a Client Account
- IF-Message Form
- Indicator When Someone Else is on the Same Account

Billing Report

This program creates the “billing file” in .txt or .csv format.

Client Call Scheduling

Automatic scheduling allows a client’s call routing and/or greetings to vary by time, by day of the week, date of the month, and holidays.

Client Profile

Provides database driven client profile information, allowing each client to be unique. A client profile also has its own “General Info” Index of topics for operators’ quick access to specific information.

Confidential Information

This provision allows for specific information (i.e. credit card numbers) to be blocked from the agents view after the data is verified and the message is saved. The data will, however, transmit to the client.

Database Maintenance and Back-Up

All data is automatically backed up. The data is archived to a back-up on-line server.

Database Tables

Up to 5 database tables can be accessed per client form. Data can be imported or entered via the admin program.

Directory

The Directory provides the agent with easy access to a client account without knowing the client's account number.

Dynamic Remote Operator Positions

Simplify remote operator scheduling. Remote operators simply log on to their permanently-assigned position number as long as there’s an available workstation license.

Hyperlink to Web Page from a Client Account

This web-enabled feature allows an agent to access specific web pages when the URL is listed within the form.

IF-Message Form

This on-screen form allows an agent to enter “temporary” instructions “if” a particular person or company calls, making it possible for the agent to act as a private secretary for the client.

Indicator When Someone Else is on the Same Account

When more than one agent has the same account on their screens (with or without a call), a special icon appears at the bottom of their screens.

Key Features

- “Joint User” Linked Accounts
- Listen In
- Locate Field
- Management Utilities
- Mandatory Fields
- Message Copy
- Message Forms
- Monitor Message Delivery
- On-Call Scheduler
- On Call Calendar

“Joint User” Linked Accounts

When calls to one account could be for different “sub accounts”, the agent is presented with an index of the sub accounts, to quickly move to the appropriate sub- account.

Listen In

Using a web browser, listen to agents taking calls and join the call if necessary. Listen In is an important training and supervision tool.

Locate Field

This on-screen field allows the agent to enter temporary on call information or instructions.

Management Utilities

The system shows managers their statistics and productivity levels to help manage agents and resources more effectively.

Mandatory Fields

Message forms may be created with certain fields of information mandatory for agents to fill in.

Message Copy

A message may be copied from one account to another account or to multiple accounts that use the same message form.

Message Forms

The Form Design program with call scripting capability provides tremendous flexibility to tailor message forms to the situation.

Monitor Message Delivery

The Monitor program shows the status of all the fax, Email, alpha, SMS and Secure Messaging jobs. Notifications are sent to the agents if a job fails.

On-Call Scheduler

On-Call Scheduler feature displays time and date sensitive On-Call information to the agent. Information can be entered in advance, and only what is currently in effect will appear to the agent.

On Call Calendar

This allows agents to view a client account’s time-sensitive On Call Calendar. It displays the current month in a standard calendar layout with the names of people who are scheduled to be on call.

Key Features

- Operator Companion
- Paging
- Query Program
- Quick Keys
- Recalls / Time Delayed
- Actions
- Redelivery of Messages
- Reply & Deliver
- Scenario Manager

Operator Companion

Managers are immediately notified via SMS if it ever happens that the on duty operator did not respond to a specific recurring Reminder. Have peace of mind that the operator is alert and handling incoming calls and actions in a timely manner.

Paging

All forms of paging are provided, including numeric, voice, tone, and alphanumeric.

Query Program

The Query program provides a user-friendly way to view, print or export the data in your database tables.

Quick Keys

The system provides agents with “Quick Keys” for phrases that are typical in the industry, such as “Please call”, “Will call Back”, and “Out of Office”. The phrases are programmable.

Recalls / Time Delayed Actions

Recalls are time delayed actions used when a message needs to be followed up on. Recalls can be set for a certain number of minutes or for a certain date/time.

Redelivery of Messages

This feature allows for the delivery of messages and then flags them for scheduled redelivery via fax or Email at a later time.

Reminders / Actions

Timed reminders are used to remind an agent to perform functions such as wake-up calls, appointments or other time-critical, agent required tasks.

Reply & Deliver

When you email or SMS a message, the client can “deliver” the message when they reply to it and their reply is inserted into the message itself for a permanent record.

Scenario Manager

Design custom IVR call flows for clients that require more options for their callers than the standard Auto Answer, Announcement or Voice Mail, such as play multiple wave files, pop different accounts to the operator, or divert calls to another number.

Key Features

- Schedule Delivery
- Secure Messaging
- Security with Login Password Protection
- SMS 2-Way
- Speed Dial
- Standard Reports
- System Status Bar
- Transfers and Patched Calls

Scheduled Delivery

Client Schedules auto send messages at pre-determined times via fax, Email or database export.

Secure Messaging

Transmit messages in an encrypted and secure manner to protect the privacy of message content.

Security with Login Password Protection

The System provides the ability to establish agent access codes that control the functions that an agent is permitted to perform.

Simultaneous and Group Transmission of Messages

This feature transmits messages to several device types (fax, Email, alpha pager, SMS or Secure) simultaneously. Group transmissions send messages simultaneously to multiple people or destinations.

SMS 2-Way

Send and receive messages via SMS text messaging

Speed Dial

An agent may automatically dial out to a specified speed dial number or access a list of speed dial numbers for the account.

Standard Reports

Many reports have been designed for your use. Reports can be run manually or scheduled. The Tascom Reports Package provides management reports that reflect the status of the system, the clients, and the agents.

System Status Bar

The System Status Bar provides for the agent:

- CALLS WAITING - the number of incoming calls waiting to be answered and how long the longest call has been waiting.
- SYSTEM HOLD – the number of calls on system hold waiting to be handled.
- ALERTS – Notifications regarding transmission jobs that need to be checked.
- SERVERS - Indicates if system servers need to be checked.
- STATUS - Indicates current agent login ID, and current Client ID.
- MAIL - Indicates when interoffice Email is waiting for the agent.

Transfers and Patched Calls

The Digital Switch provides several call transfer options.

A Patch uses lines until the call disconnects. The number of simultaneous patches that can take place is based on the number of trunks and voice paths available.

Key Features

- Undelivered Message Report
- Web Dashboard
- Web Portal for Clients
- Zip Code Database

Undelivered Message Report

This allows agents to see which clients currently have undelivered messages.

Web Dashboard

View in real-time what's happening at your service: calls waiting and in progress, operator activity, status of transmission jobs, and other critical information.

Web Portal for Clients

Give clients access to their messages and other specified data via the Internet.

Zip Code Database

Imported with the Order Entry application, this database provides city, state, zipcode, and area code data.

About Startel, Professional Teledata and Alston Tascom

Startel, Professional Teledata and Alston Tascom are leading providers of unified communications, business process automation, and performance management solutions and services. With a combined 90+ years of experience, the companies have established a loyal customer base in healthcare, contact centers and a dozen additional industries. Startel, Professional Teledata, and Alston Tascom leverage their unique solutions and industry knowledge to empower organizations to improve agent productivity, reduce operating costs and increase revenues. For more information, call 800.782.7835 or visit www.startel.com.