

esuits² SPC Framework

With its esuits² Special Purpose Console (SPC) framework, Engelbart offers an innovative flexible microservice- and HTML5-based soft phone on top of the AVAYA Aura PBX.

Flexible service integration without limitations

esuits² SPC can be integrated leveraging either AVAYA Client SDK (WebRTC) or the traditional AVAYA AES JTAPI connectivity or both in parallel.



Engelbart offers the following commercially standard versions:

- Attendant Console
- Command and Control Rooms Console
- Omni-Channel Call Center Agent Workplace
- Trader Client
- Office Phone

In addition to its standard versions, esuits² SPC offers the flexibility to develop customizable versions to meet specific customer requirements, creating a unique and individual customer experience.

Attendant Console

Beside the ability to select calls from various waiting rooms via Cherry Picking, the Attendant Console version of the esuits² SPC Framework introduces multiple innovative features.

These includes AI-driven switching through keyword detection, management of threatening calls, integration of AVAYA, MS Teams and 3rd Party Presence including Office 365 calendar information, and contact-based ringtones and visual highlighting of incoming calls.

Key functionalities (excerpt)

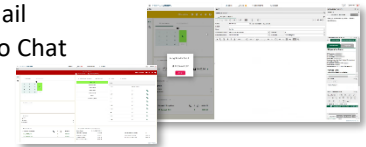
- Unlimited number of favorites / speed dial buttons
- Integration of several telephone books with access permission
- Dynamic waiting rooms including Cherry Picking
- Integrated call recording with instant call replay functionality
- View of logged-in employees / agents and internal chat functionality
- Integration of IOT-devices like gate controls, door cameras etc.
- AVAYA, MS Teams and 3rd Party Presence Integration
- Omni-Channels on top of AVAYA CC Elite
- AI Integration (ChatBot, Voice Biometrics ...)

Call Center Integration

With esuits² SPC Engelbart is offering an omni-channel Call Center Workplace on top of the AVAYA CC Elite.

Beside traditional voice channel the following channels are available:

- WhatsApp and Social Media
- SMS and Email
- Web & Video Chat



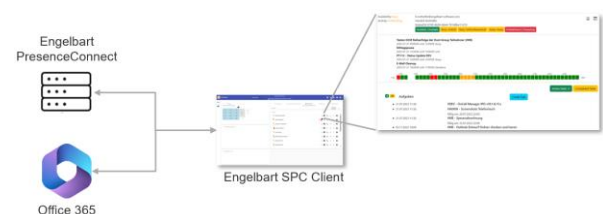
esuits² SPC is empowering CC Elite by adding features and functionality like:

- AI based call deflection
- Integration of CRM and Ticketing Solutions
- Sharing of customer documents and workflows between agents
- Blended Agent Work Assignment
- Enhanced interaction between Supervisors and Agents

Integration of MS Teams and Office 365

Based on PresenceConnect from Engelbart MS Teams Presence and Office 365 information like the calendar of an employee can be integrated into esuits² SPC.

This allows for example to use the esuits² SPC Attendant in hybrid environments where the key challenge lies in swiftly and accurately sharing users' presence status and availability and to be able to route calls to users that are only working with MS Teams.



AI driven Services

The esuits² SPC Framework is offering innovative AI driven services like

- Omni Channel Conversational AI Platform
- Voice & Face Biometrics
- Real Time Speech Translation
- AI Based Post-Call Analytics



Based on these services innovative use case like call deflection, automated data gathering, customer authentication or real time speech translation can be integrated to empower our customers CX experience.