



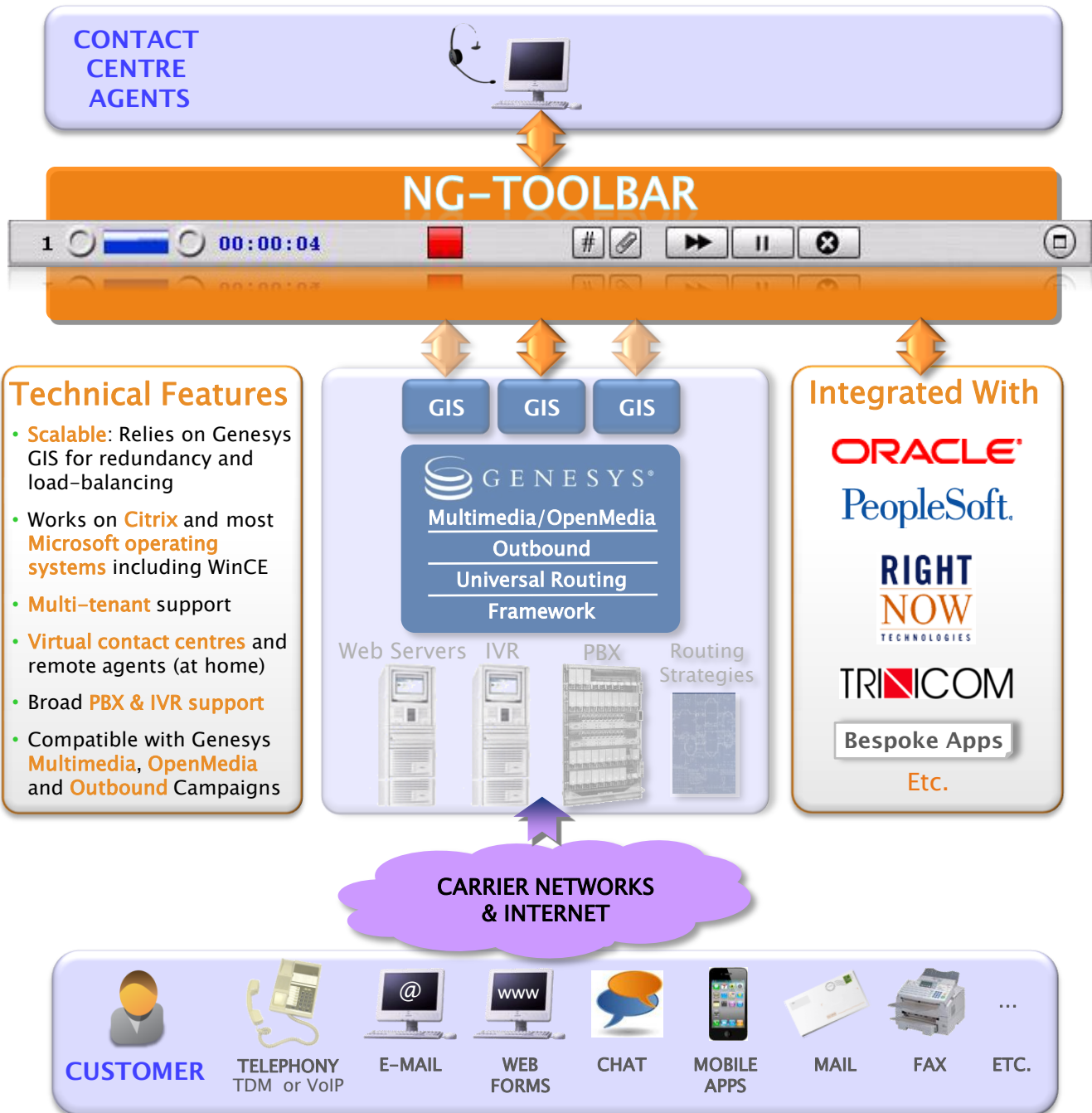
# NG-Toolbar

In today's challenging business environment, your contact centre is more than ever a key element of your corporation's success. The agent desktop software used by your customer service representatives is the cornerstone of your contact centre efficiency.

The **NG-Toolbar** is a next-generation, state-of-the-art agent desktop solution for your Genesys contact centre suite, empowering your agents by giving them a seamless access to the full capabilities of your multimedia contact centre components and your front-office applications.

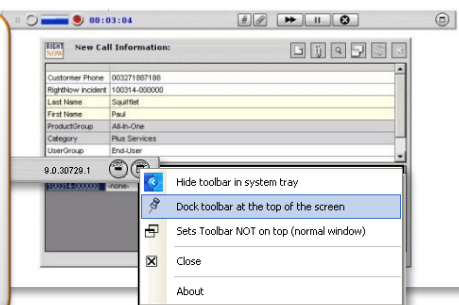
The **NG-Toolbar** leverages upon industry-leading standards such as Genesys AIL and GIS to provide the best integrated view and automated control of your contact centre. Its unmatched features make the difference everyday for the corporations who have adopted it.

Don't miss an opportunity to see what the NG-Toolbar can bring to your business, don't hesitate to contact us...



## Appearance and Configuration

- Default compact look & feel with **minimal screen footprint**
- Can be minimized in system tray, anchored, always on top, etc.
- **Can be embedded/hidden** and piloted from another application
- **Central configuration** with specific behaviour and look & feel per site, agent group or agent (most toolbar features can be restricted)
- NG-Toolbar **appearance can change dynamically** based on customer segmentation, routing events (e.g. customer having waited too long)



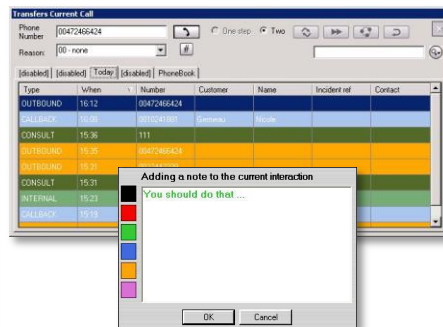
Stat	Value
Queue	Value
CallMe	1
Voice-Affinity	0
Voice-Contracten	0
Voice-Klantendienst	0
Voice-Schade	0
Total	Current Longest Wait
Avg CallMe	00:00:22
	Voice-Affinity 00:00:00
	Voice-Contracten 00:00:00
	Voice-Klantendienst 00:00:00
	Voice-Schade 00:00:00

## Real-Time Statistics and Alarms

- NG-Toolbar can display any **statistics available in Genesys** including global and agent-specific performances (call duration, SLA, etc.)
- Warns agent of **personal alarms**, with threshold configurable per site, agent group or agent – for example to inform an agent that (s)he has been in “not ready” state for too long
- Statistics displayed are **consistent with Genesys** reporting
- **Preview of the availability** of a call transfer target, with colour codes

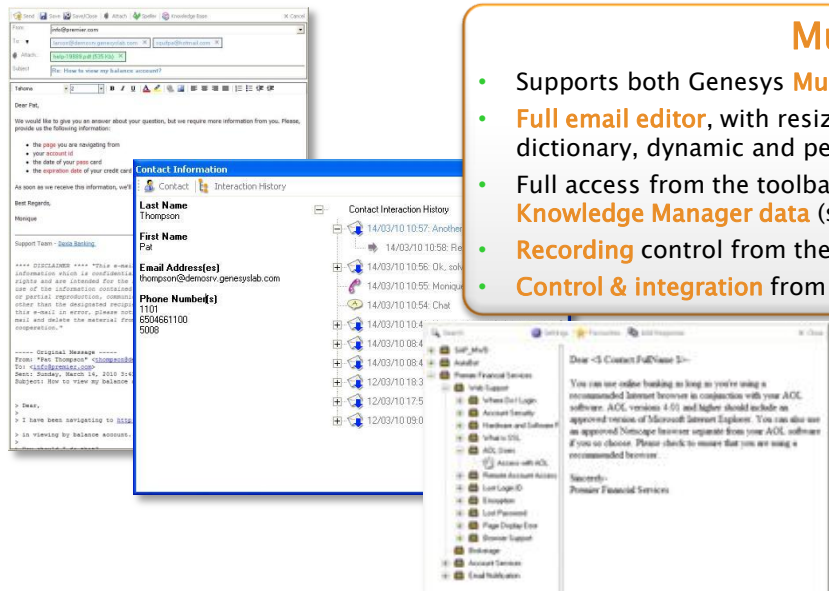
## Call Control

- Answer, Disconnect, Hold, Retrieve, Consult, Alternate call, etc.
- Transfer & Conference with **search feature** (in **configured Genesys objects, internal phonebook** or **external corporate directory**)
- Dial (speed dial, last contacts, contacts from external application)
- Send **DTMF**, including automated IVR bypass for external transfer
- Ability to attach a written **internal note** to any interaction/call
- Redirect On No Answer (**RONA**) implemented in the NG-Toolbar



## Multimedia

- Supports both Genesys **Multimedia** and **OpenMedia**
- **Full email editor**, with resizable edit panes, multi-language dictionary, dynamic and personal signature, etc.
- Full access from the toolbar to **Genesys interaction history** and **Knowledge Manager data** (standard response, favourites)
- **Recording control** from the toolbar
- **Control & integration** from the toolbar of **external applications**



And many more features...