



VETERAN™
CONTACT CENTER



Management Information Systems (MIS)

VCC has made a pledge for continued proven technological advancements to meet the ever-changing needs and sophistication of its clients. VCC finds it important to stay on the cutting edge of technology and for this reason has a highly advanced MIS Department. This enables VCC to set up programs with reduced lead-time for its clients.

Programs can be created in a matter of days, and program changes and updates can be implemented within a short timeframe. The tremendous flexibility and IT experience of VCC's MIS Department provides the edge that makes VCC extremely successful in achieving program success as well as client satisfaction.

The following is a description of the VCC systems.



VCC MIS Central Systems

The VCC central systems consist of multiple Ethernet LANs upon which several application, database and telephony servers are implemented. Client databases and business applications all run on the latest Microsoft server platforms.



Storage

Database server storage is in excess of 5 terabytes with redundancy using RAID. This amounts to roughly 1 billion records of data post-production and 1 billion records of source data pre-production and extensible. A double DAT tape is implemented on each server for full disaster and fail-over recovery of system and data files. Server clustering configurations are employed for high availability.



Archive

Weekly global backup, as well as every other weekday tape backups, are duplicated and stored off-site at an EDP-rated vault. Client programs are purged 30 days after a program's end. At the client's request, a different purge time could be implemented. Typical archive life is two years.



Call Center Stations

Each workstation runs Windows XP and is coupled with a LCD flat screen monitor. On-screen intelligence virtually eliminates operator error for securing application data. Quality Assurance personnel have immediate access to sales generation information, which drastically reduces processing times.

**Telephony**

Telephone equipment consists of a predictive dialer and inbound call manager built on Avaya's latest telephony platform using the Avaya S8700 Multi-Connect with MultiVantage system. Workstations running our CTI (Computer Telephony Integration) applications connect through the adjunct Avaya Computer Telephony servers. Voice communication is done over Avaya digital phones with attached headsets. All inbound/outbound lines are full ISDN.

**Predictive Dialer**

VCC has its own "true" predictive dialer. The dialer determines the best time to call a lead based upon the historical data and can adjust the calling pattern in real time. Masterpiece enables VCC to achieve high contacts per hour giving the production management the ability to concentrate on the leads that will perform well during a particular time of day. Language Support is flexible--VCC's language support varies depending on the needs of it's clients. The language supports we use include, but are not limited to:

- ANSI C
- Microsoft .NET
- Java
- Microsoft TSQL
- Web Services (SOAP, UDDI, WSDL)
- HLLAPI (SNA server for virtual 3270)
- Visual C++
- HTML / JavaScript / CSS
- ODBC / JDBC / OLE DB
- XML / XSLT

VCC retains full power redundancy. All systems have battery UPS in addition to being connected to a generator in case of power outages.