



Asterisk in the Contact Center

3 business cases



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- Eyepea
- Contact center needs
- 3 business cases
 - European Commission (Europe Direct)
 - European Commission (EurID)
 - Belgacom
- Conclusion





EYEPEA

Eyepea

Eyepea is a **Voice over IP** System **Integrator** building communication solutions around **Open Source** platforms



IP-PBX
TELEPHONY



IP-CONTACT
CENTER



ADDED VALUE
SOLUTIONS



CUSTOM



EYEPEA

Contact

Eyepea HQ

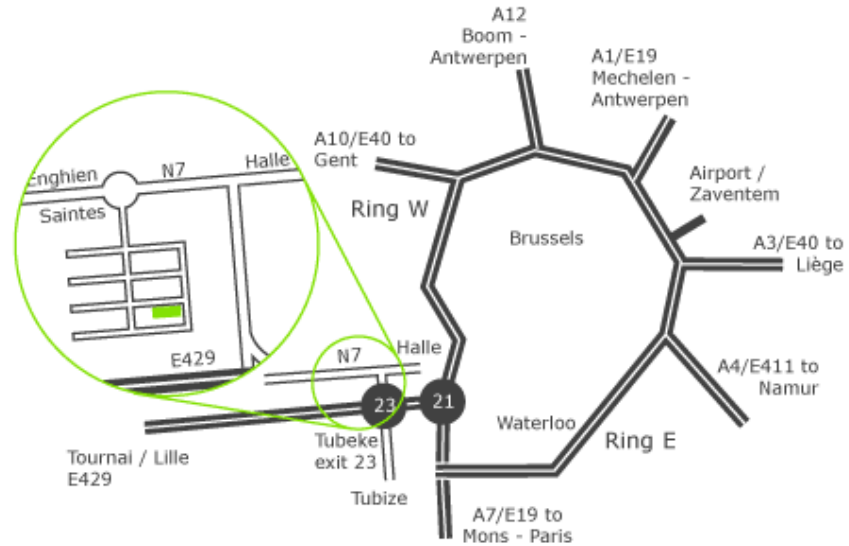
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75003 Paris
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Eyepea Lille

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59042 Lille
France
Tél: +33 3 66 88 01 09





Contact Center Needs



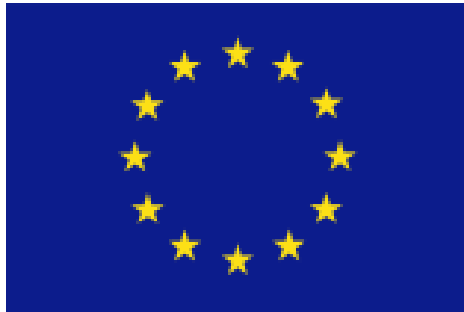


Contact Center priorities

- Telephony is heart of the business
- 3 types
 - Inbound (IVRs - queues – agents)
 - Outbound (campaigns)
 - Blended (both)
- Integration
- Efficiency
- Reporting



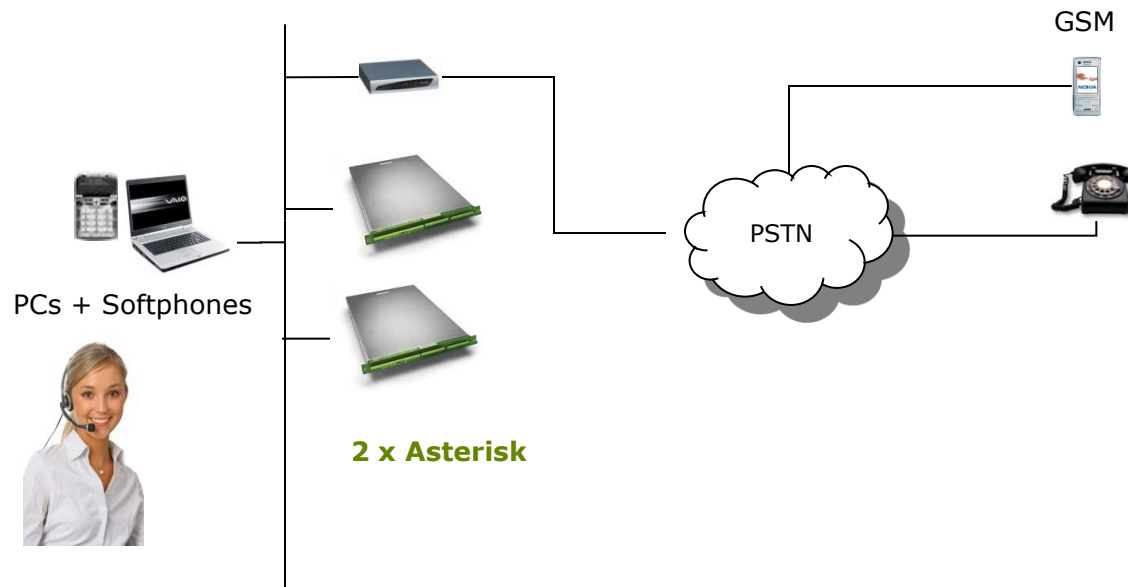
European Commission – Europe Direct





- 2007 - Jose-Manuel Baroso
- Help desk for 500 millions european citizens
- 23 languages
- A dozen themes (legal, economical etc.)
- Originally based on a proprietary platform

- Wish to move to an open architecture



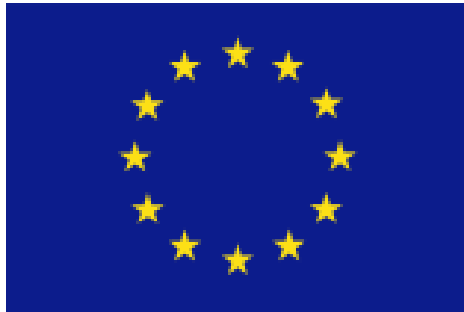
- Eyepea proposed an Asterisk architecture
- 2 HP servers (redundancy)
- Multiple E1
- Integration with Ticketing application (OTRS)
- Integration with reporting application (Jasper)

- Deployed in 4 months
- Due to double or tripple in the coming 18 months





European Commission – EurID

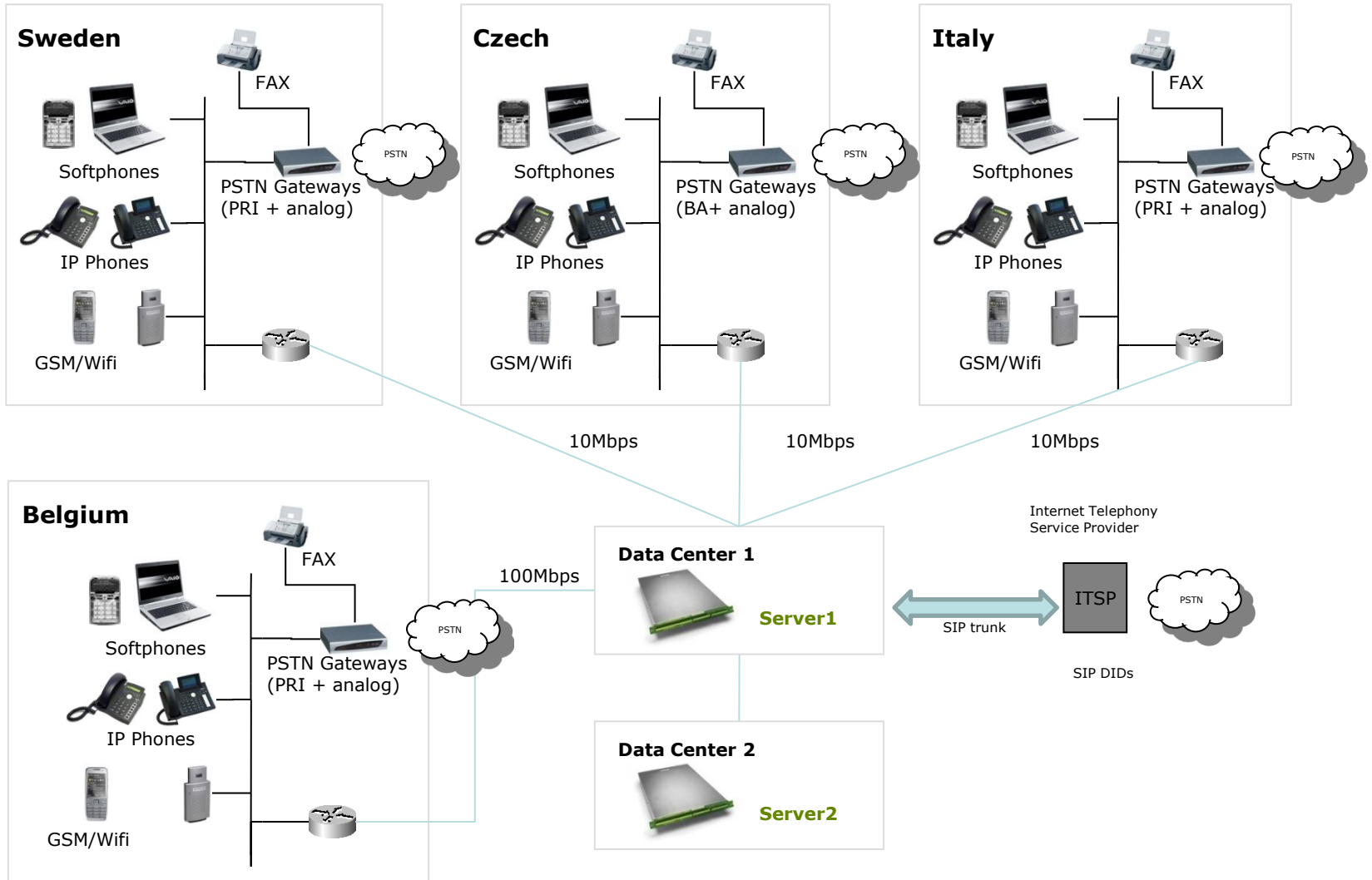


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- Management of .eu names
 - Distributed organization (B, S, I, CZ)
 - Help desk for all .eu registrars

 - Whishes
 - Move to an open architecture
 - IP-PBX
 - Distributed call center
 - Intranet integration

- EurID already convinced about Asterisk
- Eyepea only integrator to have dCAP engineers
- 2 HP servers in data center
- ScopServ for easier management
- Integration of Agents within Intranet
- Single sign-on (PHP + AMI)





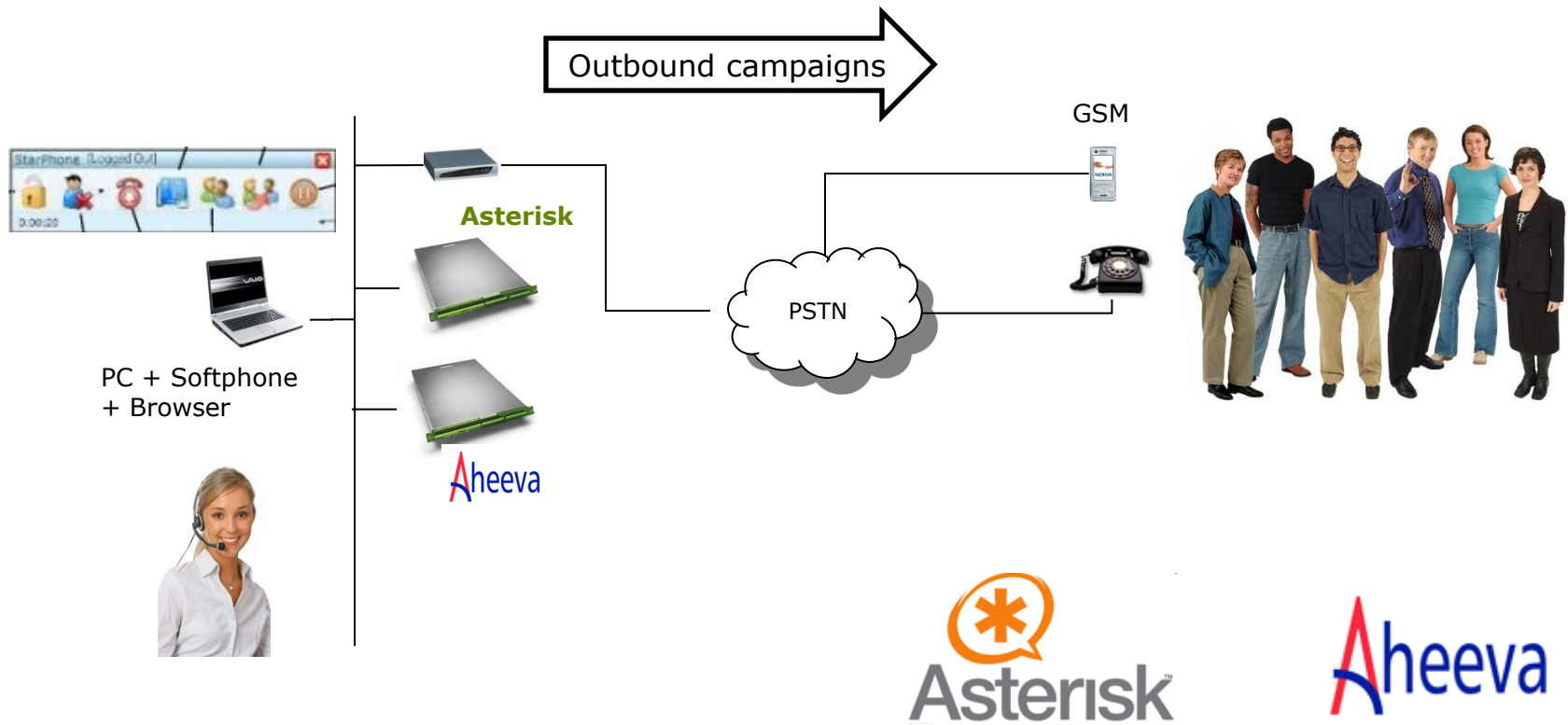


Belgacom – Agent Development program



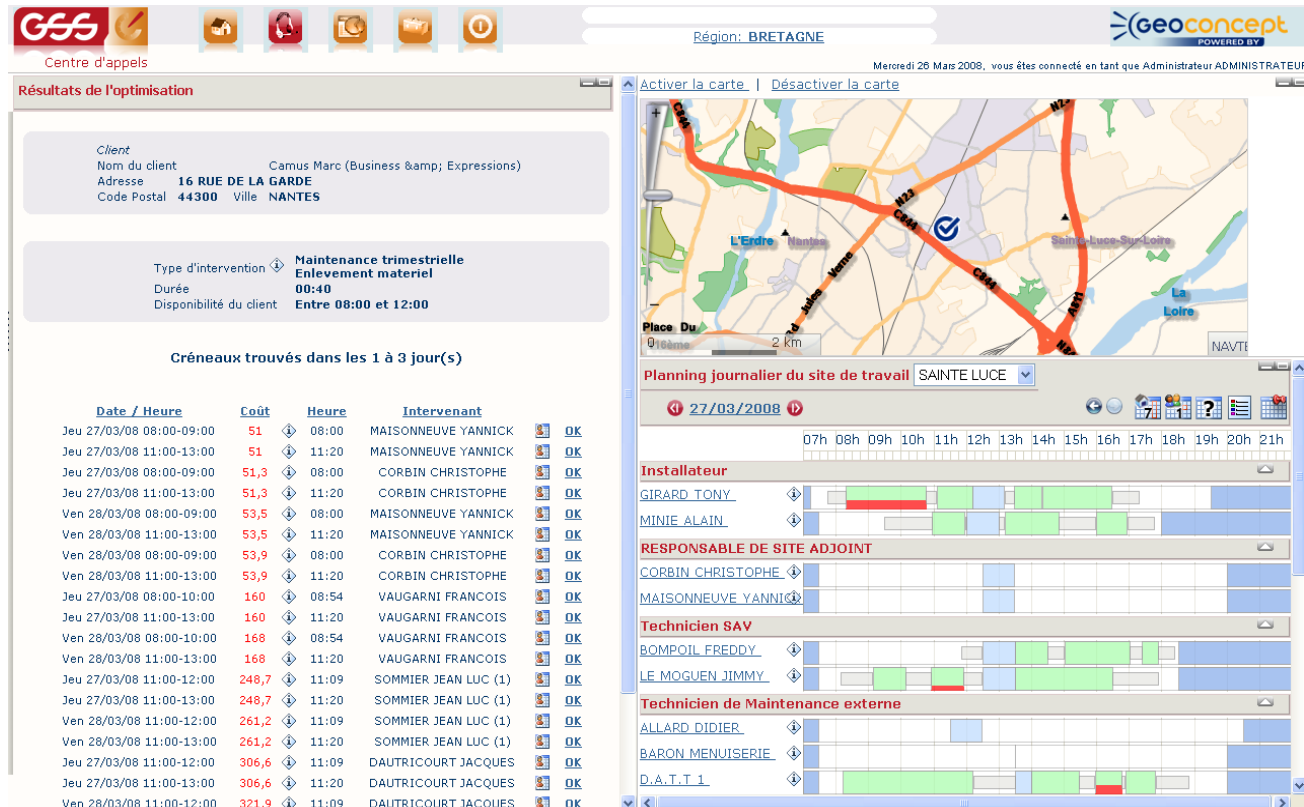
-
- Work with independant sales companies
 - Want to increase productivity
 - Outbound campaigns
 - Reporting

 - Phase 1:
 - Productivity of the agents
 - Real call center solution
 - Agent recording/coaching
 - Solution doubled the nr of calls/appointments



- Phase 2:

- Productivity of sales reps on the road
- 100 sales reps: economy of €600.000/year



GFS Centre d'appels Région: BRETAGNE **geoconcept** POWERED BY

Mardi 26 Mars 2008, vous êtes connecté en tant que Administrateur ADMINISTRATEUR

Résultats de l'optimisation

Client
 Nom du client: Camus Marc (Business & Expressions)
 Adresse: 16 RUE DE LA GARDE
 Code Postal: 44300 Ville: NANTES

Type d'intervention Maintenance trimestrielle
 Enlèvement matériel
 Durée: 00:40
 Disponibilité du client: Entre 08:00 et 12:00

Créneaux trouvés dans les 1 à 3 jour(s)

Date / Heure	Coût	Heure	Intervenant	Statut
Jeu 27/03/08 08:00-09:00	51	08:00	MAISONNEUVE YANNICK	OK
Jeu 27/03/08 11:00-13:00	51	11:20	MAISONNEUVE YANNICK	OK
Jeu 27/03/08 08:00-09:00	51,3	08:00	CORBIN CHRISTOPHE	OK
Jeu 27/03/08 11:00-13:00	51,3	11:20	CORBIN CHRISTOPHE	OK
Ven 28/03/08 08:00-09:00	53,5	08:00	MAISONNEUVE YANNICK	OK
Ven 28/03/08 11:00-13:00	53,5	11:20	MAISONNEUVE YANNICK	OK
Ven 28/03/08 08:00-09:00	53,9	08:00	CORBIN CHRISTOPHE	OK
Ven 28/03/08 11:00-13:00	53,9	11:20	CORBIN CHRISTOPHE	OK
Jeu 27/03/08 08:00-10:00	160	08:54	VAUGARNI FRANCOIS	OK
Jeu 27/03/08 11:00-13:00	160	11:20	VAUGARNI FRANCOIS	OK
Ven 28/03/08 08:00-10:00	168	08:54	VAUGARNI FRANCOIS	OK
Ven 28/03/08 11:00-13:00	168	11:20	VAUGARNI FRANCOIS	OK
Jeu 27/03/08 11:00-12:00	248,7	11:09	SOMMIER JEAN LUC (1)	OK
Jeu 27/03/08 11:00-13:00	248,7	11:20	SOMMIER JEAN LUC (1)	OK
Ven 28/03/08 11:00-12:00	261,2	11:09	SOMMIER JEAN LUC (1)	OK
Ven 28/03/08 11:00-13:00	261,2	11:20	SOMMIER JEAN LUC (1)	OK
Jeu 27/03/08 11:00-12:00	306,6	11:09	DAUTRICOURT JACQUES	OK
Jeu 27/03/08 11:00-13:00	306,6	11:20	DAUTRICOURT JACQUES	OK
Ven 28/03/08 11:00-12:00	321,9	11:09	DAUTRICOURT JACQUES	OK

Planification journalière du site de travail Sainte-Luce

27/03/2008

Installateur
 GIRARD TONY
 MINIE ALAIN

RESPONSABLE DE SITE ADJOINT
 CORBIN CHRISTOPHE
 MAISONNEUVE YANNICK

Technicien SAV
 BOMPOIL FREDDY
 LE MOGUEN JIMMY

Technicien de Maintenance externe
 ALLARD DIDIER
 BARON MENUISERIE
 D.A.T.T.1



Conclusion: why Asterisk?

- Robust architectures
- Flexibility
- IT approach
- Ease of integration
- Cost
- Hey, you're attending the right tradeshow! ;-)





EYEPEA

Thank you for your attention Questions?

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