

iET® Connect

Integration of CTI and IT Service Management

iET Connect at a Glance

- ▶ Combining iET ITSM with iET Connect allows screen-based handling of all customer related activities.
- ▶ For an incoming call, the callers are identified by their telephone numbers or by their customer identification in iET ITSM. The customers main information is then automatically filled into the form.
- ▶ All information such as history of conversations, incidents, service requests and changes are displayed in the account contact form.

Standard Telephony Functions

The following telephony functions can be carried out over the graphical user interface of iET ITSM:

- ▶ **Call:** Any telephone number (company, private, mobile) can be selected from the data pool or typed in and dialed.
- ▶ **Answer/end call:** Done by clicking on a single button.
- ▶ **Hold calls:** The call can be interrupted without completely cutting the connection (unlike hanging up).
- ▶ **Forwarding (transfer):** The callers can be forwarded with or without advance announcement. The callers history is also forwarded.
- ▶ **Request:** Another participant can be called while putting the initial call on hold. A copy of the customer file may also be sent to the second participant.
- ▶ **Establishing a teleconference:**
At the touch of a button, a new number is dialed and the existing connection is put on hold. All participants are connected at another touch of a button.

Computer Telephony Integration (CTI) has added Value for IT Service Providers

Employees and customers expect fast and friendly service and prompt completion of jobs from their IT service provider or internal service desk. Long waiting times, being frequently put on hold or waiting for a return call are just some of many reasons for angry customers. Customers are satisfied, if the service desk employee has full personal data instantly available and is able to address them by name. The solution for this is the integration of iET Connect, a powerful communications technology, with iET ITSM.

Advantages of integrated CTI Functionality

- ▶ **Transparency**
Information flow within the company and information exchanged with external customers and suppliers are accelerated considerably. iET ITSM ensures that all information is subsequently available to all users. The history of conversations as well as related incidents, changes or service requests are available immediately. If needed, related configuration items and additional data are only a mouse click away. All service desk employees can see at a glance which colleague is logged in to the system and who is available for further questions or to forward the call to.
- ▶ **Ease of Use**
Common telephony functions such as dial, connect and pause are available on the screen. The graphical elements are easier to operate than the typical button combinations on many telephones.
- ▶ **Immediate Help**
A well-structured known error database is available as soon as a new call comes in and the customer form opens automatically. This provides optimal support to solve a wide range of issues.
- ▶ **Outbound Telephony**
The contact is dialed by a click of the mouse via iET ITSM. There is no more tedious searching for numbers and dialing via the telephone itself.
- ▶ **Complete Documentation**
When a call is forwarded, the telephone system also forwards the complete record including the history of conversations. So no calls go "missing" during peak hours and all calls are answered in the shortest possible time.
- ▶ **Process Automation**
The control of the telephone via CTI is fully integrated with iET ITSM. There is no need for an external application on the user's PC. Thus, all CTI functions can be integrated and distributed in any form. By mapping business processes on the basis of workflows, incoming incidents are routed to either the employee responsible or an available assistant. This flexibility helps to make telephony more comfortable and lends greater support to the processes.

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ACD Functions

iET Connect also permits the activation of an ACD system (Automatic Call Distribution). The following ACD functions can be carried out with iET Connect:

- ▶ **Log in/log out:** The agent can log in to and log out of the ACD system.
- ▶ **Follow-up time:** The agent is able to adopt the status “following up” after the call.
- ▶ **Break mode:** The agent can log out of the ACD system to take a break and can log in again after the break.

The screenshot shows the iET Enterprise WorkCenter interface. On the left, there's a sidebar with 'My Favorites' and 'Application Items'. The main area is titled 'CTI - Control' and shows a 'Contact Information' form for 'Herr Stefan Müller' with address 'Boschetschrieder Str. 67, 81379 München, GERMANY'. Below this is a 'Select Communication' section with fields for Phone, Company Phone, Call Phone, Home Phone, and Fax. The 'Dial In' section has an 'Email' field with 'smüller@ietad.com'. To the right, there's a table of incidents with columns: Type, Logged date, Priority, Status, Short description, Owner, and Owner group. The table lists 8 incidents, mostly 'Incident' type, with various statuses like 'Gelöst' or 'Neu'. At the bottom, there are buttons for 'Create new Incident', 'Create Change', and 'Create Service Request'.

Example for an account contact form opening automatically when a call comes in.

Architecture

iET Connect is based on Syntellect middleware, permitting integration with all major telephony systems. The current list of supported telephony systems can be found here: <https://www.bressner.de/en/products/unified-communications-en/ip-phone-systems/>.

iET ITSM and the telephone system communicate via a server-to-server connection. Therefore, no physical connection is necessary between the PC and the telephone; nor is any extra software required on the client PCs. The agent can therefore operate all telephony functions using the graphical user interface of iET ITSM.

A CTI server forms the basis of the integrated solution. This is where all CTI functions are controlled. These include:

- ▶ ACD procedure calls from the iET ITSM client are analyzed by the CTI server, missing data is located in the database, processed and subsequently passed on to ACD.
- ▶ For outgoing calls, the telephone number is checked for valid format and corrected if necessary and then sent to the telephone system via Syntellect.
- ▶ The CTI server directly processes information supplied by the telephone system (e.g. telephone statistics).
- ▶ The CTI server records all activities in protocols and writes them to a database.

The screenshot shows the 'iET Enterprise WorkCenter' interface with a table of agents. The table has columns: Rep, Login Name, Host Name, DN, Logged On, Last Change, Peace, ACW, ACD Code, and CTI Server Host. The table lists 5 agents: 1. KOPPEL, 2. KOPPEL, 3. KOPPEL, 4. KOPPEL, and 5. KOPPEL. The 'Logged On' column shows various times, and the 'Last Change' column shows '23.10.2008 18:00'.

Availability of service desk agents

ABOUT iET SOLUTIONS

iET Solutions, a division of UNICOM® Global, helps large and midsize enterprises to increase the efficiency and security of their IT operations and infrastructure. Organizations around the world use software from iET Solutions for IT service management (ITSM), software asset management (SAM) and enterprise service management (ESM). The company has more than three decades of experience in service management and works with organizations across all industry sectors.

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