

Teleopti CCC Cloud Service



Teleopti offers their workforce management solution, Teleopti CCC, as a cloud based solution together with Microsofts' Azure hosting service. Teleopti has for many years, together with our partners, provided our workforce management solution as a service to customers, making it a tried and tested concept. It is a natural step for us to meet the increasing demands from customers and partners with a broader cloud solution together with a trusted partner like Microsoft.

Customer choice

Teleopti CCC is available as both a cloud-based service or as an on-premise software installation. The cloud service is based on a subscription agreement, which is also available for on-premise software installations, alongside the traditional software license agreement. This provides customers with several choices when choosing the delivery method and commercial model that best fits their needs.

The benefits

The main benefits of using Teleopti CCC as a cloud service:

- Zero investment in server hardware and software licenses (SQL Server and Windows Server) Zero investment in operating, supporting and updating the server hardware and software
- Reliable cloud platform delivered by Microsoft within the EU

The same training, configuration and support are provided for our cloud service as for our on-premises installation.

Service description

The Teleopti CCC Software as a Service is based on Microsoft SQL Azure and Windows Azure, a cloud platform that enables Teleopti to deploy and manage a workforce management solution across a global network of Microsoft-managed datacenters. Microsoft data centers in the Netherlands and Ireland provide services for Western and Northern Europe respectively.

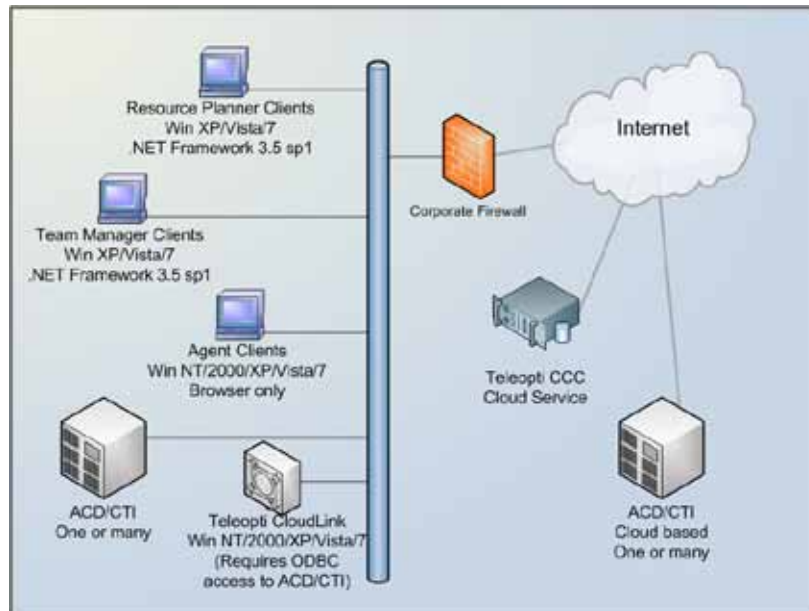
Users access the service through a web browser using https. The agent interface is fully web-based and the administrator interface is distributed through Microsoft ClickOnce.

Logging of statistics from the ACD/CTI solution is done through Teleopti CloudLink which collects the ACD/CTI data and sends it to the Teleopti cloud. CloudLink is typically installed locally as a service with access to the ACD/CTI solution and uses https to send data to the Teleopti cloud. Real Time statistics are commonly available as a web service directly from the ACD/CTI solution, to which Teleopti CCC integrates directly.

The following modules and functionalities are available in Teleopti CCC Cloud service:

- Forecasting
- People management
- Shift creation
- Scheduling and optimization
- Intraday and supervisor schedule management
- Activity and meeting planning
- Standard reports
- Real Time Adherence monitoring
- System configuration tools
- Payroll export (link to Payroll solution)
- User permission management
- Software Development Kit, SDK
- Agent web portal MyTime including
 - Schedule viewing
 - Preference and availability input
 - Shift change requests
 - Absence requests (Holiday Planner)
 - Agent Schedule Messenger

System overview



Teleopti is a leading provider of strategic solutions for Enterprise Workforce Management and Telecom Expense Management. Hundreds of enterprises around the world rely on high-end and flexible solutions from Teleopti to attain optimal operational efficiency and provide the highest levels of service.

Teleopti, established in Stockholm, Sweden in 1992 operates through a large number of local offices worldwide and a comprehensive network of partners.

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