Farlon Agent Desktop

Take your Cisco UCC Contact Center to the next level

Executive Summary

Lower **cost per call** and improve **first contact resolution** with Farlon Agent Desktop.

That's a big claim. How do we do it?

Farlon is unique because it not only interfaces with other relevant applications such as CRM and ERP systems; it also *intelligently* manages your agent's desktop. This one-of-a-kind desktop management ensures that your agents and attendants always have the right application at their fingertips. No more wasting time switching through all open applications on their desktop before they can service their caller.

In addition, Farlon fits all of your Contact Center employees. Supervisors, agents and attendants all use the same application. This new paradigm means that callers come to the right place in the first place, saving valuable time on each call *and* delighting your customers.

Our customers tell us that the best thing about Farlon is the way it fits their work flow. They find this a significant advantage over other applications, where they have to adjust their workflow to fit the technology.

Farlon is a total solution for all of your Contact Center needs:

- Simple to integrate CRM systems, accounting systems and more
- Easy summary of real-time statistics
- Highly customizable user interface
- Fast overview over the current caller
- Best search function of any product on the market
- Immediate access to the right application

The solution is based upon well tested, state of the art technology. This, combined with its simple structure, makes Farlon Agent Desktop an incredibly stable solution that requires minimal maintenance. In addition, it is a very economical solution in terms of price, maintenance, hardware usage and more.

And we know from extensive experience with large installations that putting the system into production is fast and easy. Employees find it simple to master the functionality, and the Office 2013-like interface is user friendly, as well. Farlon gets fantastic satisfaction ratings from attendants, agents *and* customers alike.

We have deep roots in the Contact Center industry and enjoy sharing our experience. If you would like more information about Farlon Agent Desktop, or if you would like to discuss your specific Cisco UCC Contact Center challenges, please contact us today.

Screen Layout

Farlon Agent Desktop is organized into three sections: (Figure 1)

The Queue Barometer is displayed on the right **(A)** and can be auto-hidden or visible. This shows skill based statistics for the queues associated with the agent. Warnings and alarms can be defined to visibly and/or audibly alert the agent when a value exceeds a predefined setting. And even more in-depth statistics information is available from the Statistics tab **(B)**.

This wealth of information gives everyone an overview of the Contact Center's performance. And it means that supervisors need only one application to manage their Contact Center *and* service calls.

The **call service window (C)** is displayed in the middle. This shows all relevant information when a call is answered: ANI and DNIS numbers, results of IVR entries and also relevant database information regarding the caller.

The window displays pushbuttons for servicing calls as well as other Contact Center related functions. These pushbuttons change automatically depending on the Tab **(D)** being used. The user can define custom pushbuttons for frequently used functions.

The amount and appearance of information in this window can be customized to optimize workflow for your agents and attendants (see more in the User Interface section).

The **application/function window (E)** is displayed at the bottom. This shows extended Contact Center statistics and a built-in web browser which can also be customized. It also services the built in switchboard as well as any of the customer's own integrated applications.
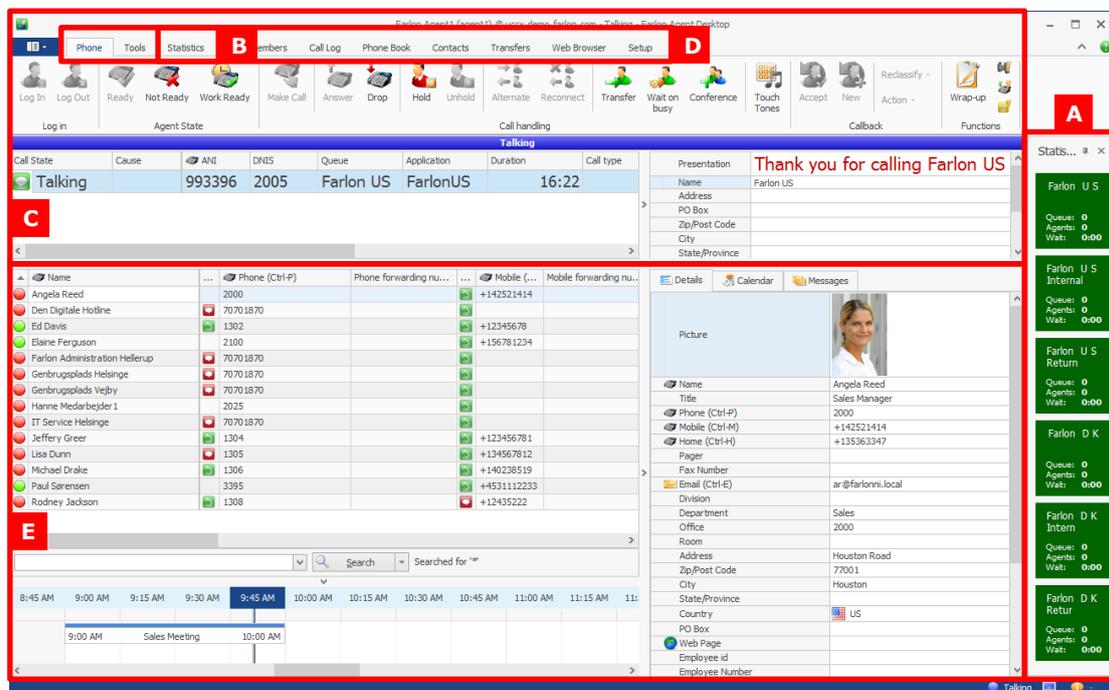

Figure 1

User Interface

The user interface has an Office 2013 look and feel. Employees can customize its appearance using one of the many pre-defined themes. (Figure 2)

Farlon's appearance can also be customized by resizing windows, columns and rows - simply by dragging their borders. Plus, a built-in column picker lets employees display exactly the data they need to handle calls as quickly as possible. (Figure 3)

All individually defined settings are saved and restored from the central database each time the user logs on – regardless of the computer they are using.

Figure 2

Switchboard

The built-in switchboard is loaded with everything from traditional PC switchboard functionality to modern IP-telephony features. Because of this, you can even move your entire switchboard function out into your Contact Center. That's a great way to significantly increasing first contact resolution.

Farlon's search technology beats everything on the market:

Figure 3

- The search method adapts to your situation.
- You can use *true* phonetic searching, wildcard searching or exact searching to find the right person or function to service the caller.
- All contact information can be combined with notes (extra information) that are available using shortcut keys.
- You can customize all search pictures with the information that best fits your routine.
- The wait-on-busy function lets you put a caller on hold if the relevant employee is busy. When the employee is free, the waiting call either returns to the switchboard or to the relevant queue.
- The Drill Down pushbutton allows you to get additional information from a search result, such as all members of the same department, location or office.
- You can even customize the fields on which your searches are executed for precise and fast results.
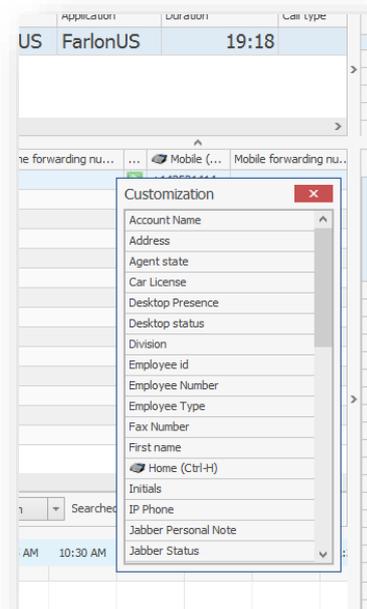
The switchboard's telephone book integrates with Microsoft Active Directory (AD) by default and can be customized / extended into other systems (such as HR). Farlon Presence, an add-on module, can supplement the switchboard with free/busy information from the Cisco UCM server, online calendar information from Microsoft Exchange or calendar information from Lotus Notes.

More Functionality

Turn your Cisco UCC Contact Center platform into a total solution. Here's a description of a few more features you get with Farlon Agent Desktop:

- **Wrap up time**: Define wrap-up time all the way down to the individual agent based on ANI or DNIS number, task, time, qualifications, etc.
- **Reason for call:** Following a call, the agent can choose between a predefined list of reasons the caller had for making the call. A set of results can be associated with each reason.
- **Not ready reason:** An agent can select a reason for their Not Ready status from a predefined list.
- **Log off reason:** An agent can select a reason for logging off from a predefined list.
- Ask us about more…

Extension modules

Here's yet another example of how Farlon fits your work processes, as opposed to conforming your work processes to fit the technology. Farlon, their dealers and even system administrators can add functionality to the system by creating extension modules using the Extension Module Plug-in API. These modules can integrate a CRM or accounting system or can add a database lookup – any specific function you may need. Any experienced .NET programmer can easily add functionality to Farlon Agent Desktop.

Language pack

Farlon Agent Desktop is currently available in Danish, English, Swedish and Norwegian. But with a simple tool it can be translated to any language or even customized to accommodate a specific dialect or terminology. This gives users the impression that Farlon was designed in their own language or tailored to their own industry. No more hassles with application text in one language - help text in another - and shortcut keys in yet another!

Technology

Farlon Agent Desktop is based on .NET 4.0 and is updated regularly to support our strict requirements for stability.

Farlon Agent Desktop is a pure client based solution. Each client communicates individually with Cisco's UCC platform via CTIOS (UCCE) or UCCXCTI (UCCX) and uses a standard Microsoft SQL Database for warehousing of data, configuration, telephone book information, etc.

All data in the SQL database, including configuration data, is managed using the accompanying administration tool. This tool is comprehensive and is only recommended for use by trained personnel.

Farlon Presence consists of several server processes which individually retrieve information from Cisco UCM, Microsoft Exchange, Notes and Mobile carriers respectively. This data is written to the common SQL database. Farlon Presence for UCM free/busy is a Java component that uses JTAPI. Farlon Presence for Exchange is a .NET component that uses WebService for Exchange 2007/2010 and WebDAV for Exchange 2003/2007.

Farlon Agent Desktop also runs on Microsoft Terminal server and Citrix. However, it is not currently certified on these platforms.

Farlon Agent Desktop's SQL database is built so that agents can easily be divided into smaller companies. This means that installations using Farlon Agent Desktop can operate in a hosted environment with multiple companies on the same UCC installation. Ask us for more detail about this feature.

The underlying technology of the solution makes it extremely stable. Errors will not create production stops. They will, in a worst case scenario, only create loss of available information.

System Requirements:

Farlon Agent Desktop for UCCX

Client PC

Windows: XP SP3, Vista SP1, 7, 8 or 10
Free space on hard disk: 500Mb

Database

SQL: Microsoft SQL server version 2005, 2008R2 or 2012R2
1 SQL client license per Farlon Agent Desktop client

Cisco UCCX interface

UCCXCTI Protocol version 9 through 12

Farlon Agent Desktop for UCCE

Client PC

Windows: XP SP3, Vista SP1, 7, 8 or 10
Free space on hard disk: 500Mb

Database

SQL: Microsoft SQL server version 2005, 2008R2 or 2012R2
1 SQL client license per Farlon Agent Desktop client

Cisco UCCE interface

CTIOS version 7.00 through 9.01

Farlon Agent Desktop 2.4 – CTIOS version 9.01

Farlon Presence

Installs on a Microsoft server 2000, 2003 or 2008

Selected References

- **SKAT** (the Danish tax authority) –more than 10,000 employees and over 800 Farlon Agent Desktop workstations.
- **DSB** (the national Danish railway system) –more than 15,000 employees and over 200 Farlon Agent Desktop workstations.
- **Vestas Wind Systems** (the world's largest manufacturer of wind turbines) **–**more than 4,000 employees and over 10 Farlon Agent Desktop workstations.
- Ask us about additional installations made under individual dealer's brand names.

About Farlon

Farlon has been helping Contact Centers meet their target service levels, optimize performance and improve overall customer experience since 1998.

Our software is a leading Cisco UCC Agent Desktop solution. We work closely with Cisco system integrators and resellers to deliver complete solutions to their customers.

We feel strongly that by empowering all Agents and Attendants with the same easy-to-use functionality, a Cisco Unified Contact Center can achieve its maximum efficiency. Farlon is unique because it intelligently manages your agent's and attendant's desktop, putting the right information at their fingertips – every time.

We enjoy sharing our experience. Call today to discuss your specific Contact Center challenges!