



Specification of services

telegra ACD

Version 1.1

Contents

Contents	2
1. Introduction.....	3
2. Access and documentation.....	3
3. Performance overview telegra ACD.....	4
3.1. Functionalities.....	4
3.2. Languages	8
4. Interfaces and plug-ins.....	8
4.1. Provided interfaces.....	8
4.2. Plug-ins.....	8
5. Pricing.....	8
6. Support.....	9
7. Realisation period.....	9
8. Capacity delimitation.....	9
9. Referrals.....	9
10. Validity of the service description.....	9

1. Introduction

With our cloud application telegra ACD you use an automatic, location-independent call distribution system, which is controlled and administered web-based.

The system can be used with any telephone system. Agents, skill groups and hotlines as well as your callflow can be easily created in the web interface with a few mouse clicks. Additional ACD functions, such as queues and time nodes, complement your routing plan for optimized accessibility.

Depending on their responsibilities, your employees have access to appropriate applications that support them in their daily work.

This service is provided by telegra company-wide via its own switching systems and servers, which are available in its own access-secured, air-conditioned and video-monitored data centres in Cologne and Frankfurt am Main.

By default, a virtual ACD server is set up for customers, which accesses the same hardware resources in the sharing process as those of other telegra ACD customers. The installation of the ACD system on the basis of an exclusive (dedicated) server is possible for an additional charge.

The telegra ACD is an ASP (Application Service Provider) service, so that no additional hardware or software has to be purchased or rented by the customer. The ACD system uses the customer's existing PBXs and extensions, regardless of the system manufacturer. As a rule, no adjustments are necessary to these systems.

Our system is flexible, highly scalable and thus future-proof. Any internal restructuring can be implemented quickly and without great effort.

Note: This general description of services applies if the customer has concluded a contract for the product telegra ACD. In addition, the General Terms and Conditions as well as the BGB and the

current price list shall apply.

The configuration of the telegra ACD is done by the customer. Upon request, telegra supports with consulting services, training and support.

2. Access and documentation

telegra provides the customer with access to the web interface for managing and using the telegra ACD. This access is available 24 hours a day. Linked to this is an access to telegra CONTROL, via which you administer your telephone numbers.

After conclusion of the contract, customers receive configuration and operating instructions for setting up, managing and using the system.

3. Performance overview telegra ACD

3.1. Functionalities

Performance/ Function	Specification	included/ optional	associated/required documents
Action-Log (Access-Log)	Protocol for the comprehension of activities by administrators within the ACD administration interfaces	✓	Manual Configuration
Address book	Global address book, maintainable by administrators with appropriate rights	✓	Manual Configuration
After Call Work Time	For each hotline or outbound client, fixed times can be assigned to groups and agents for post-processing after the call has ended.	✓	Manual Configuration
Agent and group presence display	Administrators, team leaders and agents have insight into the presence of the groups and team members visible to them. The presence indicates whether agents are available, in conversation, online or offline or on a break.	✓	Manual Configuration
Agent groups (skill groups)	Any number of agents can be grouped and prioritized for incoming calls. Groups can be assigned their own service level and after call work time per hotline.	✓	Manual Configuration
Agents	Agents are usually the primary goal of successful call switching. Agents process incoming calls or initiate outgoing calls with the appropriate rights. Agents have their own browser-based interface for processing and controlling calls: The telegra ACD WebAgent. Agents receive a permanently assigned login ID and a password to be assigned by the administrator.	✓	Manual WebAgent Manual Configuration
Announcements/ voice files	Integration and administration of own announcements at any places in routing plans	✓	Manual Configuration
Automatically assigned callbacks	Callback requests can be received automatically by means of a service in telegra CONTROL and delivered to agents. You can decide whether inbound or outbound agents or both types of agents should be selected at the time of the callback.	+	Manual CONTROL
Browser-based use	Configuration, administration, control and use via the customer's browser and its users	✓	
Call forwarding	Internal forwarding by agents to registered agents, groups, hotlines External forwarding by agents to external destinations in the public telephone network Agents can decide during forwarding whether only available destinations or all destinations are displayed (presence).	✓	Manual WebAgent
Call reasons (classifiers)	Freely adjustable call reasons per hotline. Call reasons are presented to agents per hotline according to the caller and can be optional or mandatory.	✓	Manual Configuration
Call recording	Calls can be recorded automatically or ad hoc by agents and team leaders. Both the agent and the target or only the agent can be recorded. Recordings can also be stopped again during the call. Please note that a separate agreement is required for the recording of the conversation with regard to the applicable laws and regulations on data protection.	+	Manual WebAgent Manual Configuration Order form recording of telephone calls

Call toggle	Agents can toggle calls to other agents, groups and external destinations. Administrators can set the maximum ringing time when toggling as well as the announcement that the waiting caller hears. If both destinations are connected, agents can switch between both destinations, initiate a conference or connect both destinations by hanging up. The right to toggle is assigned per hotline and is independent of the agent's rights.	+	Manual Configuration Manual WebAgent
Chat function for team leaders & agents	Chat function for communication between team leaders and agents	✓	Manual WebAgent
Coaching	Team leaders can engage in conversations in coaching mode. In coaching mode, only agents can hear the team leader, but the other party cannot.	+	Manual TeamCommander
Connection to IN services (CONTROL)	Deep linkage of the ACD with all IN services of telegra (telegra CONTROL). These include, for example, IVR menus, holiday, origin and emergency routings or automated callback services.	✓	Manual CONTROL
Data export (statistics)	Export of all statistics in CSV and XLS format	✓	Manual Configuration
Dialer	Automatic dialling program for initiating and distributing calls in outbound mode. Configurable by administrators.	+	Manual WebAgent
Extension node	Direct dialling to agents, groups and other destinations via 1-4-digit extensions	✓	Manual Configuration
Free seating	Agents with the appropriate authorization can name a new destination as an endpoint if required (telephone number or integrated WebRTC soft phone, if available)	✓	Manual Configuration
Historical statistics	telegra ACD offers comprehensive statistics for the evaluation of quality, efficiency and availability at hotline, group and agent level. The period and the interval for subdivision can be freely set by administrators. All statistics are available for export in XLS and CSV format.	✓	Manual Configuration
Hotlines	Hotlines are the entry point for incoming calls (inbound). Hotlines have a routing plan, assigned agents, groups, queues and other modules. Call reasons, time-out times, the associated routing plan and expected service level values can be set on the hotline. A hotline is not a phone number, but the entry point of a call when the call is transferred to the ACD. This means that any number of phone numbers can refer to a hotline.	✓	Manual Configuration
Listening in	Team leaders with the appropriate authorization can listen in on one or more telephone calls of an selected agent.	+	Manual TeamCommander
Mailbox	Mailboxes can be set as destinations at any point in the ACD routing plan.	+	Manual Configuration
Manual planning of callbacks	Agents can set callbacks during or after a call and assign them to themselves or team members. The information includes a note, the desired date, time and the maximum number of call attempts.	+	Manual WebAgent
Outbound	Agents with an assigned outbound mandator can make outgoing calls.	+	Manual WebAgent
Outbound mandators	Creating and managing outbound clients. Outbound clients can be dialled from agents and contain information on the signaled number, the assigned agents with priority (with activated dialer), the afterwork time and the available call reasons.	+	Manual Configuration
Pauses	Administrators can define any number of pause reasons and their maximum length. Pause reasons can be made available for the „Inbound“ and „Outbound“ modes.	✓	Manual Configuration

Priorities (Agents)	Agents within a group or an outbound client can be prioritized according to the school grades principle (1-5 in the standard system). The value 1 represents the highest priority, the value 5 the lowest priority. If several agents with the same value are available, the longest idle time is used to decide to which agent the current call is delivered (longest idle time).	✓	Manual Configuration
Priorities (callers)	For example, in order to treat VIP customers or callers on certain hotlines in queues differently, administrators can set any number of priority levels for automatic assignment to callers. The priority is measured from one or more dimensions: The caller number (or number range), the hotline or the dialled number (or number range). For the classification, you can decide whether a priority is applied statically or weighted. Priorities are manually assigned to individual queues.	✓	Manual Configuration
Real-time monitoring	Administrators and team leaders can track all relevant operational metrics on utilization, efficiency and quality in real time. Agents have a quick overview of their own key figures and those of their team. The depth and level of detail of the views can be individually adjusted, e.g. to meet company agreements.	✓	Manual TeamCommander
Rights management	Administrators, team leaders and agents can be assigned different permissions and their own roles defined by administrators.	✓	Manual Configuration
Routing plans	Routing plans define the route of a call within a hotline and can be created, managed and modified by administrators. Routing plans define primary destinations, overflows and their order.	✓	Manual Configuration
Scheduler	In the ACD scheduler, outbound calls can be scheduled and assigned to agents. Here, too, you can decide whether inbound or outbound agents or both types of agents should be selected at the time of the callback. The Scheduler can be filled manually via the administration interface, via CSV import or via API call.	+	Manual Configuration
Service level	Service levels provide information about the availability of the call center. Expected service levels can be set and changed by administrators and team leaders at hotline and group level. Current service level times and percentages can also be made visible to agents in the wallboard display.	✓	Manual Configuration
Statistic jobs	All historical statistics can be stored as a report and sent to different e-mail recipients at intervals specified by administrators and at defined times in CSV or XLS format.	✓	Manual Configuration Manual Statistics
Stored recordings	Recordings are stored in the standard system on an sFTP server provided by the customer or made available in the administration portal, as required. The maximum storage period at telegra is 30 days without special instructions and agreement with the customer.	+	Manual Configuration
Systems	The telegra ACD can be partitioned into separate systems, each with its own hotlines, groups, agents, administrators and team leaders. This function is used to separate structures within a company or organization as required.	✓	Manual Configuration
TeamCommander	The TeamCommander is used for real-time monitoring and configuration of hotlines, groups, agents and clients by team leaders. Team leaders can define their own thresholds for alerts and alarms, configure their own dashboards and change them at any time. TeamCommander is currently provided as a Java Webstart client and requires Java version 1.8 or higher at the team leader's workstation.	✓	Manual TeamCommander
Teleconference	Team leaders can dial in to active agent calls ad hoc via conference call.	✓	Manual TeamCommander

Time nodes	When integrated into a routing plan, time nodes form different outputs of the ACD according to time. For example, shift groups can be routed based on configured time windows.	✓	Manual Configuration
Wallboard	The telegra ACD Wallboard shows various operating figures of your call center in real time. Depending on the key figure, you can choose whether the data is to be displayed as a key figure or as a diagram in an interval. Reports can also be created, saved and sent ad hoc by e-mail from the wallboard.	+	Manual Wallboard
Waiting queues	Waiting queues can be created and integrated into routing plans. Administrators can define announcements, the maximum waiting time, a dynamic capacity limit as the set of priorities to apply. The capacity is measured by the value to be defined in terms of allowed callers per agent logged on.	+	Manual Configuration
WebAgent	The WebAgent is the browser-based interface for agents for call processing and control. Within the WebAgent agents can receive, initiate, forward, toggle, record and evaluate calls. In addition, agents have insights into the current workload of the hotlines assigned to them and into the status of the team members. The login is done by means of a login ID and password communicated to the agent by the administrator.	✓	Manual WebAgent
WebRTC Softphone	If desired, a softphone integrated in the telegra ACD can be configured for agents using the WebRTC protocol. A functioning input and output device (speaker, microphone, headset) is required to use a WebRTC softphone. For the proper use telegra supports the browsers Google Chrome, Mozilla Firefox and Opera in the latest version.	+	
Whispering	Different announcements can be set for each hotline, which agents inform the origin of a call when it is answered. This can be the service number or hotline, for example, and is used by agents for identification, assignment and case-related greetings in the event that the agent interface is not available.	✓	Manual Configuration

telegra ACD convinces with many other individual features, which are not all listed in this service description. To get to know the complete scope of your ACD configuration, please contact your customer advisor.

3.2. Languages

All interfaces are available in German and English as standard. The language can be changed by the user at any time.

System	Languages
ACD Administration	German, English
Wallboard	German, English
WebAgent	German, English
TeamCommander	German, English

4. Interfaces and plug-ins

telegra ACD has various technical interfaces and ready-made plug-ins, which provide the connection of the ACD with existing third-party systems.

4.1. Provided interfaces

Interface	Specification
RESTful API	Via the RESTful API extensive control commands for calls can be given, as well as the query of information (e.g. call duration) and the modification of configuration objects can be controlled.
Callback API	In addition to the standard HTTP API, the telegra ACD also provides a callback API for asynchronous status notifications. Depending on the configuration, notifications are transmitted as HTTP-HEAD, GET or PUT requests.

4.2. Plug-ins

telegra ACD offers various predefined plug-ins for the use of the ACD by agents within a third party system as a leading interface.

Plug-in	Specification
Salesforce Classic as Managed Package	Single Sign On, call acceptance, click-to-dial, ticket and contact assignment and creation, call evaluation and notes, personal statistics, status settings (online, pause, etc...), forwarding, toggling
Salesforce Service Console as Managed Package	Single Sign On, call acceptance, click-to-dial, ticket and contact assignment and creation, call evaluation and notes, personal statistics, status settings (online, pause, etc...), forwarding, toggling
Freshdesk Private App	Single Sign On, call acceptance, call recording, click-to-dial, ticket and contact assignment and creation, call notes, status settings (online, pause, etc...), forwarding, toggling
Zendesk Market Place App	Single Sign On, call acceptance, call recording, click-to-dial, ticket and contact assignment and creation, call notes, status settings (online, pause, etc...), forwarding, toggling

5. Pricing

Pricing model	Specification
Pay per License	The number of licenses to be paid is calculated according to the maximum number of simultaneous logins of agents, team leaders and wallboards. Licenses must be ordered in advance. The activation takes place on work-days and usually within 30 minutes during business hours.

Pay per Feature	Individual functions and modules are additionally priced. The calculation is based on the number of modules booked (e.g. waiting loops) or on the monthly provision of a function or a combination of both points.
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The monthly basic price of the ACD system includes support for all hardware and software (including bug fixes, patches, updates, etc.), ensuring that the systems are sufficiently dimensioned and taking backup precautions.

Prices for outgoing telephony (termination) to other networks are expressly not included and must be negotiated separately.

For detailed price information, please contact your personal contact or send an e-mail to vertrieb@telegra.de.

6. Support

Fault reports or support requests of any kind are received Monday to Sunday from midnight to midnight. During service hours, Monday to Friday, from 8:30 a.m. to 5:30 p.m., except on national holidays, the customer service hotline or the customer's personal advisor is available to customers.

For further information on support, fault clearance and maintenance, please refer to the currently valid Service Level Agreement at www.telegra.de/download/.

Upon request and for an additional charge, customer-specific service level agreements can be agreed.

7. Realisation period

The implementation of a complex routing service is always customer-specific. The duration depends on the complexity of the task. As

a rule, the start of operations, i.e. the installation of a main system with the corresponding main administrator account, can be expected within one week after the order. Since an installation usually requires individual adaptations or further routing services, a project plan is drawn up after conclusion of the contract, in which exact periods are specified.

8. Capacity delimitation

telegra can and must clearly distinguish itself with regard to the services to be provided by you:

- In particular, telegra cannot provide network support and cannot advise the customer regarding the network infrastructure necessary for him or support him during implementation, operation and fault clearance.
- telegra will not provide any support regarding the Internet connection (except Access products of telegra according to their service descriptions) and will also not advise the customer regarding the Internet connection necessary for him or support him during implementation, operation and fault clearance.

9. Referrals

<https://www.telegra.de/acd>
<https://www.telegra.de/download/>

10. Validity of the service description

Errors and changes are reserved.

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