

Enterprise Contact Center Virtualization Software, Fitting All Needs!

One of the fastest growing companies in Colombia had implemented successfully a call center virtualization for a big product on his brochure, allowing to cut off up to a 75% its operation costs making more efficient its day to day operations in the country.

riverPBX had born with a concept in mind "Making Business Flow", as one of our slogans for River Software Solutions stands for. The main idea behind is to help companies basing their business in call centers to cut off operation costs highly.

riverPBX has been developed having a great deal of experience with telecommunications companies around the world, knowing the technology inside out, as well as the limits the bad use of these technologies might lead business to shutdown operations.

riverPBX is the ultimate software solution to a contact center problem regarding operation costs. It allows call distribution similar to a PBX, where is possible to localize the agent wherever he/she is to the telephone numbers indicated in the system.

Traditional Call Centers are based on a location with a number of agents (some of them counted into several tens) having huge operational costs associated with their business.

Virtualization allows any call center to reduce on: Location rents or ownership, services associated with locations (electricity, telephone lines, water, etc.), full time employees that need to locate themselves in the call center installation building, employee's work shifts, etc.

riverPBX breaks traditional call centers by:

1. Cutting off operation costs on location, and employee's salaries.
2. Enforcing home-office, or non-situ employee location.
3. Freelancing payments to agents, allowing them to earn more by minutes attended.
4. Increasing their work force by tens of hundreds allowing to attend more calls and leverage on huge return of investment (ROI)
5. Rapid operation deployment.

Based on the award winning Asterik platform, riverPBX leverages on the power of Internet and voice over IP (VoIP) technology to provide those fantastic solutions on virtualization of call centers.

Success Story

Country / Region: Colombia / Latinamerica

Industry: Legal

Customer Profile:

Young, but fast growing company **Achury Santos Group** [<http://as-groupe.com>] is a company that has many branches, ranging from Finance, Banking, Legal, Construction and Health Care.

Current Situation:

Its Legal branch, had implemented a solution called **Dr. Legal**, which aims to provide legal consulting services to the community via a call center, but all its operations are centralized, not allowing to have as many lawyers as needed, and its costs operations growing leaving barely the enough income not to shutdown operations.

Solution Goals

De-Centralize all in-place operations by using virtualization of its facilities, allowing growing in lawyers attending customer requests, from wherever they maybe located in a single moment of a call, allowing to locate the agent (lawyer) either to its mobile phone, land line phone or even its softphone.

Thus:

- Reduce operation costs, cutting off agent locations rents, paid salaries (*moved to freelance jobs, paid as you do*), etc.
- Increment total ROI, and make of Dr. Legal a profitable business.

Expected Benefits

- Intelligent call routing, based upon customizable IVR.
- Records the call for legal and later evaluation purposes.
- The call recordings will be kept in the system for 10 years in a special format for playback
- The system will provide to the end user the chance to check his card PIN remaining minutes.
- At the end of the call, the system will provide the chance for the end user to evaluate the agent.

Be Prepared to Revolutionize Your Contact Center...
 Make it Smaller in Operation Costs
 Bigger on Return Of Investment!



Core Functionality

Herein we'll have a layered view of riverPBX's architecture having the chance to explore its core functionalities and dependencies.

Telephony Technology

The heart of riverPBX is the well-known Asterisk System acting as a soft-telephony-central in charge of commuting inbound and outbound calls. There is no extra logic out of the box in the Asterisk technology we use, besides of helping us to connect incoming calls to either extensions or land lines as well as cellular lines.

For more information about the Asterisk System please refer to its website at:
<http://www.asterisk.org/>

riverPBX Pipeline

On top of Asterisk, we have our special logic to make intelligent the functionality provided by Asterisk, herein the description of its core components.

riverPBX's Database

The way we store data for the virtual call center is proprietary, and its technology is based on MySQL 5.2, were all functionality to interact is through proprietary Stored Procedures containing important logic to commute agents to incoming calls, keep track of logs, calling logs, agent's availability schedule, agent's information and several metadata necessary to provide intelligence to the Asterisk System.

riverPBX's SDK

Since riverPBX complains with the n-tier architecture (3 tier), having clear separation between data, logic and presentation.

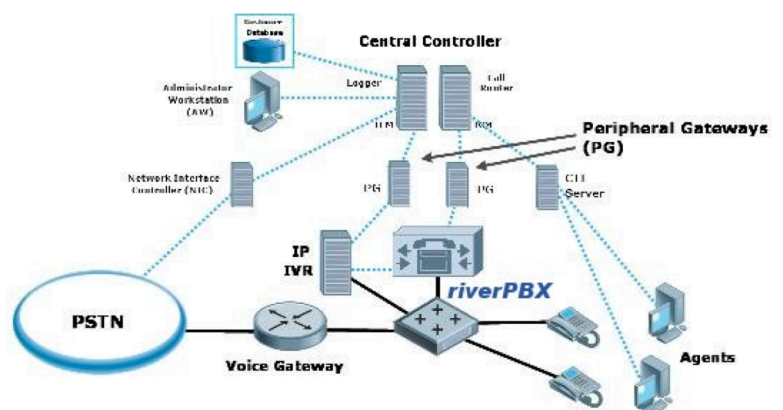
riverPBX's Interactive Voice Response (IVR)

riverPBX's own technology to produce dynamic IVR programming makes it easy to understand and deploy even at runtime without the need to restart the system to make it available. Based on an XML manifest file, in conjunction with our SDK makes possible to instruct Asterisk on how to play this IVR for interaction with the end user.

riverPBX's PIN Management

riverPBX's own PIN management and generation, enables the system to interact and grant access to users to the system.

Architecture



Real Business

Cloud Communication Centers for:

Telecommunication · Banking · Knowledge Management · Insurance · Automotive · Aerospace ·

Proven Success in Real Business

riverPBX's Server

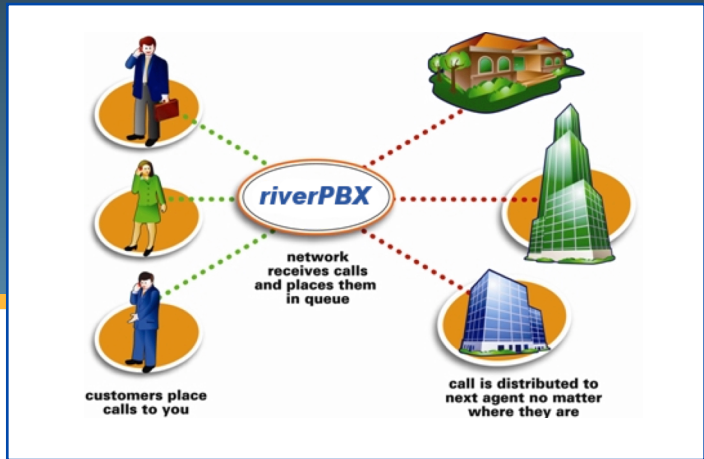
Based on the encapsulated logic on the SDK, runs as the server and is responsible for dispatching and intelligently commuting calls towards Asterisk, is in charge as well of writing all logs in the database. Is the intelligence between the telephony system and the whole agent's logic.

riverPBX's Administration Site

Fully functional and customizable, as well as localizable on any language, administration Web 2.0 site that enables System Administrators and Agents to interact with riverPBX's stored data and meta-data enabling, among many other features, mainly to:

1. Self Agent registration
2. Administration Agent registration
3. Agent's Call Details for Invoice and Billing
4. Agent's Availability Schedule Definition
5. Administrative Call Details
6. Administrative Agents Overview of who is logged, available, and currently talking
7. Administrative Agents Control
8. Administrative Role Management
9. Administrative and Agent Report Generation via JPivot
10. Administrative Site Look and Feel Administration for any business deployment
11. Etc.

Based on riverPBX's SDK (Java 1.5) makes use of an open source web 2.0 framework Zk.



The following are some of the basic characteristics about riverPBX:

- It's a virtual call center where the calls are received and dispatched automatically to the agents registered in the system; in the place they might be, allowing having non-situ agents.
- Calls are dispatched to the agents accordingly to a "user profile" where each agent has special skill set, making him capable of responding specialized calls.
- The agents skill set can be configured on any custom IVR (Interactive Voice Response) menu, allowing users to select any option upon its preferences on the service they want to request.
- riverPBX allows registration of new agents via its web administrative console, where the license agreement is a freelance contract with the call center company where the agent is getting paid by the number of minutes attend effectively.
- Agents can program their respective attention schedule on a flexible calendar, indicating a telephone number based on his location in the time of a time shift.
- Every agent can query its respective total attended minutes, and generate their bills to the call center.
- The agent selection criteria is based upon the following conditions:
 1. The user selects a valid IVR from the numpad menu.
 2. The agent is active on the system.
 3. The agent is ready to receive calls based on his time attention schedule.
 4. The agent is not in a call.
- The system provides several reports that helps call center operation, among those one can find:
 1. Total active agents
 2. Total ready to receive calls agents
 3. Total attended minutes
 4. Total agent attended minutes
 5. Total received calls
 6. Total rejected calls
 7. Technical issues on rejected calls.





About Us...

River Software Technologies SAS is a multinational group focused on innovation in the area of Information Technologies. We help our clients to turn into reality the changes they need in their business to increase their performance.

At River Software Technologies SAS, we create the technology that triggers success in today's businesses, ranging from telecommunications companies, to enterprises alike, initially in Latin America.

Settled in Colombia, we count with the expertise to guarantee that we always provide the best practices in all the software we design and create.

We embrace the Fresh-IT precepts, using Agile methods we build the software that sustain companies in their daily business.

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Compatibility

riverPBX is J2EE compliant with SOA architecture.

riverPBX Core Technologies (JAVA)

- Asterisk
- WAS, WebLogic, JBoss, OracleAS, etc.
- Java
- Oracle, Postgres, MS-SQL, MySQL, etc.
- SUN Solaris, HP-UX, Linux, Windows 2003 R2

System Requirements

riverPBX Server – Hardware

- 2 CPUs 1Ghz+
- 2+ GB RAM
- 60+ GB available hard drive space
- Network connectivity via TCP/IP

riverPBX Server – Minimum Software

Required

- Java (JRE 5.0 or newer)
- Java Application Container
- MySQL 5.x or newer



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