



traditional call centers handle only voice-based customer contact

IP-based contact centers (IPCC) enable receipt of all types of customer contact, including:

- voice (telephone, IVR, speech recognition and voice verification)
- e-mail
- web (push-to-talk)
- fax
- support for emerging channels



i n v e n t

expand the ways
your customers
can contact you —
move to an IP-based
contact center

why IP Contact Centers (IPCC)?

Enterprise IP Telephony solutions are scalable, distributed and available and offer a smooth migration from legacy-separate infrastructures to a single converged voice, video and data network.

These capabilities allow receipt of all customer contact while simultaneously enabling organizations to dramatically reduce their cost of ownership and deployment. IPCC is an open, software-based routing solution, providing more timely, accurate and accessible information than hardware solutions can offer. And because IP Contact Centers are based on open-industry standards, it's very easy to extend contact center capabilities with the many innovative third party add-on that are available.

HP's IPCC Fast Start

HP's IPCC Fast Start are shrink-wrapped, packaged solutions, comprised of software, hardware, implementation services and on-going support.

why HP's IPCC Fast Start?

Establishing a state-of-the-art IP-based contact centers can be risky and expensive. By choosing HP's IPCC Fast Start, your organization can leverage the experience and knowledge that HP Services has gained during many successful IPCC deployments around the world.

For more information, call Hal Jones, Jr. at 404-774-2456 and let HP Services take the risk and expense out of your IPCC deployment.

HP's IPCC Fast Start package choices

HP's IPCC Fast Start packaged solutions have been developed to optimize the capabilities of Cisco's leading-edge IP Contact Center software and HP and Cisco hardware platforms. HP offers two IPCC Fast Start solution choices, both of which offer standard flexibility options and the ability to be easily enhanced with the purchase of additional products and services.

simplex solution package — 48 agents, 2 supervisors

- 1 each of Cisco Call Manager, Cisco Queue Manager (30 ports), Cisco ICM Router/Logger & Cisco ICM PG installed on rack-mounted Proliant servers with KVM switch, monitor and keyboard
- 1 Cisco PSTN/VoIP Gateway with 90 Trunk Ports
- Optional 72 10/100 Cisco LAN Switch Ports with 50 Cisco IP telephones
- Consultancy for installation and configuration for all of the above and: Cisco Agent Desktop, up to 5 skill groups, single level IVR with up to 20 English language announcements, up to 3 screen pops, standard Webview reports set up

duplex resilient solution package — 92 agents, 8 supervisors

- 2 each (redundant) of Cisco Call Manager, Cisco Queue Manager (30 ports), Cisco ICM Router/Logger & Cisco ICM PG installed on rack-mounted Proliant servers with KVM switch, monitor and keyboard
- 2 Cisco PSTN/VoIP Gateway with 150 Trunk Ports
- Optional 120 10/100 Cisco LAN Switch Ports with 100 Cisco IP telephones
- Consultancy for installation and configuration for all of the above and: Cisco Agent Desktop and CTI, up to 5 skill groups, single level IVR with up to 30 English language announcements, up to 3 screen pops, standard Webview reports set up

additional call center solutions

Through our partner, Telenomics, HP's IPCC Fast Start can also offer a web-based call accounting and management solution. This package is designed to assist you in managing and allocating telephony costs within your company. Some features of this package:

- call center tracking by agent
- single or multiple call centers
- incoming/outgoing calls
- track by client or customer id
- call center tracking by agent
- standard or custom billing
- drill down inquiry reporting
- call center and/or company wide reporting
- server based with multiple web clients

Please contact Telenomics at 800-328-1177, or email to sales@telenomics.com for further information on the Telenomics solution.



why HP?

HP has been a Global Cisco Systems Integrator since 1992. HP has the highest level of Cisco partnership – Gold Certified, and is a Cisco Advanced Technology Partner (ATP) for the Contact Center technologies.

In recognition of advanced capabilities, HP has won the following Cisco awards:

- UK Global Partner of the Year – 1999
- UK Solutions Partner of the Year – 2000
- UK Solutions Partner of the Year – 2001
- EMEA Solutions Partner of the Year – 2001
- UK IP Telephony Partner of the Quarter – Q4 2001

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