



FCS Contact Manager

The call center solution for easy reservations and superior customer service



Whether the caller wishes to place reservations, gather more detailed hotel information or lodge a complaint, FCS Contact Manager remains an effective channel for the customers to reach the operators/call center agents.

Although the IVR serves to cater to the needs of growing customers, for the customer to be able to talk to an agent still remains an integral part of good customer service. With intelligent handling of inbound and outbound calls and seamless synchronization of relevant data with each call, FCS Contact Manager aims to enable personalized and effective handling of interactions that results in customer satisfaction and loyalty.

Call Center Components

- CTI Server
- Agent Module
- Supervisor Module
- IVR Module
- CT Monitor Module
- CT Administrator Module
- Reporting Module

Feature List

CTI Server

- Handling of incoming call and routing the call to agent.
- Provide skill based routing based on pre-defined attribute.
- Provide load balancing for incoming call (based on customization).
- Call routing based on most idle agent.
- VIP call handling.
- Personalized call handling.
- Support multiple queues.
- Handle outbound call using dialer function.
- Handle expired call in the queue.
- Call logging for analysis.
- Call Back feature.
- Campaign execution.
- Service level monitoring and triggering.

Agent Module

- Agent screen pop based on ANI.
- Transferring of screen to/from agent or supervisor.
- Participate in a conference call.
- Soft phone feature.
- Last 5 items of customer history.
- Text conversation with other agents or supervisors.

Supervisor Module

- Allow supervisor to start and stop a queue.
- Select and retrieve a call from queue.
- Drag and drop a call to another queue.
- "Grab" call and screen from agent.

IVR Module

- Announcement of queue position.
- Integration to FCS IVR module for input of unique customer id.

CT Monitor Module

- Provide on screen statistical information, e.g. received call, answered call, abandoned call etc.

Reporting Module

- Agent Usage/Availability Report.
- Agent Performance Summary.
- Agent Performance 2 (Graph + detail showing calls distribution).
- Agent vs. Agent Total Call (Receive, answer, abandon).
- Agent vs. Agent Total Call by Group (Receive, answer, abandon).
- Overall System Call Distribution (Receive, answer, abandon).
- Group vs. Group Total Call (Receive, answer, abandon).
- System Wide Performance.
- Call by Call Statistics (for call tracing).

CT Administrator Module

- Setting up of agent/user access level.
- Mapping of agent PC to phone extension.
- Configuration of queue and other related system parameters.
- Setting up of customer information.
- Setting up users or agents information.
- Add or setup wrap up codes.
- Set service level for the systems and agents performance, and select trigger recipients.
- Add a campaign and set campaign profile.
- Add a dial list to be used with the campaign.
- Add a call handling script, edit, and test run of the scripts.



□ Contact FCS

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