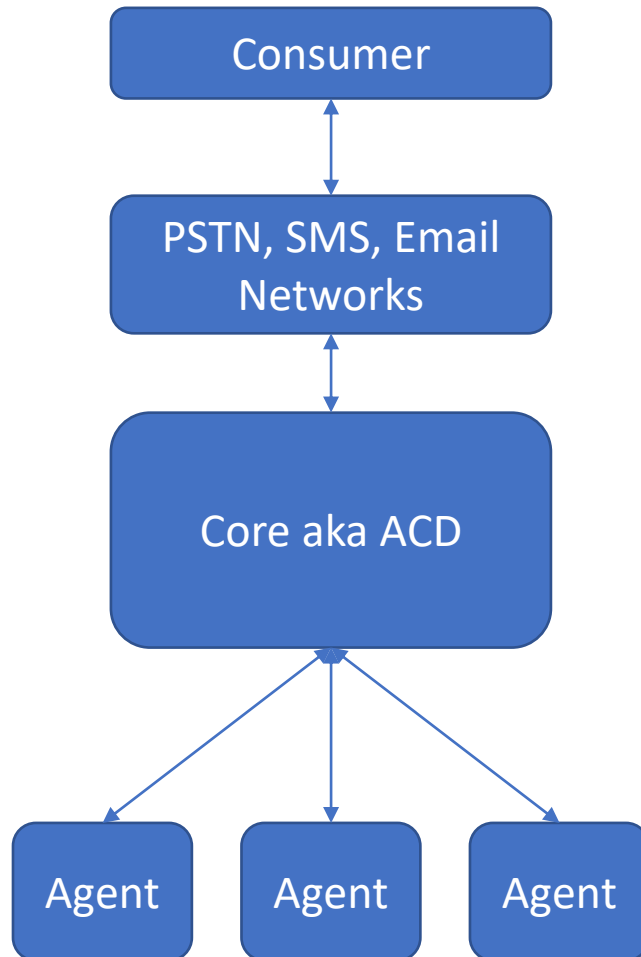


Contact Center Use Cases for VCON

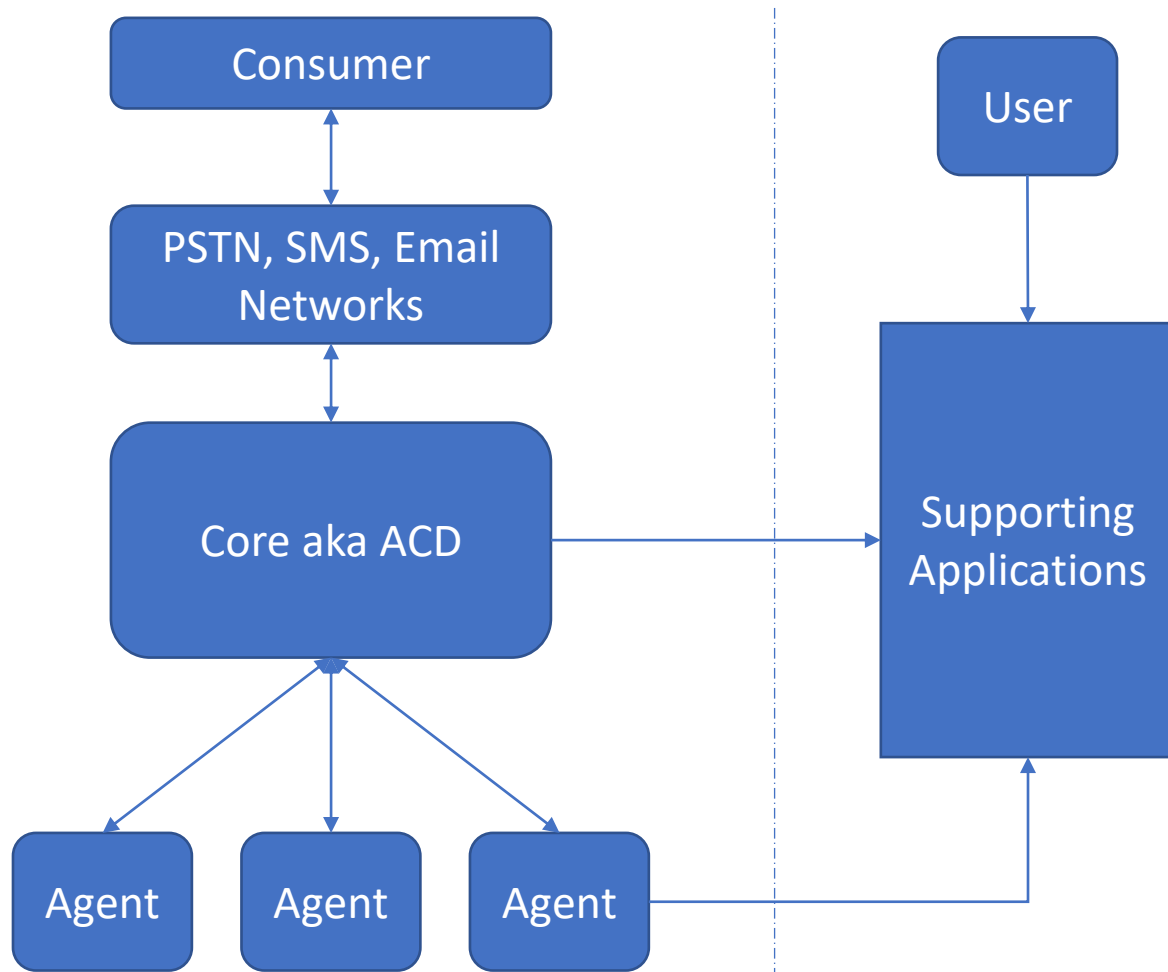
Jonathan Rosenberg and Andrew Siciliano
Five9

Contact Center 101



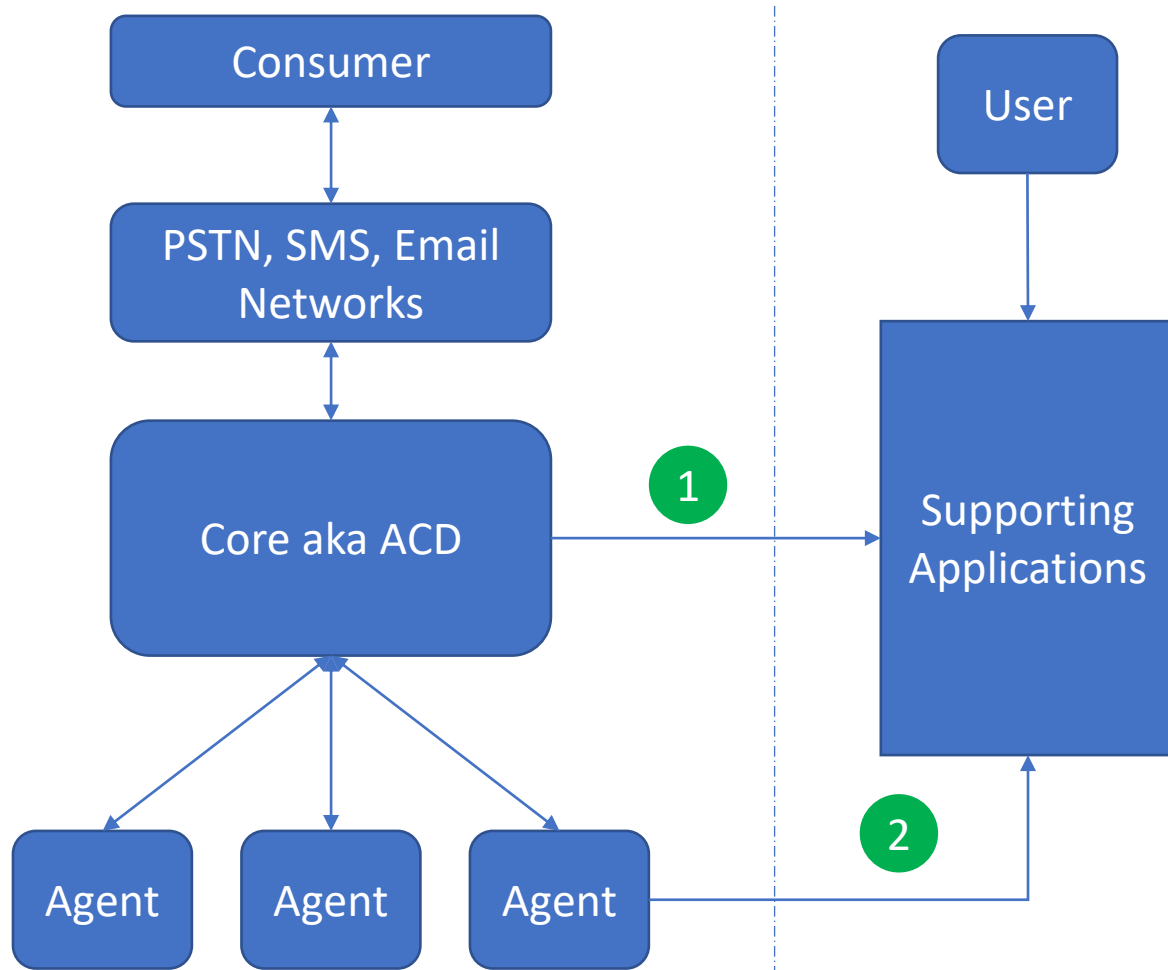
- Handles interactions between a business and their customers
- Inbound and outbound
- Self service and live agent handling
- Automatic Call Distribution (ACD) routes interactions to matching agents based on rules
- Omnichannel – SMS, email, WhatsApp, Facebook Messenger

Supporting Applications



- Recording
 - Compliance
 - Archival
 - QM
- Includes screen recording
- PCI Redaction is Key
 - Performed by Supporting App by analyzing screen recording
- Quality Management (QM)
 - Manual or Automated (AQM) or mixed
 - Separate for each agent – stitching pieces it together
- Speech Analytics

Key Data Flows



1. Real-Time or Post-Call Recording Transfer, including call meta-data (CallID, agentIDs, etc) and call events (parks, holds, transfers)
2. Desktop Recording

Meta Data Fields

- Interaction Type: audio, screen, email, SMS, etc
- Interaction ID – complex in conferencing cases
- File Type
- Media Meta-Data: Bitrate, channels, participant for each segment, resolution, etc.
- Start Time
- Duration
- Direction of Call (Inbound vs. Outbound)
- Participant details
 - Participant UUID
 - First and Last Name
 - Type – Agent/Consumer, initiating/receiving,
 - For consumer – contact info (name, email, address)
- PII and PCI redaction – start and stop, what type of info (credit card, name, etc)
- Skill
- Campaign
- Transferred Indicator
- Conference Indicator
- Count transfers, conferences, holds
- Hangup Party
- Disposition
- Dialing List