



# Centium Call Center Agent

Screen Pop ups like never before!

***The power of information in the hands of  
your Agents!***

<http://cca.centiumsuite.com>

# Centium CCA Overview

Call Center Agents with Asterisk is the integration and coordination between a phone system and a computer that maintains call information and Agent management processes.

The Screen pop-up can occur during handling both inbound and outbound phone calls.

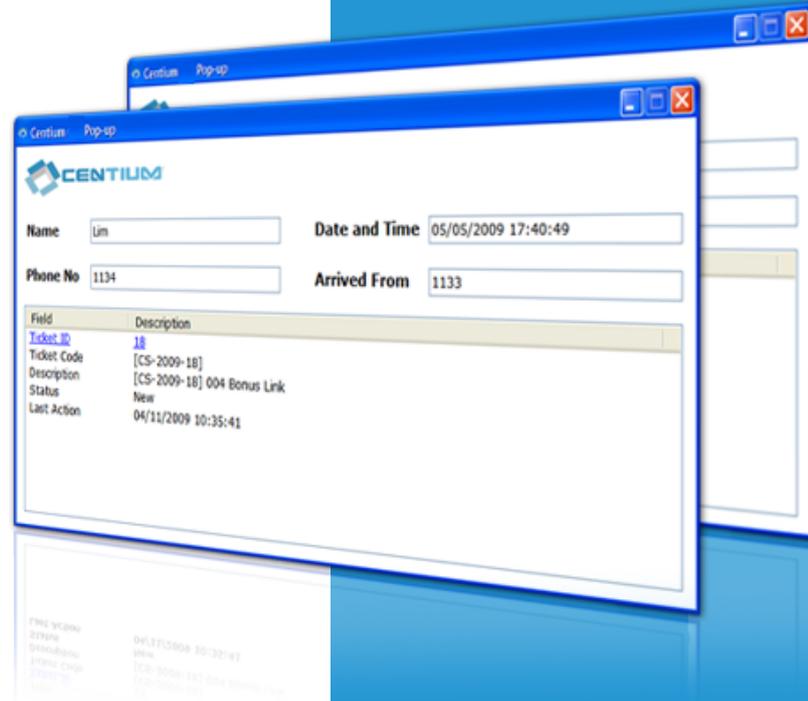
**Outbound Call Screen Pop** - This requires the coordination between the phone dialer and the Agent desktop computer.

Outbound calls can be initiated either by the Agent or by the phone system. In either case, information about the call being dialed by the phone system is displayed on the Agent's window prior to or during the calling process.

**Inbound Call Screen Pop** - Again, coordination is required between the phone and the Agent. When a call is received and the caller's phone number is obtained by the phone system, this number (ANI or Caller ID) is used by a computer to lookup the caller name and other relevant information that may be stored on the computer.

If Caller ID is not available or the desired method of identification, an IVR (Interactive Voice Response) may be active on the phone system that prompts the caller to enter an ID source such as account number. This information will forward to the computer system for lookup and is displayed on the Agent's desktop who is the caller.

Both of these types of screen pop are handled effectively by our CENTIUM CCA software and our CCA enabled phone systems.



# Overview

# Centium CCA Features

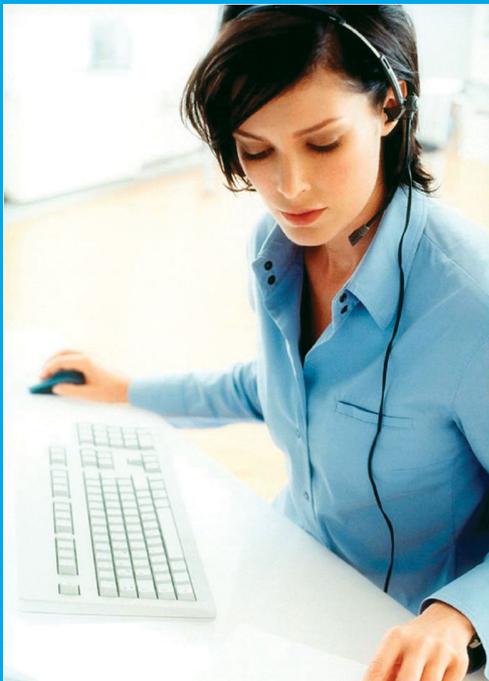
## Features

CENTIUM CCA provides powerful call center features:

- CENTIUM CCA Screen Pop-up as the “population” of caller information on a call Agent’s computer screen during the processing of a phone call.
- CENTIUM CCA Screen Pop-up can occur while answering an incoming call or during the processing of an outbound phone call.
- CENTIUM CCA Screen Pop-up describes the fact that caller information appears to “pop-up” on the Agent’s screen when a call is processed.

CENTIUM CCA is unique, and we have developed a totally customizable Screen Pop-up, that enable:-

- Easily configuration of CENTIUM CCA to work with any database, as long it supports ODBC at the minimum!
- Powerfully query from any table, or even from multiple databases with a flexible solution using SQL views!
- Integrate with any web based Customer Relationship Management software.
- Opens the customer record from CENTIUM CCA, with a single click of a button!
- Easily configures Database, Table, Query, Server and Agent settings using our CENTIUM Wizard!





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