



FPT Telecom International

OnCallCX

CONTACT CENTER AS A SERVICE





CONTENT

- OncallCX Solution Overview
- UCaaS Solution
- CCaaS Solution
- Integration Ability



ONCALLCX SOLUTION OVERVIEW

Unified Communications & Contact Center platform



(UCaaS)

(CCaaS)

Helpdesk

Manager

Sales

Home office

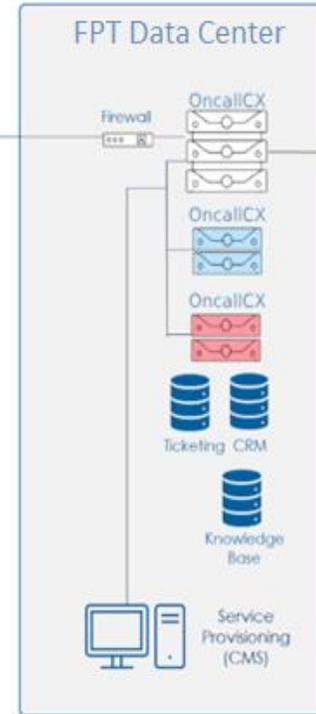
Back office



ONCALLCX Architect



Enterprise



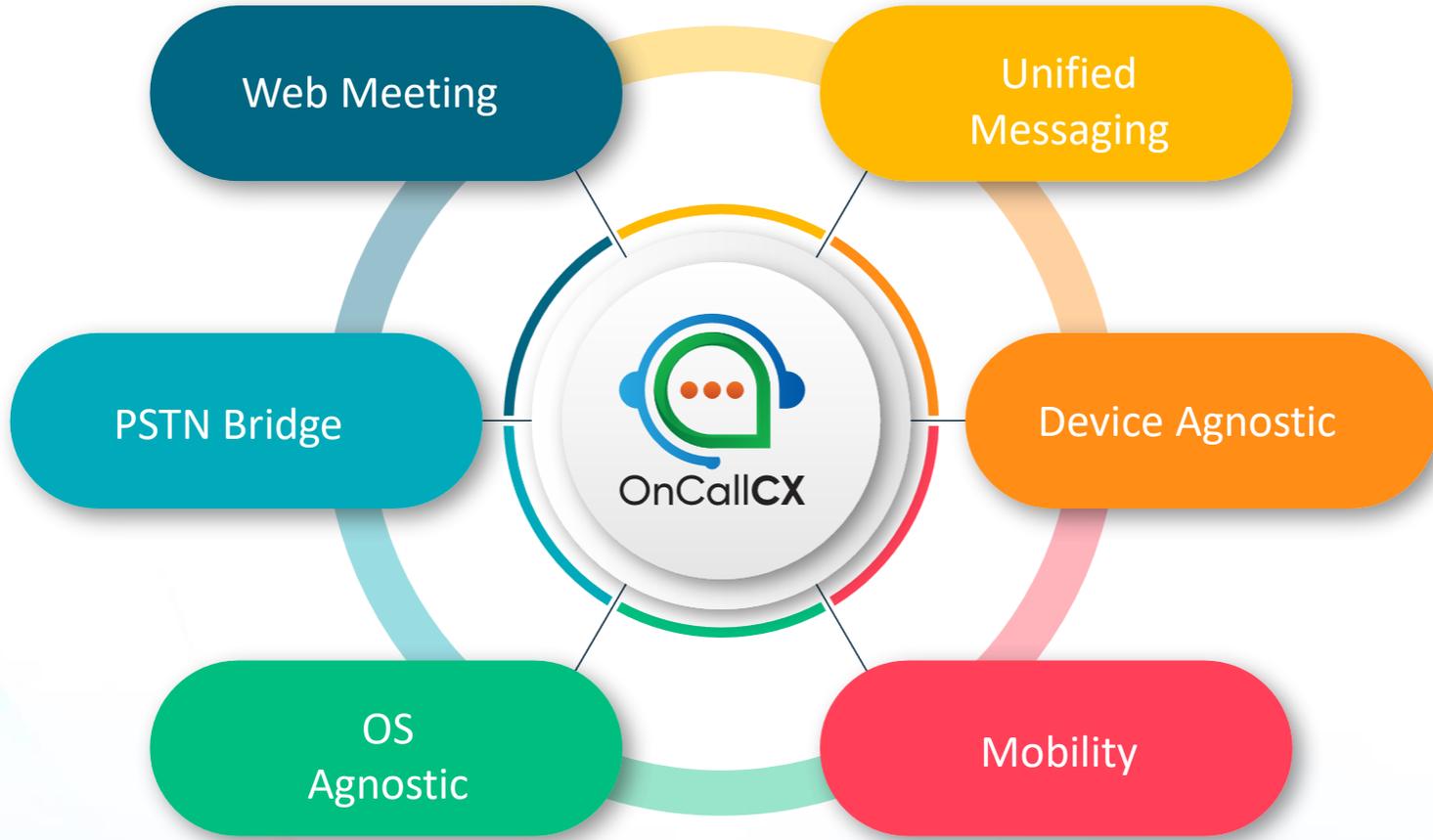
MPLS/ Public

IP Network
Public



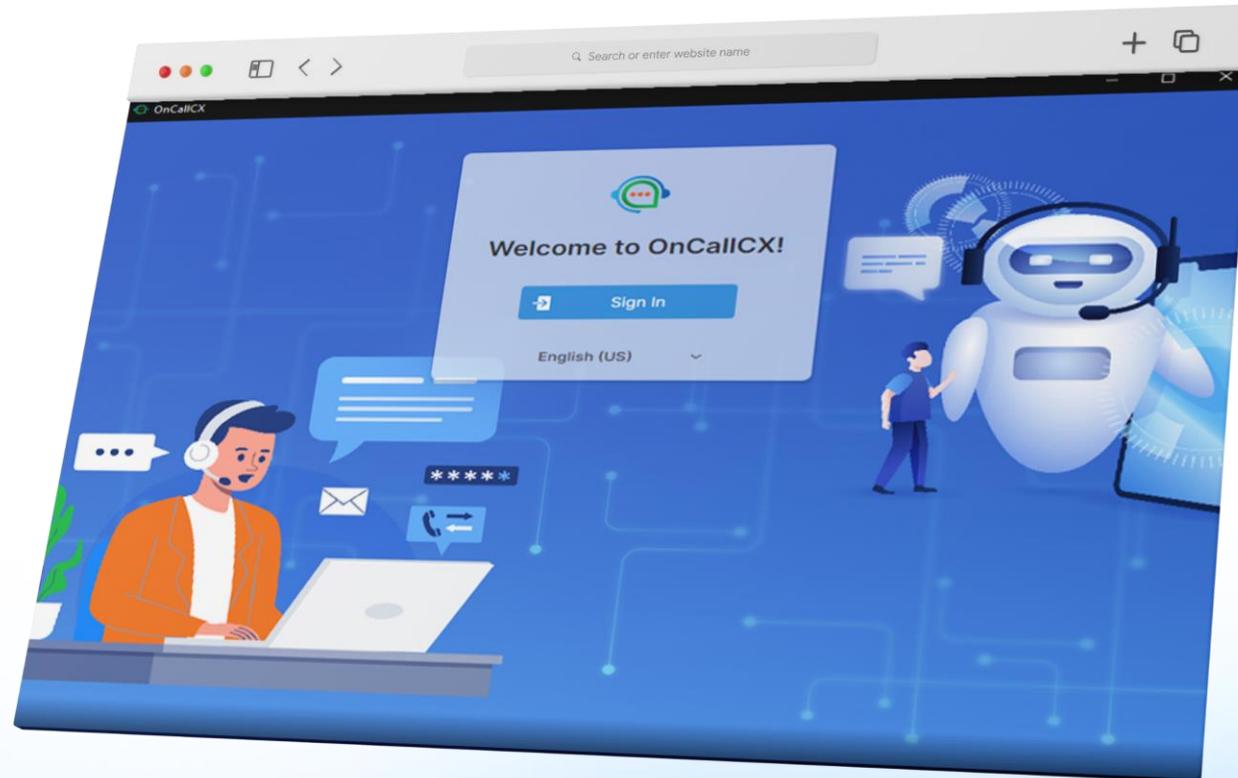


ONCALLCX UCaaS Solution





- Release on platform Mobile (iOS, Android), Windows, Mac OS and Web





T Search Ctrl K

Groups +

Groups 1 +

D DungPN16 1

D DungPN16

O OnCallCX UCaaS - FTI Taskforce

O OnCallCX UCaaS - FTI Taskforce OnCallCX UCaaS - FTI Taskforce

gửi ảnh và phân quyền, để người khác vào được gọi thành công (Mục Call) và xem nút Play / Download đã hiện chưa nha

Fri, Mar 22 2024

T **Tien FTI**
Joined anMeet

T **ThangHM5**
Đã tham gia anMeet
Đã tham gia anMeet

T **Tien FTI**
Joined anMeet

T **Tien FTI**
Joined anMeet
Joined anMeet
Joined anMeet

T **Tien FTI**
Joined anMeet

T **Tien FTI**
14:12 Joined anMeet

+2 **T** **T**

Send a message...   

O **O**

OnCallCX UCaaS - FTI Taskforce

About

 People 12

 Files

 Export chat

 Room settings



Search Ctrl K 0774713323

Home Calls

Star Calls

0774713323

1 2 3
ABC DEF

4 5 6
GHI JKL MNO

7 8 9
PQRS TUV WXYZ

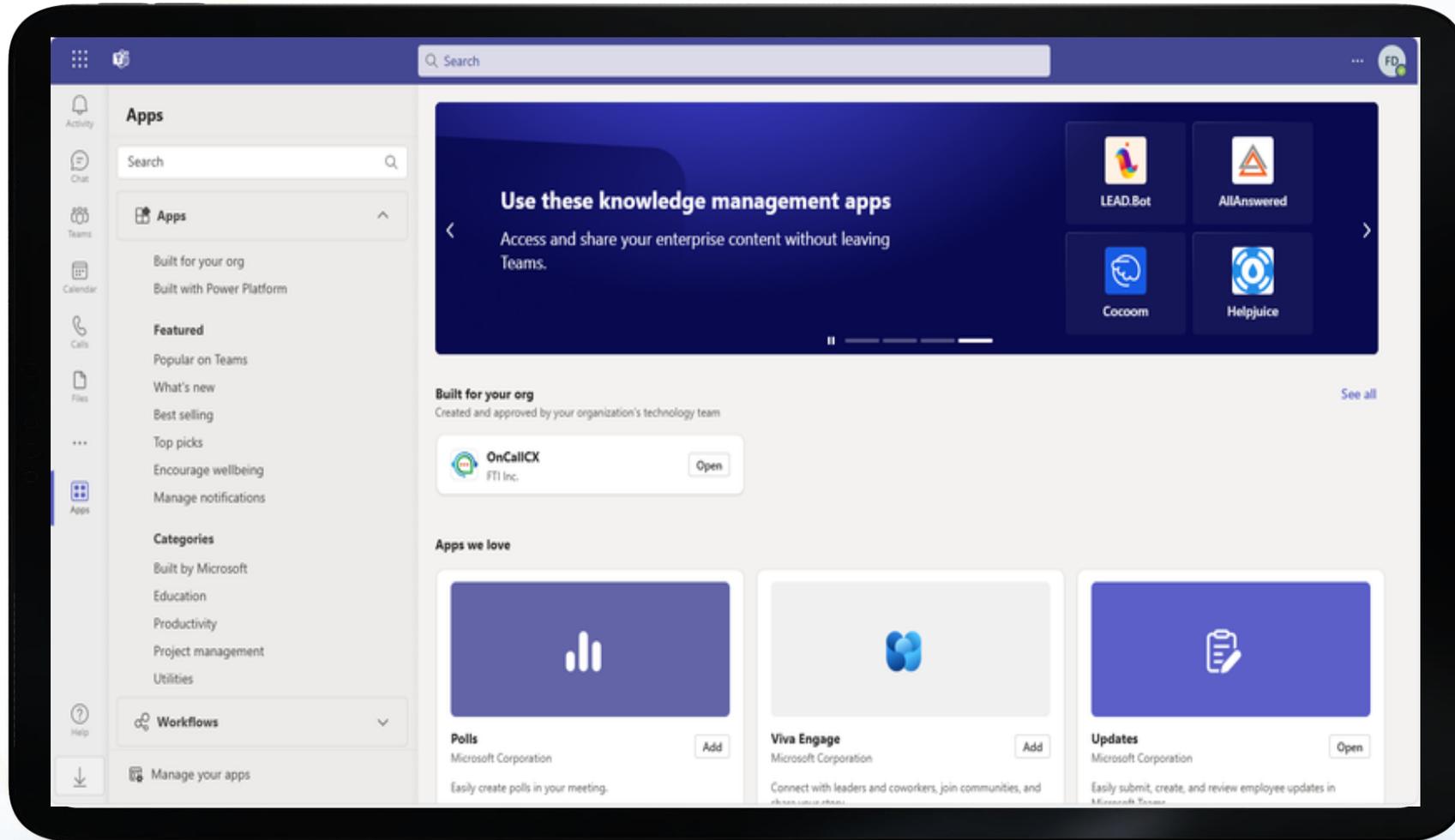
* 0 #
+

13:46

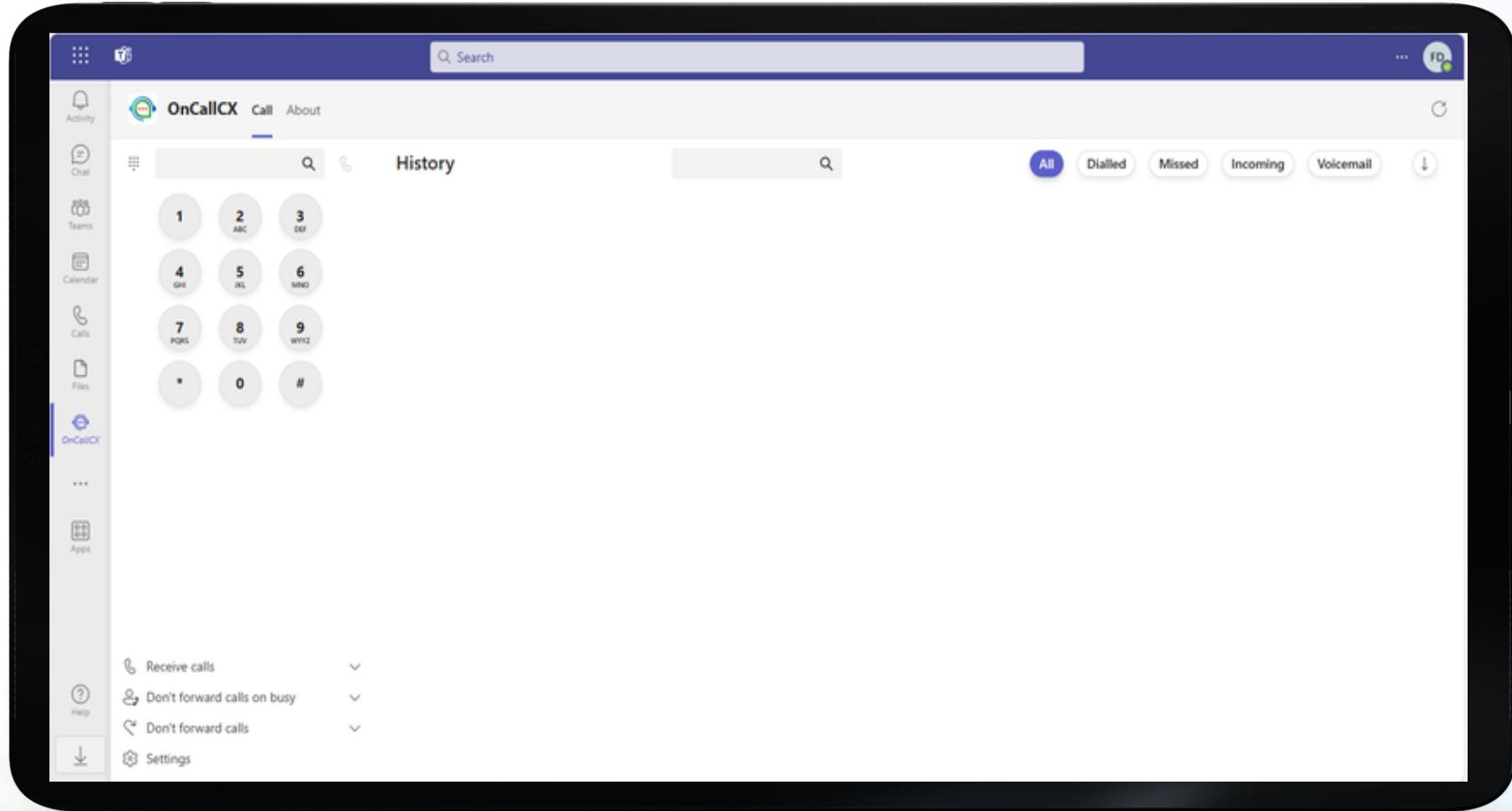
Call ended • 15s

This is your call history

ARE YOU USING MS TEAMS? ONCALLCX APPLLET



ARE YOU USING MS TEAMS? ONCALLCX APPLLET





Virtual PBX

- TIME of Day
- Multi-lever IVR (Interactive Voice Response)
- Calling Distribution – Advanced Calling Distribution
- Calling Queues or Calling Groups
- Call MS Teams applet
- Auto-Provisioning

UC

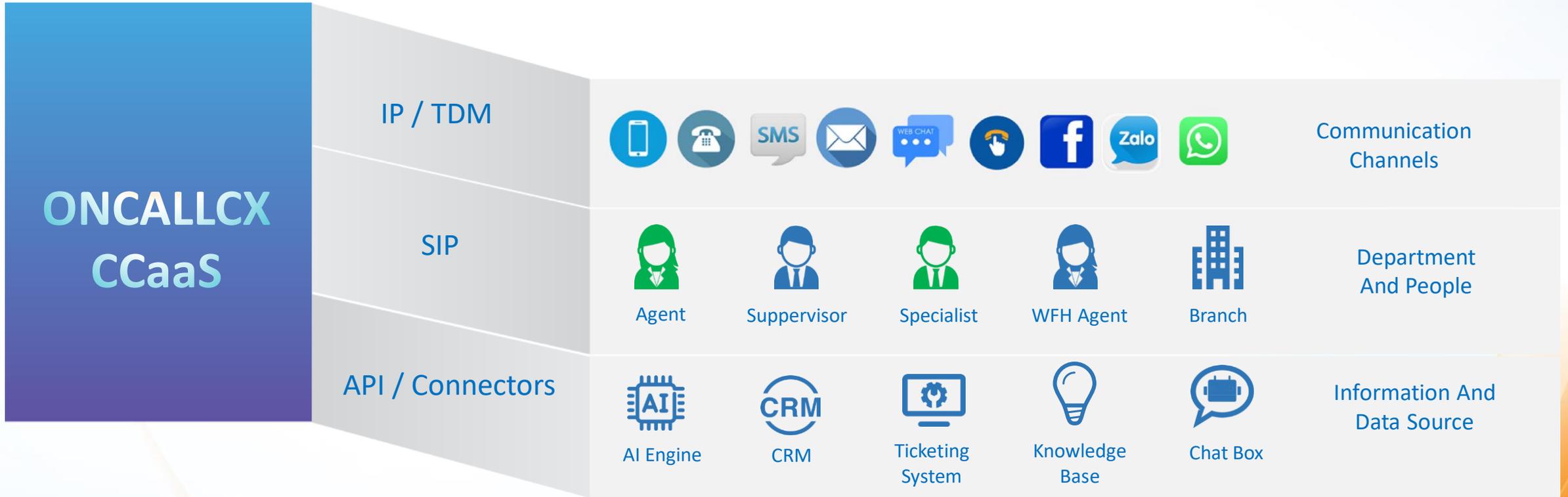
- Secure Video/Audio Conference
- UC Desktop client
- UC Mobile client
- Instant Message and Sharing



ONCALLCX UCaaS Solution



BRINGS EVERYTHING TOGETHER





Customer lines
of business



Integration (IDM, CRM,
ERP, e-Commerce...)



Key success

Digital
channels



On-premise
deployment

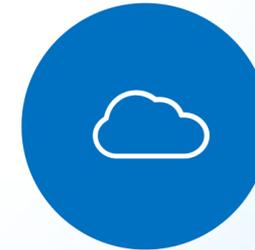


OnCallCX

Cost
Optimization



Cloud
deployment



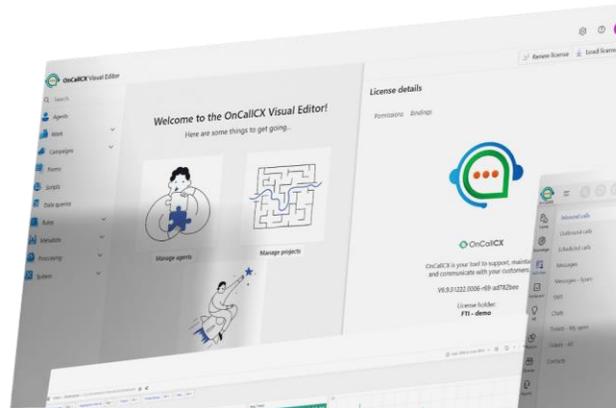
Customer
Experience



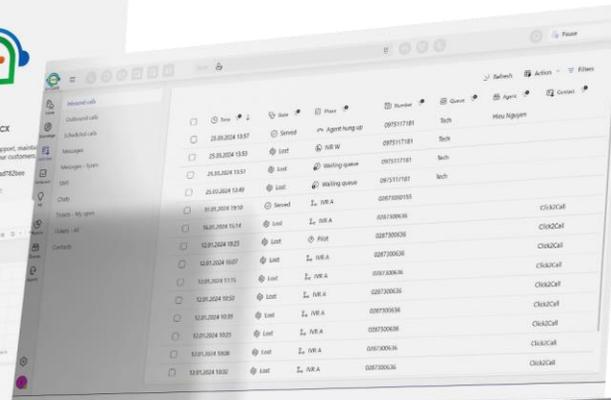
MODERN AGENT AND SUPERVISOR UI



Admin Console



Agent Application



Supervisor

Report / Wallboard + Dashboard





Voice Contact Center

Designed for end-users that require traditional voice contact Center



Digital Contact Center

Designed for end-users who requires instant messaging channels such as Web-chat and Social Network applications



Omni-channel Contact Center

A combined voice and digital channel contact Center for customers that need advanced services to transform their customer experience.





Feature / Service pack	Voice Contact Center	Digital Contact Center	Omini Channel Contact Center
CONTACT MANAGEMENT	✓	✓	✓
CALL CENTER	✓		✓
VOICE CAMPAIGN	✓		✓
EMAIL/SMS CAMPAIGN		✓	✓
REQUEST MANAGEMENT	✓	✓	✓
MULTI-CHANNEL INTERACTIVE		✓	✓



Continuous support customer story
=> Increase customer experience

Contact

Type

Person

First name

FPT

Last name

Voice

Description

External key

Block marketing usage



[Parameters](#) [Text](#) [Phone numbers](#)

Last change

11/08/2023 14:15



Communications

Refresh	Time	Actor	Communication
	05/08 (Wed), 15:01:34	T	0934322291
	11/30/2023 15:51:35	T	0934322291
	11/30/2023 15:49:59	T	0934322291
	11/21/2023 15:59:39		0934322291
	11/16/2023 10:21:25		0934322291
	11/08/2023 14:15:46	TH	0934322291
	11/08/2023 12:12:07	TH	0934322291
	10/27/2023 15:40:56		0934322291
	10/27/2023 15:40:30	TH	0934322291
	10/27/2023 15:03:57	TH	test from oncallcx
	10/27/2023 15:02:46	TH	0934322291



Increase sales revenue and profit

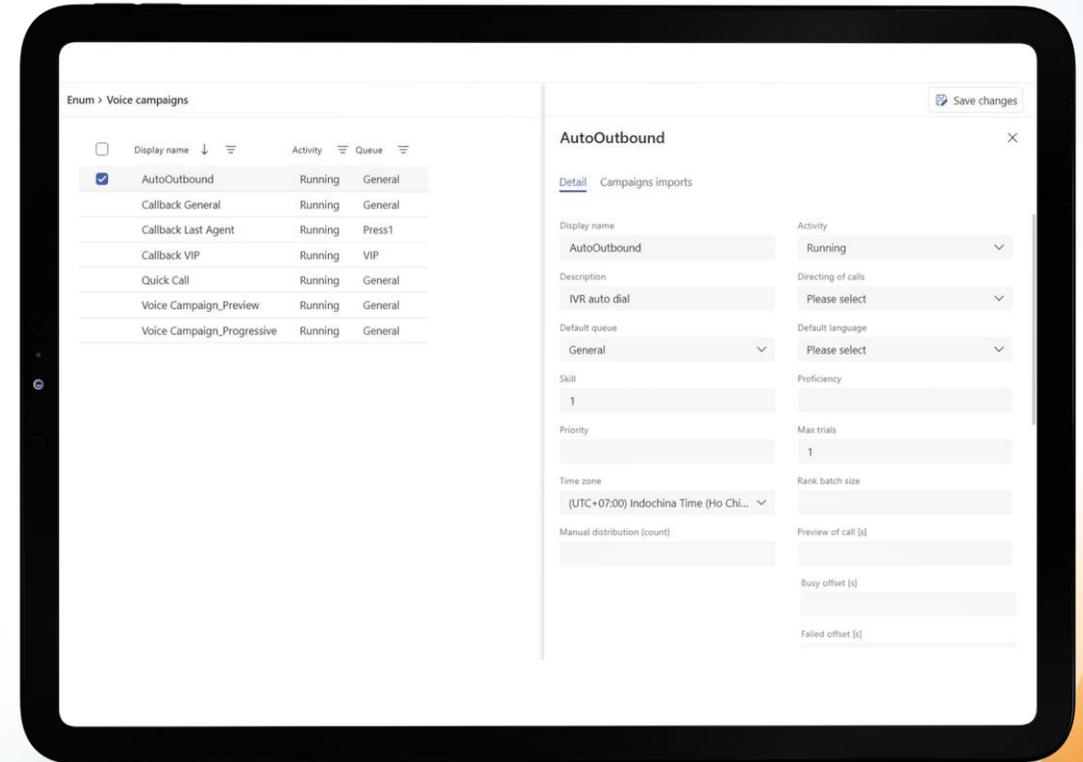
- Advertising and telemarketing campaigns/offers
- Upsell opportunities, post sale
- Late payment reminders

Improve agent efficiency

- Automatically start outbound tasks on decreased workload
- Reduce/eliminate misdials

Support 3 modes

- Progressive (Auto Dialer)
- Preview Progressive
- Predictive





Support Dynamic Template

○ SMS Brandname

○ Email

Enum > Message campaigns

Refresh Stop sending Delete import

Create an import of campaign Save changes

Display name	Activity
Email Campaign	Running
Quick Email	Running
Quick SMS	Running
SMS_Voucher_KhuyenMai	Running

Import a file of campaign

[Import a file of campaign](#)

ID	Time of import
9970f914-d37a-464b-b4e7-5bb445b8484d	01/30/2024 9:44
Campaign status	Import name
Running	CampaignImportTemplate (2).csv
Import process	Imported
Finished, duration 0.00:00:25, total 179 B.	2
Defective	
0	
Defective records file	Results report file
Download	Download

Processing recapitulation

Name	Key	Message count
Sent	0	2

Email Campaign

Detail [Campaign imports](#) Bulk imports

Time of import	Active	Imported	Defective	File name
01/30/2024 2:44	+	2	0	CampaignImportTemplate (2).csv
01/30/2024 2:47	+	2	0	CampaignImportTemplate (2).csv



Improve agent efficiency

- Agents can handle multiple chat simultaneously on FB, Zalo, Livechat, Whatsapp
- Visual assistance (co-browsing...)

OnCallCX
Dashboard
Agents
Calls
Messages
Live messaging
Tickets
Templates
Reports
KB
Contacts

0

ChatQueue

Chat_Queue

Select	Type	Time	From	Text	Gateway	Phase	Agent	TeamName	Project
<input type="checkbox"/>									

All_Chats

Select	Type	Time	From	Text	Gateway	Phase	Agent	TeamName	Project
<input type="checkbox"/>	x	32	Hung Pham	» Hi FTI	Meta Messen...	Closed on time-out			General
<input type="checkbox"/>	Messenger	38	Nguyễn Xuân Sơn	» chào ban » mình cần hỗ trợ » gọi lại giúp mình nhé » 0987642055 » alo a » anh chỉ che...	Meta Messen...	Closed on time-out			General
<input type="checkbox"/>	WebIM	33	Huỳnh Tiên	» Hi	Meta Messen...	Closed on time-out			General
<input type="checkbox"/>	WhatsApp	43	Lê Thuỳ	» Hi	Meta Messen...	Closed on time-out			General
<input type="checkbox"/>	Zalo	10	Nguyễn Quang Dũng	» alo fb 30102023	Meta Messen...	Closed on time-out			General
<input type="checkbox"/>		18.03.24 16:00:05	Mỹ Kim	» Hi ad	Meta Messen...	Closed on time-out			General
<input type="checkbox"/>		02.02.24 15:35:03	ccaas.oncallcx.vn	» xin chào « xin chào chị	WebSite	Closed by agent	ThaoLNP	ADMIN	General
<input type="checkbox"/>		09.12.23 09:18:21	oncallcx.vn	» Hi	WebSite	Closed on time-out			General
<input type="checkbox"/>		31.10.23 18:42:15	ccaas.oncallcx.vn	» hi « hi	WebSite	Closed by agent	Tien Nguyen	ADMIN	General
<input type="checkbox"/>		01.11.23 14:40:04	ccaas.oncallcx.vn	» hi	WebSite	First alert	ThaoLNP	ADMIN	General
<input type="checkbox"/>		31.10.23 22:20:26	ccaas.oncallcx.vn	» check trial « hi	WebSite	Closed by remote	ThaoLNP	ADMIN	General
<input type="checkbox"/>		31.10.23 19:02:16	ccaas.oncallcx.vn	» hi « hi	WebSite	Closed by agent	Tien Nguyen	ADMIN	General
<input type="checkbox"/>		31.10.23 19:06:08	ccaas.oncallcx.vn	» hi « hi » hi » hello	WebSite	Closed by agent	Tien Nguyen	ADMIN	General
<input type="checkbox"/>		08.12.23 21:50:24	oncallcx.vn	» êge	WebSite	Waiting queue			General
<input type="checkbox"/>		11.01.24 15:48:33	oncallcx.vn	» alo	WebSite	Waiting queue			General
<input type="checkbox"/>		12.01.24 11:21:22	oncallcx.vn	» an nhon » an nhon » an nhon » an nhon » annhon » annhon	WebSite	First alert	Hieu Nguyen	ADMIN	General

Zalo

100%

3 - Zalo



Inbound call

Caller number: 0915171997

Input pilot: P9999

Input DID: 02473002404

Workplace: WP1008

#	Download	Record time	Local number
1		12/19/2023 15:17	1008

Speed 1x
00:00

< Rewind 30 s > Forw

Issue notes

Type a new message

No notes yet.

Issue

Issue title: Hỏi danh sách đầu số

Topic: Technical Support

Subtopic: Question

Phase: Closed

External key:

Issue created time: 12/19/2023 15:18

Last change:

1. Ticket Priority: High

2. Ticket Description:

Save changes



onCallCX 00:00 Pause

Home Mainstage Activities Infoboard KB Reports Queues Agents

▼ Preview
son nguyen 12/4/2023
Other enquiries/Business develop... X

Issue

Topic: Other enquiries (Demo_Other) Subtopic: Business development

Issue title: Mở khóa cước tháng 8 Phase: Open

Form Text Data

1. OrderNumber

2. Amount

3. ProductType *
PBX

4. DeliveryOption
 Post
 SelfPickup

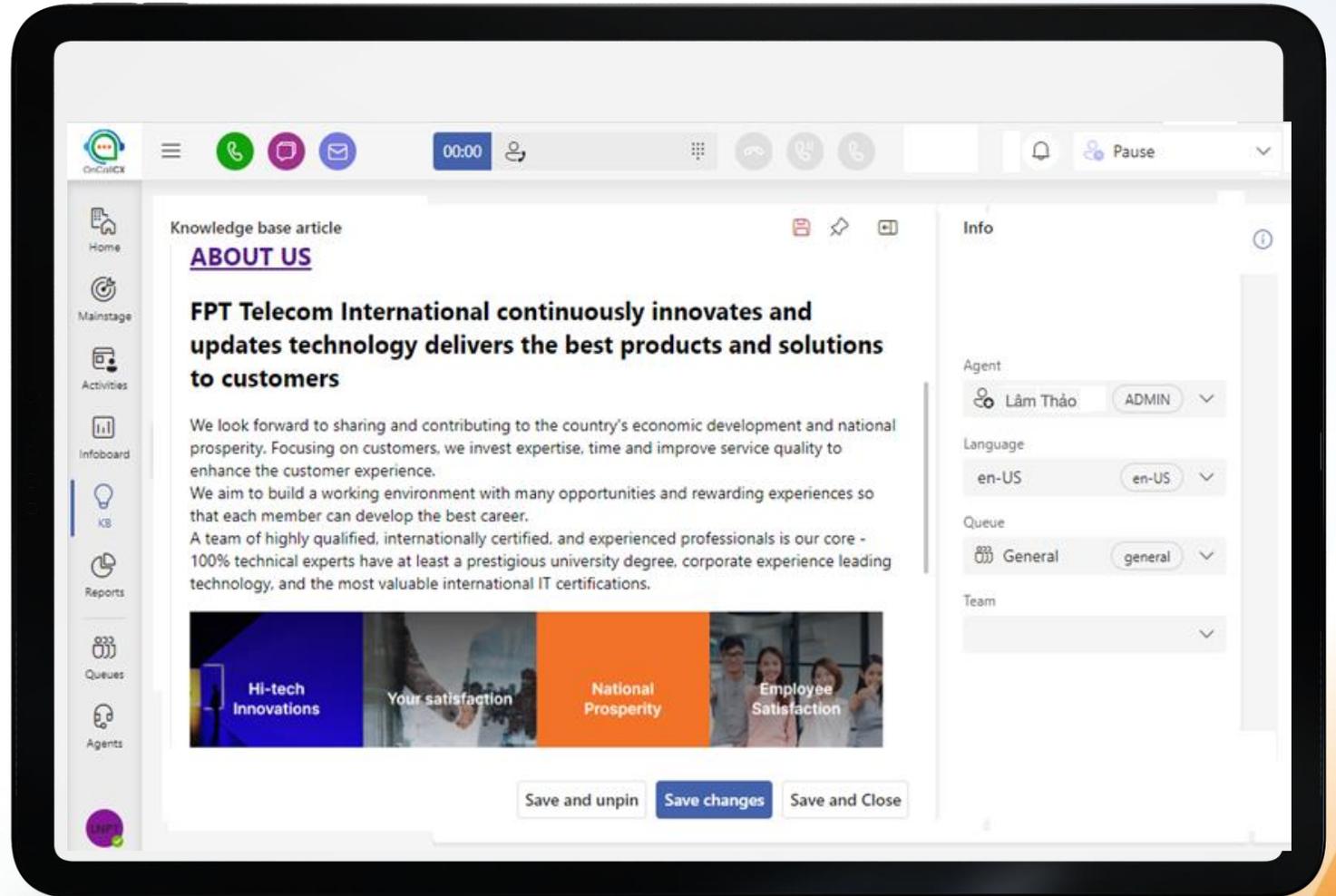
5. DeliveryAddress

Communications

Refresh	Time	Actor	Communication
	12/05/2023 8:26:46	S	0987642055
	12/04/2023 17:13:31	S	0987642055
	12/04/2023 17:11:26	S	0987642055
	12/04/2023 17:04:28	S	KT đã hỗ trợ
	12/04/2023 17:04:11	S	
	12/04/2023 17:03:27	S	0987642055
	12/04/2023 16:56:08	S	0987642055



- Customizable Content Categories
- Increase Support Quality
- More filter options





ONCALLCX INTEGRATION ABILITY

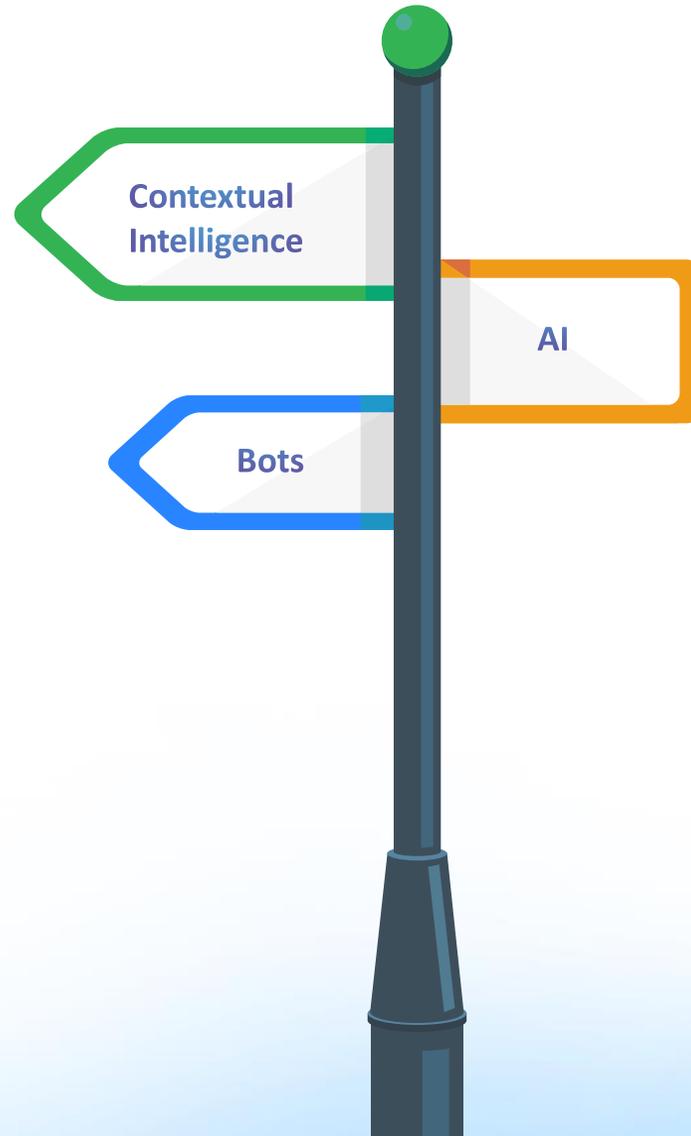


Contextual Intelligence

- AI applications for real-time analysis of customer interactions to interpret customer intents. More productive conversations with live agents, better handling of customer interactions in IVRs and Self-service/Automated tools.

Chatbot & Voicebot framework

- Based on partnership especially with Microsoft (Microsoft Bot Framework, Microsoft AI platform) and Nuance (Voicebot, Conversational IVR, Call Steering).



Authenticate customers with Voice Biometrics

- Based on partnership especially with Nuance (Authentication, Fraud prevention).

Text Analytics

- Text Analytics helps you analyse large amounts of text. Whether it is customer feedback, news articles, social media posts, blogs, e-mails or legal documents in your archives.

Based on partnership especially with Microsoft and Geneea.



Customized integration per project requirements

The image displays three overlapping screenshots of a CRM interface, illustrating customized integration per project requirements.

Left Screenshot: Contact Profile for Carrie Lawder

- CONTACT:** Carrie Lawder (GOLD ACTIVE)
- AUTHENTICATION:** PHONE (2) 1 (415) 223-1998, EMAIL rachel.adams@gmail.com
- PROFILE SNAPSHOT:** CUSTOMER SINCE 07/06/2009, CLIENT Surname Sophist, MARRIAGE STATUS Married, CREDIT RATING 95%, CHILDREN 2, PROFILE CREDIT 80%
- RELATED:** INTELLIGENCE, FINANCIAL ACCOUNTS, GOALS
- Customer service data:** Call center logs, Online chat logs, Complaints & inquiries
- Table:**

DATE	ISSUE	RESULT	CONTENTMENT	RESPONSIBLE
08/07/17	Internet banking question	Completed	★★★★★	Russell Ferraro
08/20/17	Internet banking question	Completed	★★★★	Russell Ferraro

Middle Screenshot: Conversation with Riley Green

- Organization (Create):** Riley Green
- Ticket #1234**
- Assignee:** You
- Followers:** search name or contact info
- Form:** Support Form
- Tags:** vip, priority_support
- Priority:** High
- Conversation:** Riley Green (via Whatsapp) asks for help. Alex (via Whatsapp) confirms account upgrade. Riley Green (via Whatsapp) asks for a receipt.
- Interaction Menu:** Call, Whatsapp, Email, Internal note

Right Screenshot: Contact Profile for Smith Peter

- CONTACT:** Smith Peter
- ABOUT CONTACT:** Salutation Mr., Phone +35700000002, E-mail john+elton@3cx.com, info@example.com, Company Sample Ltd
- Activity Feed:** Add a new activity, Outbound call planned (19:03)
- Outbound call planned:** Deadline today, 19:03, Customer Smith Peter 11 5555-0001, Subject 3CX PhoneSystem Call
- Activity Detail:** 7/5/2023 7:03 PM: Answered outgoing call from 101 to 1155550001 Peter, Smith (Sample Ltd) (00:10). Sent by bitrix24.com

CRM INTEGRATION



Search your CRM...

My Contacts New Contacts All Contacts 39 + 9 more... Ctrl O

Table Bulk actions Filter by

Name
<input type="checkbox"/> An Adora
<input type="checkbox"/> Gái Nguyen
<input type="checkbox"/> phule
<input type="checkbox"/> Yenvtn2
<input type="checkbox"/> Chị Năm Ngân
<input type="checkbox"/> anh DuongNH43
<input type="checkbox"/> Anh VuNT2
<input type="checkbox"/> Anh TuanDM30
<input type="checkbox"/> Em An Xinh Xan
<input type="checkbox"/> Unknown Contact - 0399732801
<input type="checkbox"/> Unknown Contact - 0909204770

Showing 1-25 of 39 < 1 2 >

My Dashboard New Search

All products All groups

1 2 3
ABC DEF

4 5 6
GHI JKL MNO

7 8 9
PQRS TUV WXYZ

* 0 #

Call

All tickets > 699 New

☆ Reply Add note Forward Close Merge Delete Threads

New

Jira Software. Love it or hate it?

Megan Cook reported via email
6 hours ago

To: user.visitor.89@gmail.com

ATLASSIAN

Thanks for using Jira Software. We'd love to hear how you feel about it in this quick online survey.

[Take the survey](#)

We will be reading every response. Your honest feedback helps us make Jira

Open

- FIRST RESPONSE DUE by Thu, Mar 21, 2024 5:00 PM
- RESOLUTION DUE Edit by Mon, Mar 25, 2024 5:00 PM

PROPERTIES

Tags

Type

Status * Open

Priority Low

Update



- To be planned for development.
- Using public API provided by TTS providers

TTS language depends on TTS providers:

Vietnamese: FPT AI, Viettel AI,...

English and other languages: Microsoft, Google

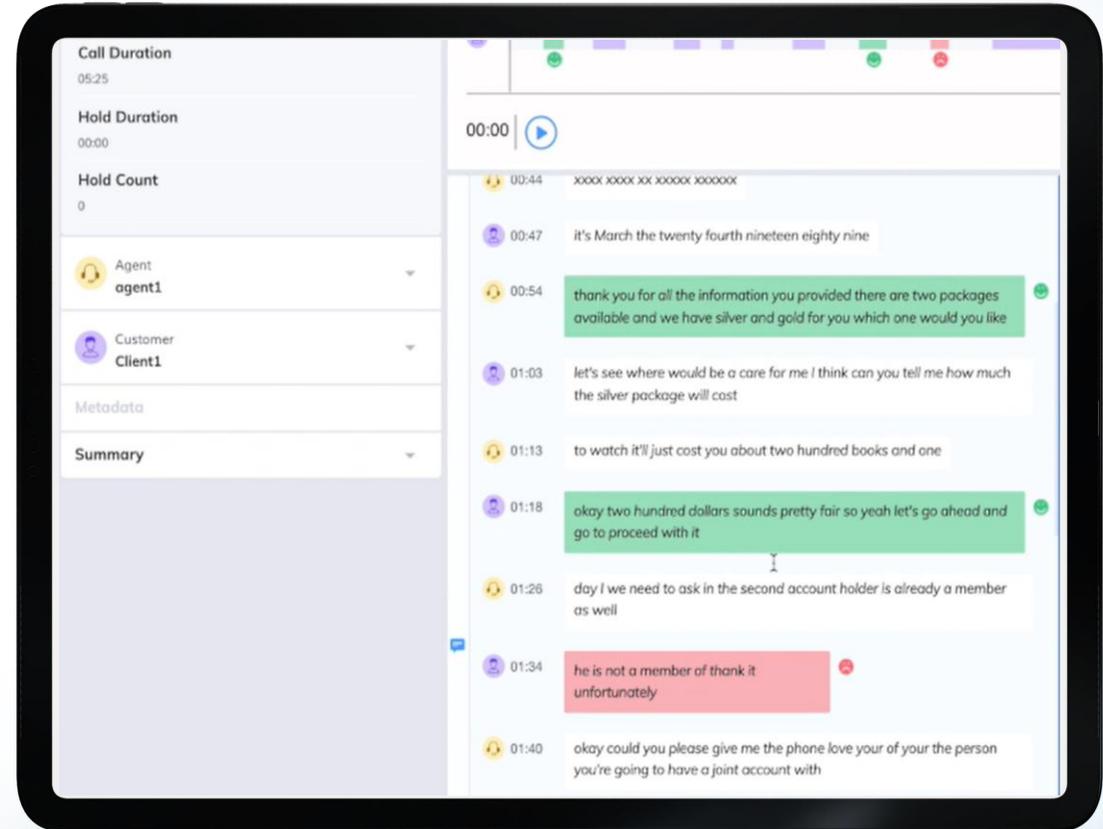
Parameters:

Voices: male, female, Northern/Central/Southern accent

Speed: slow, medium, fast



- OncallCX generates call recordings and metadata for importing to external STT or speech analytics solutions.
- Call recordings on current OncallCX are in mono format.
- In new OncallCX version, stereo call recordings are available which provides higher speech analytics accuracy.





THANK YOU!