

EVENT-DRIVEN ENTERPRISE
MANAGEMENT SYSTEM



■ iMX Telephony

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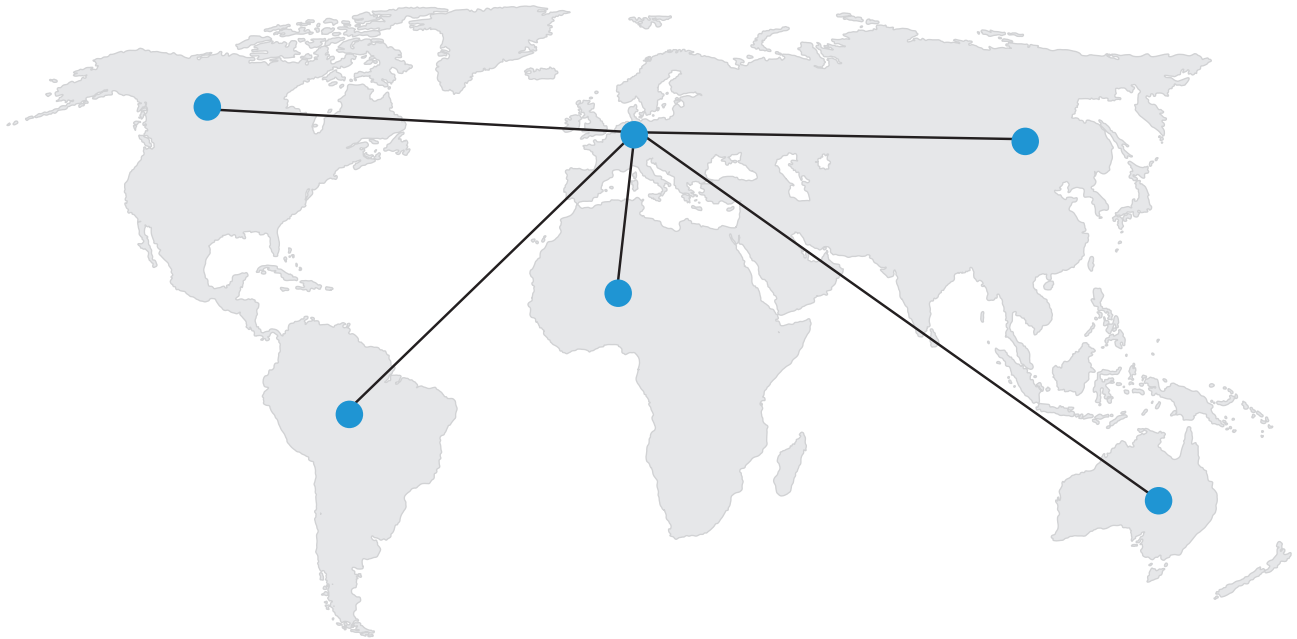
iMX Tel is the telephony module integrated into the iMX solution. It is a modern, fully featured dialer offering the following functionalities:

- Possibility to integrate your call center with iMX
- Call automation
- Possibility to have your own IVR
- Prerecorded interactive messages when making phone calls
- Finding the best iMX user for the call
- Scheduling phone meetings
- Making credit card payments by phone
- Answering machine recognition and silence detection
- Activity supervision
- Statistics
- Headset and phone user mode
- Recording and streaming calls
- Organizing calls into campaigns
- Fine-tuning the criteria used for filtering iMX cases
- Call transfers and consultation calls
- Voice mail provision and integration
- And lots of other functions

iMX Tel is flexible. It can operate in:

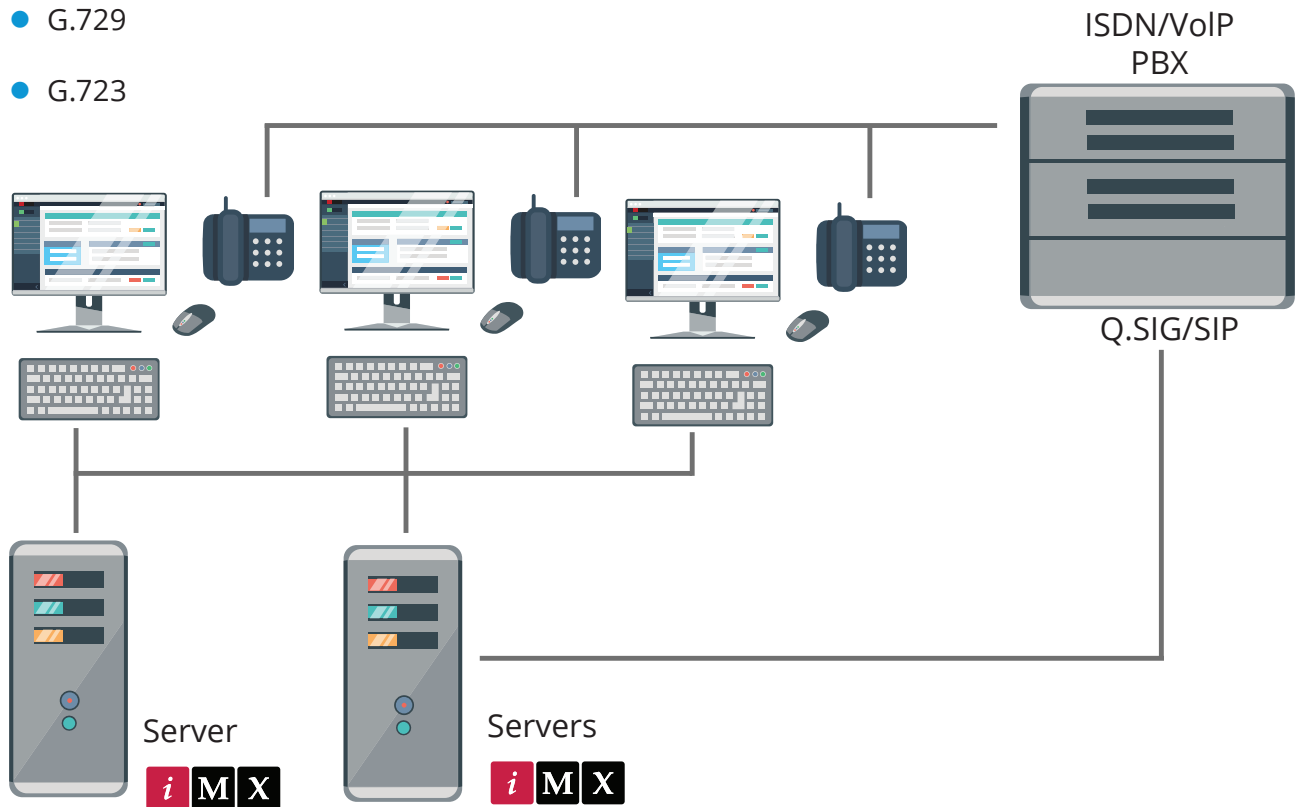
- Hosted architecture
- Distributed architecture
- Mixed (Hosted + Distributed) architecture

It can be deployed worldwide and interconnect call centers in different countries.



iMX Tel can easily be integrated. It supports:

- ISDN (Q.SIG)
- VoIP (SIP)
- G.722
- G.71
- G.726
- G.729
- G.723



iMX Tel is based on Dialogic, the world leader in the computer telephony industry.

- Springware
- GlobalCall
- Host Media Processing

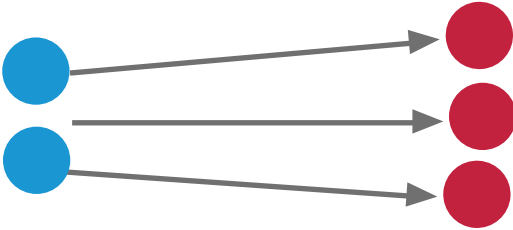
Dialogic®

iMX Tel is powerful and functionally rich. It can perform:

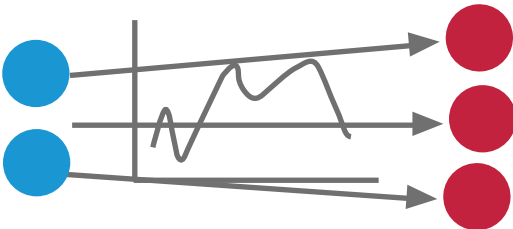
- Automatic calls — one call per agent



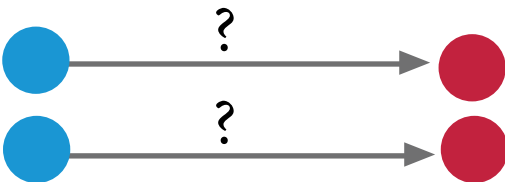
- Overdialing calls — more calls than free agents



- Predictive calls — estimate when to perform the call



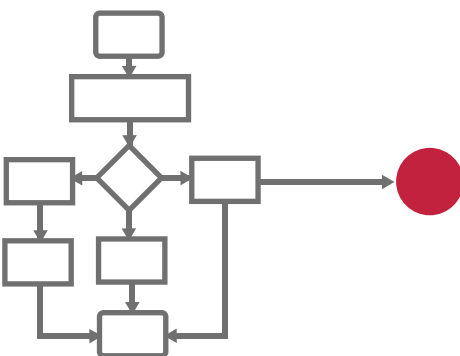
- Preview calls — first preview the case and then optionally call



- Push Vocal — dial and play prerecorded messages



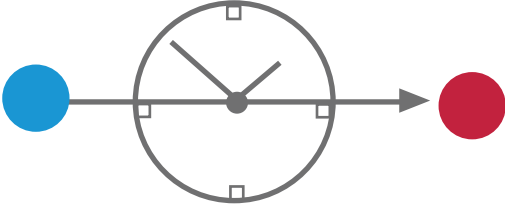
- Push Vocal with IVR — dial and run an IVR schema



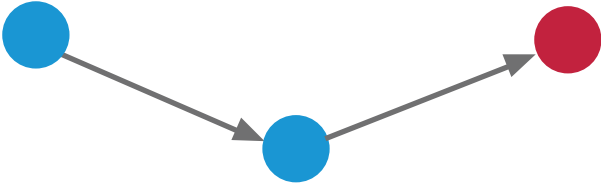
- Direct calls — manual call initiation



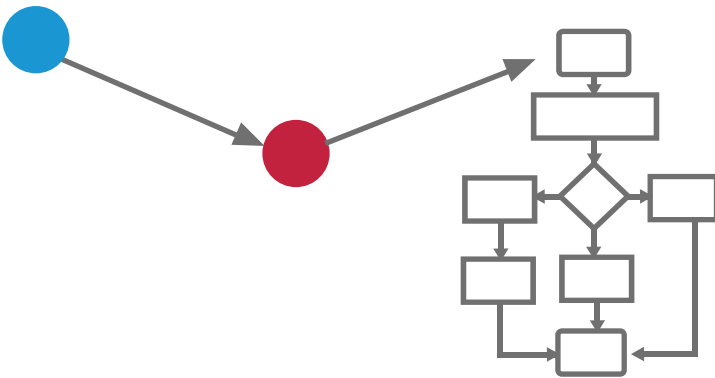
- Telephony appointments — schedule a phone meeting



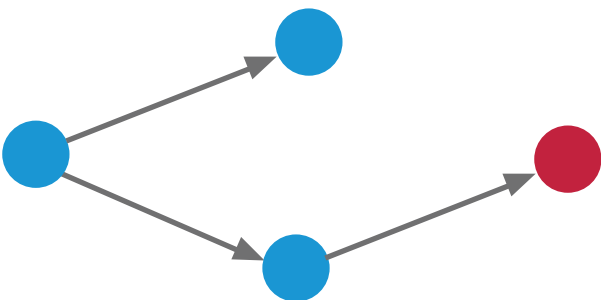
- Call Transfers — transfer the call to another agent



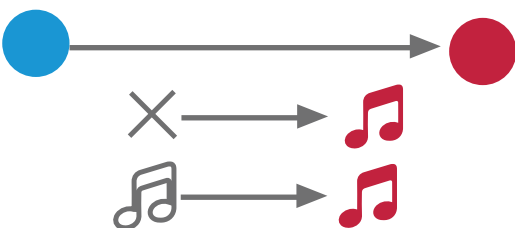
- Call Transfers to IVR — transfer the call to an IVR schema



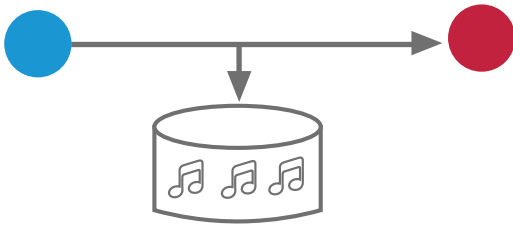
- Consultation calls — consult and optionally transfer the call



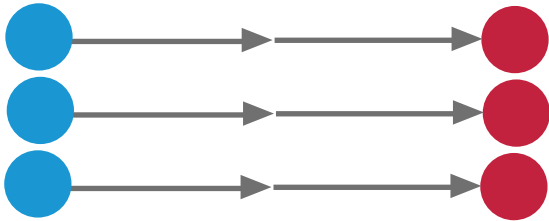
- Positive Answering Machine Detection — detects whether the person on the other end of the line is a human or an answering machine



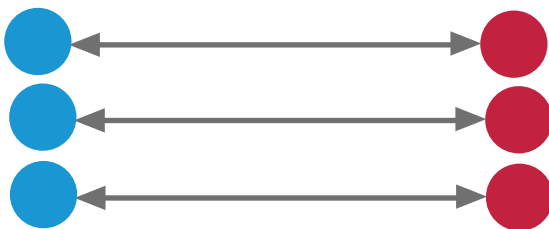
- Call Recording — record, store, play and stream calls



- Open line — agent mode optimized for using a headset

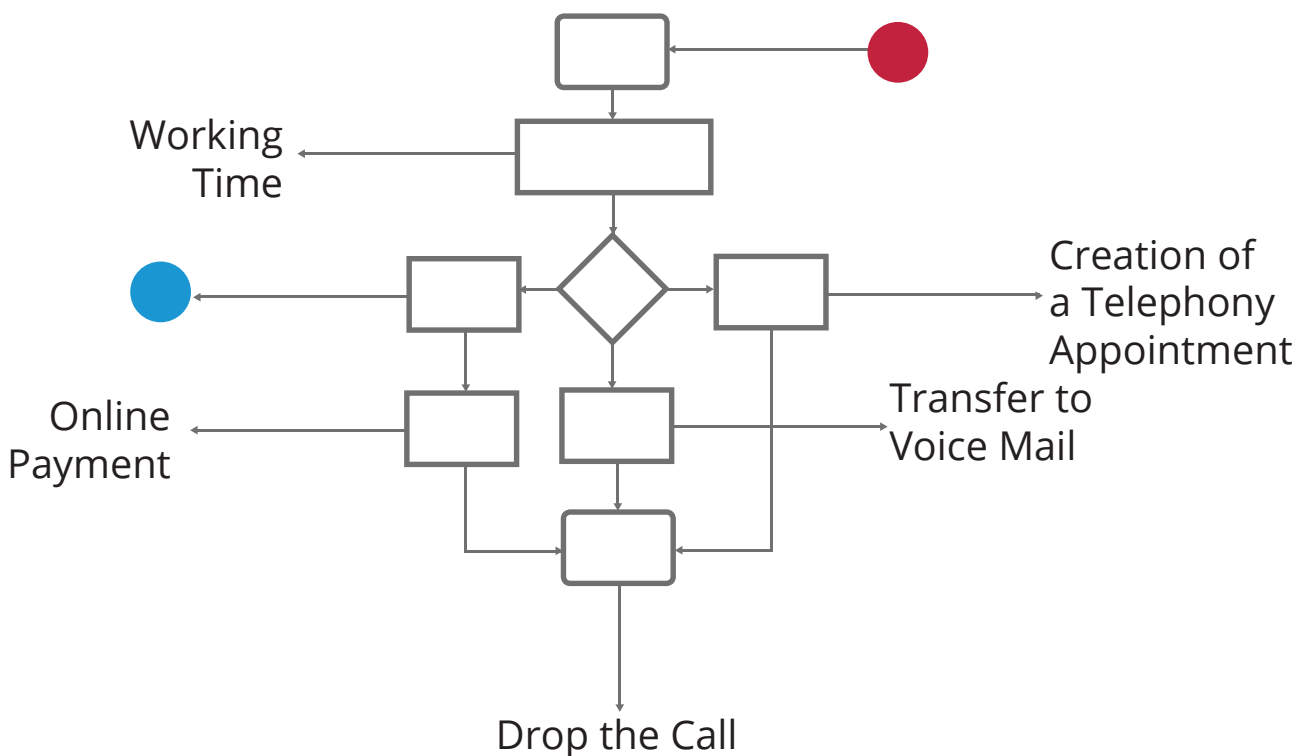


- Closed line — agent mode optimized for using a phone



- IVR management with rich function sets — worktime check, online payment, automatic telephony appointment, voice mail, etc.

IVR (Interactive Voice Response) Theme



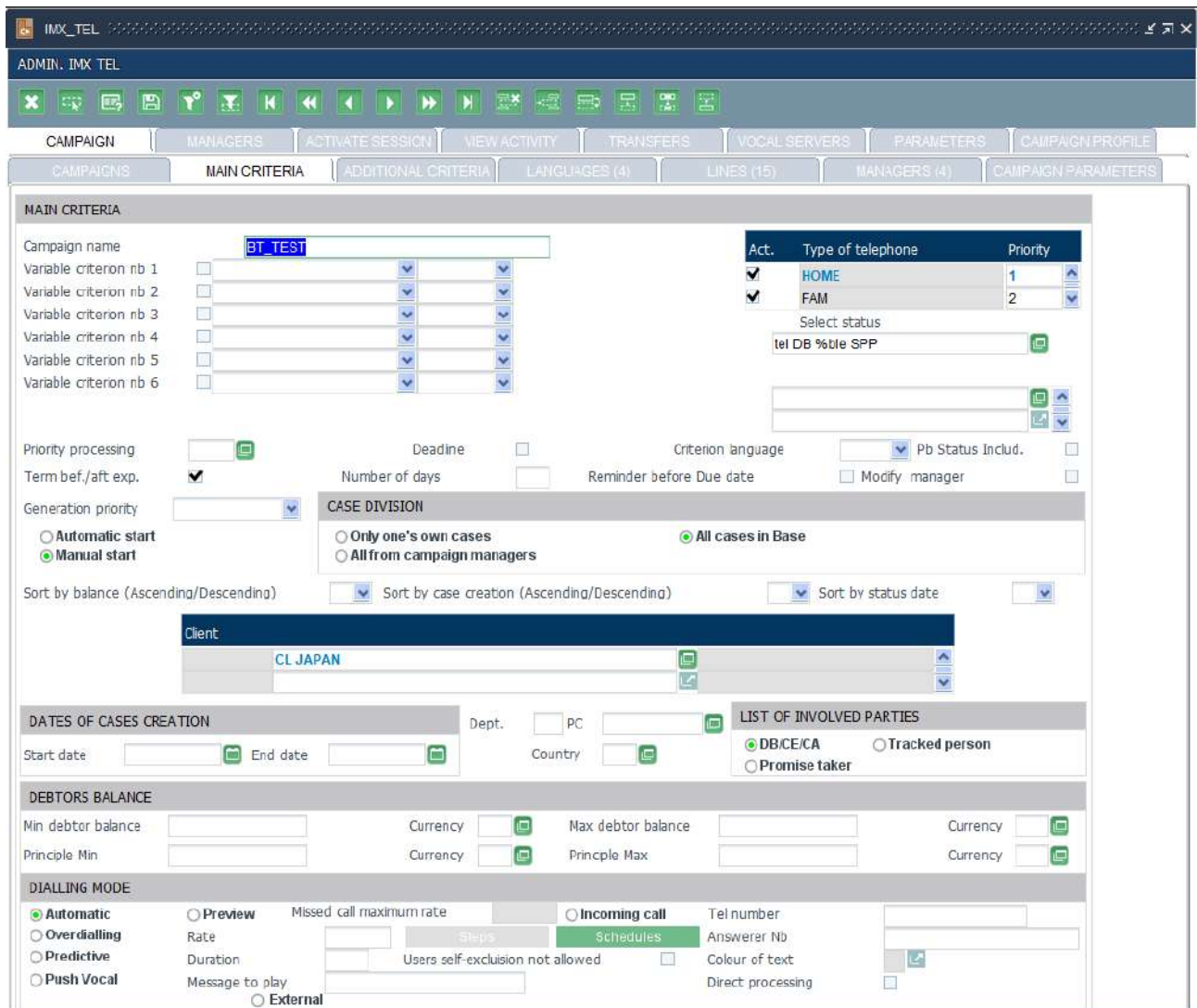
iMX Tel organizes calls into campaigns. A campaign is a set of:

- Rules
- Criteria
- Authorizations
- Parameters

Campaign

How to dial? Automatic, overdialing, incoming, etc. calls	What to dial? Case selected by the database using flexible filters and criteria
Who will receive the call? The user who meets specific criteria	Parameters? Rich set of settings and customizations

Campaign creation allows the user to check many different criteria concerning the case based on the current status of the case, creation date, case balance, variables, presence or absence of information.



iMX Tel procures many real-time and post factum statistics about incoming and outgoing campaign activity and results: number of calls, rates of the calls processed, recalls, instances when the line is busy, average duration of calls, etc.

CAMPAIGNS VIEW

OUTGOING CAMPAIGN | INCOMING CAMPAIGN | AGENDA CAMPAIGNS

Campaign	Date/time launching	End date/time	To process	%	Recall to be processed	%	Already processed	%	In progress
BT_TEST	24/02/2021 10:15		0	0.00	0	0.00	0	0.00	0.00
BT_TEST2	28/07/2020 10:45		0	0.00	0	0.00	0	0.00	0.00
DIRECT	10/04/2020 09:56		0	0.00	0	0.00	0	0.00	0.00
NUGA	28/07/2020 11:02	10/09/2021 12:18	0	0.00	0	0.00	0	0.00	0.00
NUGA2	10/09/2021 12:21		1351	100.00	0	0.00	0	0.00	0.00
PUSH	21/06/2019 11:12	21/06/2019 11:52	0	0.00	0	0.00	0	0.00	0.00
PUSH0			0	0.00	0	0.00	0	0.00	0.00
PUSH2	24/03/2020 11:42		0	0.00	0	0.00	0	0.00	0.00
RALI	10/09/2021 12:17		0	0.00	0	0.00	0	0.00	0.00
TRANSFER	28/07/2020 17:07		0	0.00	0	0.00	0	0.00	0.00
	18/03/2020 14:20		0	0.00	0	0.00	0	0.00	0.00

Campaign type: Automatic Manual Not specified

Phone group: Manager's name: BU: Campaigns filter:

iMX Tel provides full visibility and daily statistics concerning call handlers' activity: processed calls, time spent in pause mode, average call duration, etc.

DAILY STATS FOR MANAGER

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Case	Telephone number	Call Start	Call duration	Case processing duration	Mode

Cumul. time spent in att_tel with avail. managerCumul. time spent in break00:00:00

Call type	Nb of picked up cases	Average call duration	Average duration of case processing	Number of taken commitments	Amount of promises taken	% Commitm.
ALL	0	:	:	0	.00	.00

Info title	Nb of picked up cases	Average call duration	Average duration of case processing	Number of taken commitments	Amount of promises taken	% Commitm.
ALL	0	:	:	0	.00	.00

iMX Tel statistics can be used flexibly by the AD module in different reports:

Dashboard: Calls And Phone Appointments Follow-up

Details on calls								Phone appointments Details							
Client name	Case creation date	IMX case reference	Case category	Product	Type of contacted involved party	Manager	Call date	Client Name	Case creation date	IMX case reference	Product	Phone appointment date	Type of contacted involved party	Manager	di (st)
AUTOVALGUY1	02/01/2019	1901020008	NOT INSURED	RECOURVEMENT	DB	imx	20/03/2020	AGENDA : (17/01/2019	1901170008	RECOURVEMENT	10/07/2020	DB	sve	
AUTOVALGUY1	02/01/2019	1901020008	NOT INSURED	RECOURVEMENT	DB	imx	20/03/2020	AGENDA : (17/01/2019	1901170008	RECOURVEMENT	10/07/2020	DB	sve	
AUTOVALGUY1	02/01/2019	1901020008	NOT INSURED	RECOURVEMENT	DB	imx	20/03/2020	AGENDA : (17/01/2019	1901170008	RECOURVEMENT	07/08/2020	DB	LYUB	
AUTOVALGUY1	02/01/2019	1901020008	NOT INSURED	RECOURVEMENT	DB	imx	20/03/2020	AGENDA : (17/01/2019	1901170008	RECOURVEMENT	07/08/2020	DB	LYUB	
AUTOVALGUY1	02/01/2019	1901020008	NOT INSURED	RECOURVEMENT	DB	imx	20/03/2020	AGENDA : (17/01/2019	1901170008	RECOURVEMENT	07/08/2020	DB	LYUB	
AUTOVALGUY1	02/01/2019	1901020008	NOT INSURED	RECOURVEMENT	DB	codix	14/04/2020	AUTOVALGUY1	02/01/2019	1901020008	RECOURVEMENT	16/04/2020	DB	imx	
AUTOVALGUY1	02/01/2019	1901020008	NOT INSURED	RECOURVEMENT	DB	codix	14/04/2020	AUTOVALGUY1	02/01/2019	1901020008	RECOURVEMENT	16/04/2020	DB	imx	
AUTOVALGUY1	02/01/2019	1901020008	NOT INSURED	RECOURVEMENT	DB	codix	14/04/2020	AUTOVALGUY1	02/01/2019	1901020008	RECOURVEMENT	16/04/2020	DB	imx	
AUTOVALGUY1	02/01/2019	1901020008	NOT INSURED	RECOURVEMENT	DB	codix	14/04/2020	AUTOVALGUY3	02/01/2019	1901020013	RECOURVEMENT	06/08/2020	DB	LYUB	
AUTOVALGUY1	02/01/2019	1901020008	NOT INSURED	RECOURVEMENT	DB	codix	14/04/2020	AUTOVALGUY3	02/01/2019	1901020013	RECOURVEMENT	06/08/2020	DB	LYUB	
AUTOVALGUY1	02/01/2019	1901020008	NOT INSURED	RECOURVEMENT	DB	codix	14/04/2020	AUTOVALGUY3	02/01/2019	1901020013	RECOURVEMENT	06/08/2020	DB	LYUB	
AUTOVALGUY4	02/01/2019	1901020015	NOT INSURED	RECOURVEMENT	DB	imx	09/01/2020	AUTOVALGUY3	02/01/2019	1901020013	RECOURVEMENT	19/10/2020	DB	imx	
AUTOVALGUY4	02/01/2019	1901020015	NOT INSURED	RECOURVEMENT	DB	imx	09/01/2020	AUTOVALGUY3	02/01/2019	1901020013	RECOURVEMENT	19/10/2020	DB	imx	
AUTOVALGUY4	02/01/2019	1901020015	NOT INSURED	RECOURVEMENT	DB	imx	09/01/2020	AUTOVALGUY3	02/01/2019	1901020013	RECOURVEMENT	19/10/2020	DB	imx	
AUTOVALGUY4	02/01/2019	1901020015	NOT INSURED	RECOURVEMENT	DB	imx	09/01/2020	AUTOVALGUY6	02/01/2019	1901020017	RECOURVEMENT	07/02/2019	DB	codix	
AUTOVALGUY4	02/01/2019	1901020015	NOT INSURED	RECOURVEMENT	DB	imx	09/01/2020	AUTOVALGUY6	02/01/2019	1901020017	RECOURVEMENT	07/02/2019	DB	codix	
AUTOVALGUY4	02/01/2019	1901020015	NOT INSURED	RECOURVEMENT	DB	imx	13/04/2020	AUTOVALGUY6	02/01/2019	1901020017	RECOURVEMENT	07/02/2019	DB	codix	
AUTOVALGUY4	02/01/2019	1901020015	NOT INSURED	RECOURVEMENT	DB	imx	13/04/2020	AUTOVALGUY8	02/01/2019	1901020022	RECOURVEMENT	25/02/2019	DB	codix	
AUTOVALGUY4	02/01/2019	1901020015	NOT INSURED	RECOURVEMENT	DB	imx	13/04/2020	AUTOVALGUY8	02/01/2019	1901020022	RECOURVEMENT	25/02/2019	DB	codix	
AUTOVALGUY4	02/01/2019	1901020015	NOT INSURED	RECOURVEMENT	DB	imx	13/04/2020	AUTOVALGUY8	02/01/2019	1901020022	RECOURVEMENT	25/02/2019	DB	codix	
AUTOVALGUY4	02/01/2019	1901020015	NOT INSURED	RECOURVEMENT	DB	imx	13/04/2020	AUTOVALGUY8	02/01/2019	1901020022	RECOURVEMENT	25/02/2019	DB	codix	
AUTOVALGUY4	02/01/2019	1901020015	NOT INSURED	RECOURVEMENT	DB	imx	13/04/2020	AUTOVALGUY8	02/01/2019	1901020022	RECOURVEMENT	25/02/2019	DB	codix	
AUTOVALGUY4	02/01/2019	1901020015	NOT INSURED	RECOURVEMENT	DB	imx	13/04/2020	AUTOVALGUY8	02/01/2019	1901020022	RECOURVEMENT	25/02/2019	DB	codix	
AUTOVALGUY4	02/01/2019	1901020015	NOT INSURED	RECOURVEMENT	DB	imx	13/04/2020	AUTOVALGUY8	02/01/2019	1901020022	RECOURVEMENT	25/02/2019	DB	codix	
CL BEL INHER 070219	17/02/2019	1902120001	NOT INSURED	RECOURVEMENT	DB	imx	20/02/2020	AUTOVALGUY8	02/01/2019	1901020022	RECOURVEMENT	25/02/2019	DB	codix	
CL BEL INHER 070219	17/02/2019	1902120001	NOT INSURED	RECOURVEMENT	DB	imx	20/02/2020	AUTOVALGUY8	02/01/2019	1901020022	RECOURVEMENT	25/02/2019	DB	codix	
CL BEL INHER 070219	17/02/2019	1902120001	NOT INSURED	RECOURVEMENT	DB	imx	20/02/2020	AUTOVALGUY8	02/01/2019	1901020022	RECOURVEMENT	25/02/2019	DB	codix	

Showing data from row 1 to row 200.

The iMX Telephony module has so much to offer that a brief document like this can only give a glimpse of the tool's capability. Our application and business experts look forward to the opportunity to present iMX Tel and the iMX solution in greater detail.

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