simplify and grow

Want all administration in one place? Consolidate and save labor with Genesis IS!

NOW WITH VOICE MAIL!

Genesis Intelligent Series
Soft Switching Platform

Genesis provides a software-based switching platform that is controlled by the Intelligent Series applications. All configuration and management of the Genesis Soft Switch is performed within the IS Supervisor. The switching functions and management are modeled after the Infinity functions that have made Infinity the industry leader for more than two decades.

Genesis connects to telephone carriers and PBX systems via SIP trunks. SIP trunks provide IP-based telephony with advanced features such as traditional DID services, one number call forwarding, receiving caller ID number (ANI) and caller ID name, Codec selection to optimize bandwidth usage and quality of service, call transfer capability, patching and conferencing, and controlling the caller ID for outbound calls.

Virtual Servers and Cloud Deployment Provides Flexibility

The Genesis Soft Switch can be deployed on a physical server, virtual server, or in the cloud. Virtual server deployment provides flexible server configuration, with the ability to add CPU power and memory at any time. This allows the call center to grow without adding additional hardware. Cloud deployment allows moving the call center platform to a cloud provider such as Amazon or Microsoft. This shifts the responsibility for management of the servers to the cloud provider.
Voice Mail
The Genesis Voice Mail feature allows callers to leave voice messages, which can be retrieved by clients using the Voice Mail Checkin behavior.

The Voice Mail feature is configured in the Client Setup pages of the IS Supervisor application. The Genesis Voice Mail page includes caller options and check-in options.

The Voice Mail feature also includes three client account behaviors:
- The Voice Mail behavior allows the caller to leave a voice message.
- The Voice Mail Checkin behavior allows a client to listen to voice messages.
- The Voice Mail Callback behavior allows a caller to request a callback for a specific date and time.
Just Say It

The Genesis Just Say It features provide voice-enabled functions to the Intelligent Series suite of applications.

Interactive Voice Response

Just Say It Interactive Voice Response enhances the IS Navigation Menu feature by enabling callers to speak their responses instead of pressing digits on the telephone keypad. Just Say It IVR and the Navigation Menu give callers access to information and the ability to conduct transactions with no operator involvement.

Directory Assistance

Just Say It Directory Assistance Behavior prompts a caller to say the name of the called party, performs a directory lookup, verifies the listing the caller wants, and transfers the caller to the phone number. The Directory Assistance Behavior can be configured to use customizable grammars to match spoken phrases to directory listings.
Navigation Menus
The new Navigation Menu feature is used to configure a menu of options that can be selected by the caller. Menus can use any number of options, and each numbered option can branch to a sub menu. Once a Navigation Menu has been created, it can be selected as a Default, Scheduled, or Override behavior for a client account. The Genesis text to speech engine recites the names and numbers of the menu items or greetings can be recorded.

Automated Calls
Genesis allows generating automated outbound calls with the optional MergeComm Auto Dispatch feature. Automated outbound calls can be used to relay a message to a client or for specialized applications such as appointment reminders. Automated outbound calls take advantage of the built-in Text To Speech (TTS) capabilities of Genesis.
Multi-Media Skills-Based ACD Improves Your Client Service

The Genesis ACD provides advanced skills based multi-media call routing. The Genesis ACD presents incoming calls to agents based on Skill Table and Skill Group assignments. Call types processed by the Genesis ACD include incoming SIP calls, web chat requests, e-mails, SMS messages, secure messages, checkin calls, disconnected calls, parked calls, MergeComm jobs, and Dispatch Jobs.

Each call type is matched to an IS Client which is then pointed at a Skill Table. Skill Tables direct calls to Skill Groups based on a Priority level specified for each call type. Calls escalate to alternate Skill Groups automatically based on the agents currently logged in and their availability. There is no limit to the number of Skill Tables, Skill Groups, or Priority overflow settings.

**Call Queuing Announcements**

Telephone calls into the Genesis ACD can be played automated call queuing announcements and music on hold. The call queuing announcements can be system prompts or custom recordings created using the IS Supervisor application. The options include playing the expected time to answer as well as the position in queue. Callers may also be offered the option to leave a voice message or request a callback, which will be presented as soon as an agent is available.
Soft Agent Call Processing

Genesis ACD calls are presented in the Soft Agent application. The Soft Agent can be configured for up to 6 call appearances. Each call is presented with the called or forwarded number, the client number and name, and the caller ID number and name. Agents can press a shortcut key or click the call appearance to answer calls. Once answered, the time to answer is displayed along with a custom answer phrase, guiding the agent through how to answer each call.

Perfect Answer

Agents can record a Perfect Answer greeting that can be played each time the agent answers a call for the selected client. Agents can record the Perfect Answer greeting in their own voice for each client. Perfect Answer ensures that the same greeting is played each time the agent answers a call.

Agents are presented with a customizable home screen upon login. The information presented is configured as part of the Default Client Startup Actions. The home screen allows the agent to access information and resources while not on a call.

The Client Sidebar displays IS Specials and Info Pages for the selected client accounts.
Call Logging Helps Manage Your Business

Genesis includes an integral call logging capability. Call centers can choose to record all calls, or calls for specific clients. The recorded calls are available to agents and supervisors for playback.

Web Call Log

The call recordings saved by Genesis can be made available to clients via the IS Web or miTeamWeb web portals. Clients can listen to their calls, see details about the calls, and see messages associated with each call.
Call Event Tracker

The Call Event Tracker, accessed from the IS Supervisor Monitors menu, provides detailed information about call events generated with the optional Genesis Soft Switch. The Call Event Tracking Filter is used to chose a start date, an end date, and which pieces of data to display. Each column of data can be added or removed. The data can be grouped and filtered by Agent ID, Call ID, Call State, Call Type, Client Account Number, Agent Initials, Station Number, Station Type, Tracker Type, or Tracker Value. The data also can be filtered by Tracker ID.
**Genesis Reports**

Intelligent Series Reporting includes reports designed specifically for Genesis soft switch telephony data. These reports compile the detailed statistical information recorded by the Genesis switch and present it in a variety of easy to understand formats. These reports can be used for client billing, sharing account information with clients, evaluating operator performance, and tracking system usage.

**Import Tools**

The Intelligent Series Transformer is a set of tools that transform information from *Infinity* and external sources to the IS database for use with Genesis. Each Transformer tool runs in its own window within the IS Supervisor application. The Data Transformer, the *Infinity* Directory Import Wizard, and the OnCall Import Wizard are used to import directory and scheduling information and for synchronizing directory information with an external source.

The ACD Import Wizard, the Agent Import Wizard, The Client Import Wizard, the Greetings Import Wizard, the Image Import Wizard, and the Script Import Wizard are used to migrate operator, client, and ACD settings from *Infinity* to Genesis and to build Intelligent Messaging scripts from *Infinity* message forms.

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