



# Mobile Contact Center

Connecting mobile employees to your contact center via their cellular phone.

Mobile Contact Center is a significant innovation in the field of customer service that allows you to tap into the expertise within your organization to improve your customer service. Your mobile employees are provided with the tools to deal with calls intelligently, managing their availability, seeing what a call is about before choosing to accept it and having instant access to business information from your organization.

## Use cases

### Mobile experts

Any company that has account managers, sales people or field agents who move around a lot know the challenges that emerge when customers call into the contact center and want to talk to a specific representative, or to know about their specific field installation or service. The challenge is in reaching the mobile employee without giving out direct cellular numbers to customers and in dealing with peak call volumes.

With the Lekane MCC, companies provide better customer care by engaging their experts in the customer relationship. Employees manage their time better, and have crucial information about their customers available when needed. There are fewer lost and hidden opportunities, since the information to select calls over others

is available to the people that need it.

### Mobile Second/Third/nth line support

The effort to support a product increases in relation to its scope and complexity. A seemingly simple question can involve many specialties, most of which would be uneconomical to bring into the "contact center proper". By using Lekane MCC to expand the contact center to your specialists, escalation of crucial issues to different groups of domain experts becomes easy to deploy and improves your first call final resolution ratio by connecting the callers with your specialists, even if they are away from their desk.

Lekane's MCC solution provides full background information from the contact center and internal business information on an incoming call. This enables your domain specialists to prioritize their time to the high value calls. By involving your mobile experts the customer will receive the best possible service and a quick response to their pressing issues.

## Features and benefits

### Connects to your existing environment

MCC is very easy to roll out in your organization. It can be hooked up to your existing contact center environment and you can leverage your existing investments without need for significant investment in new te-

lephony systems. Currently we support the Genesys environment through Genesys Integration Server.

### Runs on your mobile device

MCC has comprehensive device support. It can run on most modern mobile devices including Nokia, Motorola, SonyEricsson, and BlackBerry. The MCC client is implemented with the Java Platform, Micro Edition.

### Open standards

MCC Server can run on various operating systems. It has been implemented using J2EE servlet technology and can run on most popular application servers.

### Contact center quality for mobile interactions

Your mobile users are visible as agents in your contact center environment. You can route calls to them using your regular routing strategies, attach notes to calls made and received, gather statistics and get reports on the mobile interactions.

### Change and extend on the fly

Lekane client can be modified without end user intervention or reinstall. This means that you can change the information and functionality that the end users see easily and transparently by pushing the changes from the server to the client. The out of the box client gives you all you need to connect your mobile users

### **A new way to reach your mobile experts**

Your mobile experts are always connected to the contact center using real-time messaging. The delivery capabilities include call requests, tickers, and push messaging as well as audio and visual alerts.

### **Personalize content and functionality**

Tailor the content and functionality of clients down to individual level. With Lekane server you can choose to send updates at various granularities, be it all users, groups of users or individuals.

### **Technology**

The MCC product is implemented using Lekane mobility server and Lekane client container running on Java enabled mobile device.

#### **Server**

- J2EE servlet and JMS based messaging
- Deployable on standard J2EE containers such as Tomcat, BEA WebLogic Express, 512 MB heap size
- Operating system support: Linux, Windows Server 2003, Solaris, HP-UX
- Easy integration with existing systems using Web Services based technologies
- Easy to use provisioning interfaces

#### **Client**

- MIDP 2.0 CLDC 1.1 mobile devices with >600k heap size
- Wide range of supported handsets (e.g. Nokia 6630/6680/E70/N95, Motorola Razr V3x, SonyEricsson K800i/m600, BlackBerry 7290)
- IP Data connectivity (e.g. GPRS, HSCSD, EGDE, HSDPA, 3G, WiFi, GSM data)
- Secure data over the air and on device

### **About Lekane**

Lekane produces software to enable superior customer service and drive sales effectiveness by mobilizing and expanding the contact center solution. Its products are based on industry standards and open interfaces, facilitating straightforward deployments. We have extensive experience in the communications and IT industry and are a Genesys InterWorks partner.

For additional information, please visit our website at [www.lekane.com](http://www.lekane.com)

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