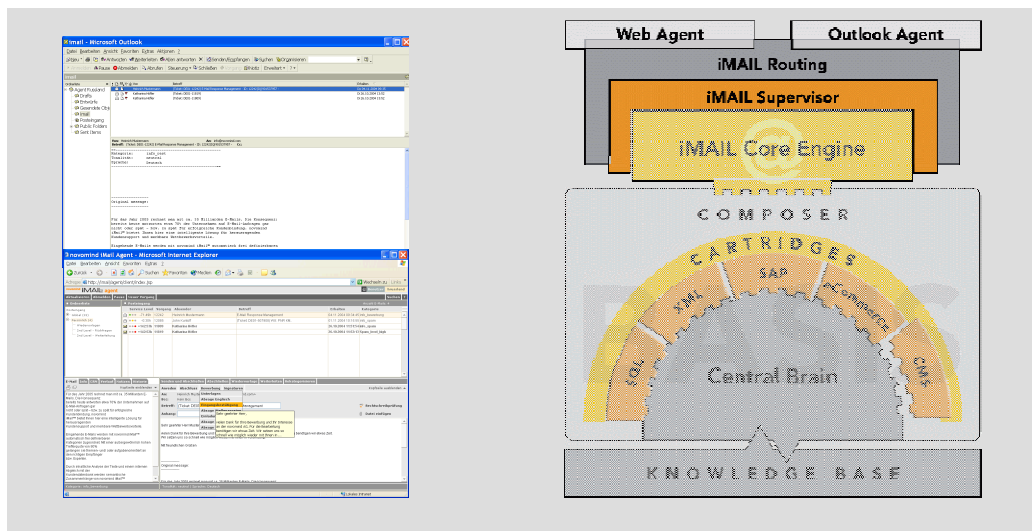


Features & Benefits



Technology and operation

E-mail server	Routing module link-up via a standard SMTP, POP3 and IMAP4 protocols, compatibility with all current e-mail servers.	☑
Microsoft Exchange support	Optimized connection to provide maximum performance for MS Exchange.	☑
Clients	Web-based novomind iMail Agent client and novomind iMail Outlook Agent with Microsoft Outlook support from version 2000 SP3 (others forthcoming).	☑
Hybrid client technology	Concurrent utilization of the web-based novomind iMail Agent and the Microsoft Outlook-based novomind iMail Outlook Agent.	☑
System architecture	<ul style="list-style-type: none"> • 64 Bit support (Windows, Linux) • Java 1.5 • Supports Tomcat 5.x 	☑
Internationalization	English and German languages supported in the standard user interface. Further languages can be configured as required.	☑
Server communication	The novomind iMail™ Agent client communication takes place using only HTTP or HTTPS, thereby guaranteeing optimum compatibility with current VPNs, firewall applications and/or proxy servers.	☑

Features & Benefits

Authentication	Connection to existing user administration system (LDAP).	☑
Search	<ul style="list-style-type: none"> • Multiple category selection • Option of modifying the reference ID • E-mails can be directly printed out of the search result list (TXT or HTML format), directly closed, manually forwarded to agents or re-categorised (multi-selection is possible). 	☑
User interface	<ul style="list-style-type: none"> • Empty category folders can be displayed or concealed • Page-based navigation for category folders and the agent inbox • Display of inline attachments in HTML-format customer e-mails, with download option • Rapid e-mail display using process ID search function in the inbox and category folders • Color of memo symbol varies according to the e-mail status (blue/yellow/gray) • Display Unicode E-mail • Fast search function to select dialogues (users, categories) • Hierarchic display of the categories in incoming post is possible (grouped by generic categories). • Extension of course display to include the e-mail addresses from the reply, inquiry and external forwarding and linked with the associated memos. • Individual link buttons to directly call web pages in novomind iMail™ Agent can be configured. • Own notes can be edited or supplemented (configurable). 	☑
Single sign-on	Automatic user authentication each time a browser is opened (on all Microsoft platforms)	☑
Login	Supervisors can also use their logins to work as agents	☑
Multisite capacity	Master-slave setup: any number of slave installations in one location to enable optimum scaling and performance for e-mail processing in heterogeneous and hierarchical infrastructures	☑

Features & Benefits

<p>E-mail administration</p>	<ul style="list-style-type: none"> • Mail server (all open e-mails are saved in the existing e-mail system to exploit available resources to the full). • Different databases for system-internal e-mail queues, safeguarding the independence of external e-mail systems. • When a specific maximum amount of e-mail with regard to e-mail volume is exceeded in the central incoming post, all input accounts are automatically deactivated until there is a short-fall of the maximum value by at least 1.0 per thousand. (Default: 20.000 E-mails at 32-bit, 50,000 e-mails at 64-bit, average e-mail size 25 KB). 	<p>☑</p>
<p>Agent accounts</p>	<ul style="list-style-type: none"> • Account administration on the e-mail server for all defined Outlook clients • No e-mail server accounts needed if web agents used 	<p>☑</p>
<p>Blended agent</p>	<ul style="list-style-type: none"> • Flexible distribution of e-mails to contact center agents according to defined criteria via the telecommunication system's standard ACD. For example, no e-mails will be delivered to agents currently on the phone to customers and no calls will be put through to agents currently processing e-mail requests • Combined operations for category-based e-mail distribution with/without a telecommunications system • Flexible login on to novomind iMail™ system with/without login on to telecommunications system • Accept and decline commands available in novomind iMail™, as well as hard/soft phone functions • Flexible location selection via a category-specific group (telecommunication system VDN) • Flexible routing to another available location if the original location is unavailable or if the location currently lacks required capacity • Supporting telecommunication installations from different manufacturers with a multi-site environment. (Avaya with Alcatel) • Monitoring CTI routings • Configurable setting of <ul style="list-style-type: none"> > Status by logout, login and pause > Accepting and separating calls <p>Customers interested in using these features must</p>	<p>☑</p>

Features & Benefits

	purchase the novomind CT Cartridge and have the relevant telecommunications system components installed.	
E-mail processing – novomind iMail™ Agent		
Web-browser technology	The novomind iMail Agent is fully browser-based (optimized for Microsoft Internet Explorer 6.0) and can run on all current Microsoft Windows PCs equipped with internet access.	<input checked="" type="checkbox"/>
More efficient interface	<p>The interface was developed with a special focus on the ergonomic design to enable e-mail correspondence to be processed with maximum efficiency. No pop-ups in the main processing window. Features include the following:</p> <ul style="list-style-type: none"> • Option of viewing the inbox queue • Original e-mail display function • Response editor (Plain Text) • Integrated interface for display of CRM and stock data (e.g. SAP, Peoplesoft, Siebel) • Displaying the course of e-mail processing • Sortable view of the history with all the client's e-mails • History display option • Search function for customer data, e.g. via the customer number, ticket ID or e-mail address • Full access to functions via keyboard shortcuts • Standard viewer for display of e-mail attachments • E-mails can be directly retrieved from the search result detail view by Pull and printed as TXT or HTML. 	<input checked="" type="checkbox"/>
Info area	<ul style="list-style-type: none"> • Parameter-based display for source tab • Button enables original e-mail to be viewed directly in HTML • Fax-Viewer with extendable display options for TIF attachments (turn, zoom, brightness, ruler, paging) for e-mails with attachments from a fax/letter category. • By clicking on "Fax/Letter" in fax categories it is possible to switch over between e-mail view and fax view. 	<input checked="" type="checkbox"/>
History	Reactivation of processes (both customer e-mails and responses).	<input checked="" type="checkbox"/>

Features & Benefits

	Higher priority for active processes	
Processes	<ul style="list-style-type: none"> • Parameter-based security check during dispatch & close process • System remembers which e-mail is selected/deselected in the category list – enabling agents to jump back to the same e-mail/page after changing category • Unspecified resubmission – e-mail is returned to the inbox • Display of e-mail responses sent in the “Sent” folder • Selection of specific e-mails for outsourcing (e.g. for a DMS integration) • Printing the original e-mail incl. CCs • Printing the response e-mail incl. listing the enclosures. • Client doubles (e-mails from the same client during a defined period) are given priority for transmission to the same agent. • When creating new processes and when re-categorising, only those categories of the clients assigned to the given agent are displayed (configuration dependent). • The agents available during internal forwarding are limited to the agents of the own clients (configuration dependent). • Additionally shown under ‘Global’ in the file view: the global files “Resubmission”, “External Forwarding” and “External Call-back”, provided that the agent is entitled to manual routing. • Manual changing of the reply template during processing is possible (configuration dependent). 	☑
Clearance	Clearance of responses for dispatch with or without the option of modifying the response text.	☑
Response editor	<ul style="list-style-type: none"> • “Full-screen mode” for the e-mail processing window • Automatic display of (input) fields “BCC” and “Attachment” • Using several CC and BCC addresses is possible. 	☑

Features & Benefits

HTML editor	Easy-to-use HTML editing tool for the creation of HTML-format e-mails	<input checked="" type="checkbox"/>
Customer administration	Entry of reference IDs at any stage, e.g. customer numbers that can be used to search for e-mails	<input checked="" type="checkbox"/>
External forwards	<ul style="list-style-type: none"> E-mail forwards to external agents are offered, with or without the option of closing the process Copy of e-mail forwards containing a memo to external individuals, no effect on e-mail processing Memos of e-mail forwards to external individuals are stored as a copy and linked during the process. Address groups can be selected at "To" with internal forwards and external call-backs. 	<input checked="" type="checkbox"/>
External call-back	Call-backs with external individuals with subsequent e-mail reply.	<input checked="" type="checkbox"/>
Web Client configuration	<ul style="list-style-type: none"> Password can be modified in the Web Agent Automatic restore function, including periodic storage Option of choosing whether "Sent" folder should be displayed or not, including definition of total number of e-mails Language selection option for the user interface Configuration of position of the text module bar 	<input checked="" type="checkbox"/>
Improved quality	Automatic suggested responses and text modules that can be managed centrally provide a high level of standard elements for processing e-mails, minimizing manual texts and the margin of human error.	<input checked="" type="checkbox"/>
Address book	Central, internal address book configured in the Supervisor to provide administration of external addresses, e.g. for forwarding e-mails. Optimum access to external address books.	<input checked="" type="checkbox"/>
Multi-language interface	An interface language can be selected for each agent. The standard languages are German and English. Others on request.	<input checked="" type="checkbox"/>

Features & Benefits

Agent status	Agents actively log on and off the system. Also used to record agent breaks ("Break" status).	<input checked="" type="checkbox"/>
Memo function	<ul style="list-style-type: none"> Any number of memos can be added to an e-mail/process during delivery to agents Both the process ID and the e-mail ID (ticket ID) are displayed The memo sorting sequence in novomind iMail™ Agent can be configured and manually switched over in view. 	<input checked="" type="checkbox"/>
Re-submissions	Time and agent-specific resubmission of processes with in-built escalation and display functionality for individually postponed e-mails and global re-submissions. Additional manual retrieval option (Pull) for iMail™ agents.	<input checked="" type="checkbox"/>
Multi-stage communication	E-mail tagging and history access during multi-stage communication for a single process (Ticket ID).	<input checked="" type="checkbox"/>
Text modules	<ul style="list-style-type: none"> As well as suggested responses, optional topic-specific text modules can be selected Centralized text module management by the administrator Category-specific selection/change of text modules for different topics Display location of text module menu bar can be configured (top or bottom of the e-mail editor window) Parameter-based display of text module quick views (length) Text modules can be selected using a configurable shortcut Full-text search of text module contents possible Calculation of text module usage rate to optimize implementation Flexible selection of category-specific text modules for multi-topic e-mails (topic/category selection in the info area) Flexible selection of text modules via a popup 	<input checked="" type="checkbox"/>
Completion codes	Individually configurable completion codes to be entered (optionally as a required field) by the agent according to category once a process has been completed.	<input checked="" type="checkbox"/>

Features & Benefits

Spell check	<p>Spell check in the novomind iMail™ Agent</p> <ul style="list-style-type: none"> • Language for spelling correction adapts to the surface language of the novomind iMail™ Agents or the e-mail (German or English); manual language change-over is possible. Further languages can be incorporated. • Spelling correction during input (only with AJAX/IE7) • Optional automatic spelling correction of transposed letters 	☑
Attachments	<ul style="list-style-type: none"> • Inclusion of any number of attachments using the e-mail client (e.g. PDFs). Documents for attachments are saved centrally on the server for easy access by the novomind iMail™ Agent • Attachments from responses to external inquiries are automatically saved as local agent attachments • Direct insertion of pictures in HTML-Editor by way of new Toolbar Buttons (Inline Attachments). 	☑
Process creation	Creation of new e-mail processes	☑
Blended agent	<ul style="list-style-type: none"> • Extended login using the StationsID • Display of StationsID and incoming Phantom Call (blinking telephone symbol) • Accept and decline Web Agent functionality <p>Customers interested in using these features must purchase the novomind CT Cartridge and have the relevant telecommunications system components installed.</p>	☑

Suggested and automatic responses

Personalization	The agent parameters "Name", "Signature" and "Location" as well as the parameters "Name" and "Signature" of the releasing user pre-implemented in the suggested responses.	☑
HTML links	Option of using links within the e-mail response	☑

Features & Benefits

Address management	Flexible definition of the incoming address for the routing process	☑
Template editor	Creation and maintenance of suggested responses, confirmations of receipt and automatic responses in the Supervisor	☑
Re-categorization	Suggested response for new category adopted following re-categorization	☑
HTML templates	HTML templates used for confirmations of receipt and e-mail responses	☑
Executable script	Javascript used in the response templates	

Supervisor features

Limit control	Highlighting the license status on the start page with red lettering when the limit is reached or exceeded and 2 weeks before expiry of the license key.	☑
E-mail inbox	<ul style="list-style-type: none"> Detailed overview displayed by clicking on the process number in the e-mail inbox E-mails can be directly printed out of the e-mail list (in TXT or HTML format), directly closed, manually forwarded to agents or re-categorized. (Multi-selection is possible) Displayed columns in the inbox can be sorted. 	☑
E-mail outbox	<ul style="list-style-type: none"> Attachments, e.g. in e-mails requiring clearance, can be viewed Target address for e-mails requiring clearance can be modified Display of the used CC and BCC addresses in the response e-mails. 	☑

Features & Benefits


Monitoring

- Display of online times for users
- Agent who did not log on during the selected period of time are not displayed but can be shown by checking a box
- "Survey" extended by "Oldest e-mail never delivered before" and which has not been processed by any agent or has been manually processed (conclude by Admin, Forward by Admin, Manual Routing).
- "Real-time Survey" extended by the columns "Release Check", "> SL" (number of mails above the service level), and "Agents/Online" (number of agents allowed to process e-mails of this category and by those who are currently logged on to the system).
- "Conclusion Rate" per agent shows the number of completed e-mails (replied and deleted).



Features & Benefits

Reports

- Storing the selected times in the selection masks of the reports for the duration of the session.
- "New Processes" establishes statistics on new generated processes within the selected period.
- "Faulty E-mails" detects e-mails that could not be processed by novomind iMail™ (e.g. not RFC conform) when received.
- "Received E-mails" within a period
- Of which open
- Of which re-categorized with display of re-categorization quota
- "Reaction Time" indicates the average reaction time (time elapsed from system input until first processing) of the e-mails received during the selected period.
- "Concluded E-mails" within a period
- Of which replied
- Of which deleted
- Of which today
- "Quality Control" establishes the e-mails that were replied by an agent within the selected period and were forwarded to a supervisor for the purpose of quality control. 
- "Input Report" gives a survey of the incoming e-mails of the selected category during the given period.
- "Weekend Report" gives a survey of the number of still open e-mails in the past week and concluded e-mails in the selected week. The resulting backlog is likewise displayed.
- "Agent report" gives a survey of all actions taken by the agent within the selected period.
- "Processing Duration" establishes the processing duration for concluded (replied or deleted) e-mail per agent during a defined period. The result can be delimited to categories and agents. It is additionally possible to show replied e-mails in Drilldown.

Features & Benefits

<p>Reports</p>	<ul style="list-style-type: none"> • "Campaign Report" furnishes information on dispatched e-mails per category during the selected period. • "Forwarding Report" establishes the number of externally forwarded e-mails per e-mail address of the recipient. • "Search" according to selectable criteria. • "Concluded E-mails" within the selected period <ul style="list-style-type: none"> > Replied e-mails > Deleted e-mails • "Target Report" establishes the number of all concluded or deleted mails during the selected period. The percentage of mail where the service level or processing time exceeds default is additionally established. • "Bandwidth Report" establishes per category the number of all concluded or deleted e-mails, as well as their service level, within the selected period. The volume of processed mail within definable service level band-widths is additionally established. • "Concluding Report" establishes the number of replied and deleted e-mails during the selected period and compares this with the service level. • "Concluding Code Report" of all assigned concluding codes per category. 	<p>☑</p>
<p>E-mail workflow</p>	<ul style="list-style-type: none"> • Blind copy of an e-mail can be sent with an optional memo to a third-party BCC address • Supervisors able to remove e-mails from agent inboxes • All e-mails from a specific category can automatically be forwarded to a configurable e-mail address • With memo dialog add-on it is possible to display a client-specific CRM page via an additional rider (analogous to CRM rider in novomind iMail™ Agent). 	<p>☑</p>
<p>Administration of access and user rights</p>	<p>Supervisors can allocate user rights flexibly, hierarchically and according to category and specific functions</p>	<p>☑</p>

Features & Benefits

Online configuration	<ul style="list-style-type: none"> Knowledgebase and inbox accounts can be updated in the Supervisor while the system is live and operative Parameter-based delete function for the file archive 	☑
Active agents	Real time display of all agents currently active, according to category. Historical display of previously active agents.	☑
Agent performance	Assessment of e-mail processing times according to agent and category.	☑
Quality report	For the purposes of quality assurance, a defined number of agents response e-mails can be forwarded using BCC	☑
Agent activity assessment	Reports detailing online, break and offline times for a selected agent.	☑
Reaction times	Summary of the average time between an e-mail entering the system and that e-mail being processed for the first time	☑
Notifications	If a defined service level is exceeded, the customer can be sent a fully-automatic notification (e.g. explaining the delay and requesting patience).	☑
Escalation	If a defined service level is exceeded, an automatic escalation process is initiated, e.g. by sending the team leader an e-mail.	☑
Target report	Evaluation of how effectively the service levels have been met according to category and individual agents, with the option of simulating alternative service levels	☑

Features & Benefits

Text modules	<ul style="list-style-type: none"> • Text modules utilized according to category • Same template names can be used several times • Configurable visibility of text module groups in the E-Mail Editor. • Spelling correction can be enforced by way of a user setting. 	☑
Administration and allocation of access rights	Utilization of the available e-mail system user and access rights management functionality. Separate management and configuration options for administration and reports according to agent, e.g. for push, pull, general inbox overview, etc.	☑
Anonymous reporting	Optional anonymization of all employee reports.	☑
Queue display function	Display of current queues including the current service level according to category and e-mail with escalation functionality.	☑
Real time report for open processes	Global overview of all processes currently open in the system, including status data (active agent, internal/external forwards, queued, etc.) and drill-down function enabling individual e-mails to be displayed.	☑
Training	Browser-based training and test procedures for statistical classification, including storage of suggested responses	☑
Online configuration	<ul style="list-style-type: none"> • "User Administration" with personal pictures which can be inserted in novomind iMail™ Agent when using the HTML Editor or they can already be embedded in the proposed response. If a user picture has been activated, then it will be displayed while messages are being sent between the supervisor and the agent. • "Group Processing" for system and agent group maintenance combined with rights administration and category assignment. 	☑

Features & Benefits

Online configuration

- "Categories Processing" to maintain the attributes that control e-mail workflow, e.g.
- "Fax/Letter" attribute: E-mails in this category are shown in the Info-window of novomind iMail™ Agents together with the Fax Viewer.
- "Without Response" attribute controls sending button in Response Editor of novomind iMail™ Agents
- Moment for the interim report and service level determination.
- "Categories Hierarchy" to structure categories for incoming post and reports.
- "Process Concluding Code" to maintain and assign codes to categories.
- "Directory Processing" to maintain address lists/ address groups for external forwarding, CC and BCC and assignment to categories.
- "Text Module Processing" to maintain, group and assign text modules to categories.
- "Template Processing" to maintain reception and response templates.
- "Campaigns Processing" to control category-related campaigns.
- "Location Processing" for location maintenance for user assignment.
- "Clients Processing" for assignment to groups and accounts.
- "Statistic Engine" to train and test statistic classification.
- "General Settings"
- "Display Options"
- "Web Agent Settings"
- "Incomings Accounts"
- "Accounts Settings"
- "Address Settings"
- "Database Settings"
- "Safety Settings"



Features & Benefits

E-mail workflow

Clearance	<ul style="list-style-type: none"> • Category and agent-specific setting • Flexible undo/correction option for e-mails requiring clearance 	☑
Closed workflow	No e-mails are lost. All open, internally/externally forwarded (including inquiries) and re-submitted/postponed e-mails are monitored (forward and track).	☑
Skill-based routing	Skill and priority-based routing of e-mails to the relevant agents and specialist agent groups.	☑
Automatic e-mail allocation (Push)	Fully-automatic allocation of new e-mails for processing by service agents, according to round robin distribution, defined workload, skill fields, etc.	☑
Manual e-mail allocation (Pull/Push)	Manual e-mail allocation managed by the agents (Pull) and allocation of new e-mails for processing by the administrator and/or team leader (Push). Agent-managed e-mail allocation is dependent on access rights and the assigned agent group.	☑
Process administration (ticket IDs)	Allocation of unique ticket IDs enabling further communication with the original sender (optional), allowing e-mails to be bundled and identified even during multi-stage correspondence (e.g. agent requests).	☑
Resubmissions	Definition of e-mails for re-submission by agents and agent groups, time-dependent.	☑
Internal e-mail forwarding	Agents have the option of forwarding e-mails, e.g. to a specialist department.	☑

Features & Benefits

<p>External e-mail forwarding</p>	<p>External e-mail forwarding with monitoring function. External service agents can send the response back to the agent or directly to the original e-mail sender.</p> <ul style="list-style-type: none"> • Manual forwarding of an e-mail by the supervisor or agent. • Automatic forwarding with/without conclusion/delete for all e-mails of a category controlled via the category settings. 	<p>☑</p>
<p>Campaigns</p>	<p>Initial e-mails to customers relating to concluded and/or responded e-mails (all e-mails of a campaign with the same template).</p>	<p>☑</p>
<p>Responses</p>	<p>Serial replies (all e-mails from one category are answered by sending out a single e-mail response)</p>	<p>☑</p>
<p>Re-channeling</p>	<ul style="list-style-type: none"> • For the purposes of quality assurance, the supervisor receives a BCC copy of every Xth e-mail response written by a specific agent • Specific e-mail responses are sent to a configurable address according to category after agent has confirmed relevance 	<p>☑</p>
<p>Failed deliveries</p>	<p>Failed deliveries are re-sent after modifying the target e-mail address.</p>	<p>☑</p>
<p>Duplicate recognition</p>	<p>Identification of duplicate e-mails received from a specific sender. E-mails bundled automatically.</p>	<p>☑</p>