

Aspect® EnsemblePro™

LYRICall™

Benefits

- Reduced development and deployment costs.
- Faster application creation, modification and roll-out.
- Lower incidence of data entry errors.
- Increased cost savings due to platform independence.
- Reduced agent training costs.
- Improved call handling.
- Increased customer satisfaction.

With LYRICall from Aspect Software, you can quickly and easily create agent desktop solutions without the need for advanced programming skills. The product's simple-to-use wizards and templates guide you through the rapid creation and distribution of sophisticated automated call-handling applications. The standards-based, "write once, run anywhere" applications ease the programming load and ensure instant, smooth deployment.

The scripting and directed navigation within LYRICall help ensure that customers receive complete and accurate information. Automatic data capture and scripted form generation reduce the errors associated with manual input. Both "thick" and "thin" clients are available, enabling you to run a mixed-mode environment and lowering the cost of desktop ownership.

As the industry's first browser-based agent desktop scripting tool, LYRICall provides contact center agents with immediate access to information from a variety of data sources, enabling them to respond quickly and accurately to each customer inquiry. With minimal training, agents are more productive and effective, increasing customer satisfaction and enhancing up-sell and cross-sell efforts.

Description

LYRICall harnesses the power of browser-based technology to deliver robust agent interfaces. Its software is based on Internet, browser, Java and HTML technologies, ensuring ease of deployment and use for your contact center managers and agents.

The browser/Java technology allows designers to write an application once and run it on most devices and operating systems. LYRICall provides advanced logical branch scripting. Application and script navigation can be triggered via field content, evaluation and calculations, as well as by direct user input. Using these capabilities to build business rules into the agent scripts enables your agents to be more efficient while improving customer satisfaction.

LYRICall supports real-time access to a variety of data sources, including host systems, legacy applications, the Internet, and corporate intranets and extranets. Single-view, integrated desktop applications allow agents to quickly access the information they need to conduct successful customer calls. LYRICall can be deployed on any device capable of supporting a Microsoft® Internet Explorer® with Java® Virtual Machine or Netscape® Navigator.



Key Capabilities

- Wizard-driven point-and-click/drag-and-drop technology; no programming knowledge required.
- Allows navigation through the script based on business rules, field content and user input.
- Supplies agents with single view of integrated application information from one or more sources.

Technology Highlights

- Uses HTTP communication between clients and servers.
- Utilizes Java for all active screen functions.
- Incorporates JDBC/ODBC for universal database access.
- Utilizes industry-standard browsers.

Components

LYRICall has three modules: LYRICall Designer, LYRICall Agent Desktop and LYRICall Host Connectivity.

LYRICall™ Designer

With the LYRICall Script Designer, contact center agent desktop application creation is a straight forward process. Script designers can quickly create and deploy intuitive screen and script pages using familiar point-and-click/drag-and-drop architecture. Designers are presented with a wide array of objects while creating scripts, including:

- Text areas
- Rich text
- Images
- Object tables
- List boxes
- Hyperlinks
- Radio buttons
- Java applets/beans
- Check boxes
- DHTML functions
- Call recording
- Logical branch scripting

LYRICall Agent Desktop

LYRICall takes advantage of HTML and Java technology to provide agents with a familiar, easy-to-use desktop environment that offers point-and-click navigation to reduce training time. Using LYRICall, agents view data from multiple hosts in a single application on a single screen. Scripts can be as simple or complex as needed. Screen/script navigation and database access is automatic — triggered by account data, customer response or user input.

LYRICall Host Connectivity

The LYRICall host connectivity module consists of two components: the Host Connectivity Wizard and Host Connectivity Applets. The Host Connectivity Wizard is used to define how LYRICall will connect to the external host or databases and the specific information fields that will be made available to the LYRICall designer to incorporate into scripts. The Host Connectivity Applet is the Java program that is loaded into the agent's browser that manages the host interaction needed in order to display the information during script presentation. Types of Host Connectivity that LYRICall supports are:

- Multiple host integration - two-way data integration.
- Database access via ODBC and JDBC.
- Desktop automation/integration via industry standard protocols like WinHLLAPI, DDE, OLE, ODBC, TCP/IP, MAPI, SQL, HTML, XML.
- Custom Integrations - JavaScript, VBScript, HTTP, Java Applets integration points using the HTML Object.

About Aspect Software

Aspect Software, Inc., founder of the contact center industry, is the world's largest company solely focused on providing proven, innovative solutions to enable customer service, collections, and sales and telemarketing processes for in-house and outsourced contact centers. For more information, visit www.aspect.com.

Aspect Software
Corporate Headquarters
6 Technology Park Drive
Westford, MA 01886

978 952 0200
978 952 0201 fax
www.aspect.com

