



**business agility**  
agile teams, consultancy & integration

## SMS Alert Manager for Teleopti CCC

SMS Alert Manager is an enhancement for Teleopti CCC that notifies agents about changes to their schedule via Short Message Service (SMS) messages.

Users are able to configure Teleopti CCC to automatically send schedule changes to related agents. Users can also choose to send notification of changes manually, choosing the recipients of the SMS message from an organisational tree.

Users are also able to choose between sending notification details of all schedule changes or single activity specific changes. In addition, the operator can pick one or even several 'Meetings', 'Personal Shifts', 'Shifts' or 'Absence' specific changes.

Further benefits of SMS Alert Manager enable you to:

- Ensure your remote staff or home-workers remain up to date with schedule changes,
- Notify agents of schedule changes before their next shift starts,
- Send the right information to the right person at the right time whilst it is still valid



## Business Agility Products for Teleopti CCC

Drawing on its 11 years of Agile software development experience, Business Agility has created and built a range of feature rich add-ons that enhance Teleopti's advanced work force management solutions for contact centres. When paired with these solutions, Business Agility's add-ons create a flexible and affordable way to integrate specific customer requirements with the core functionality of Teleopti CCC.

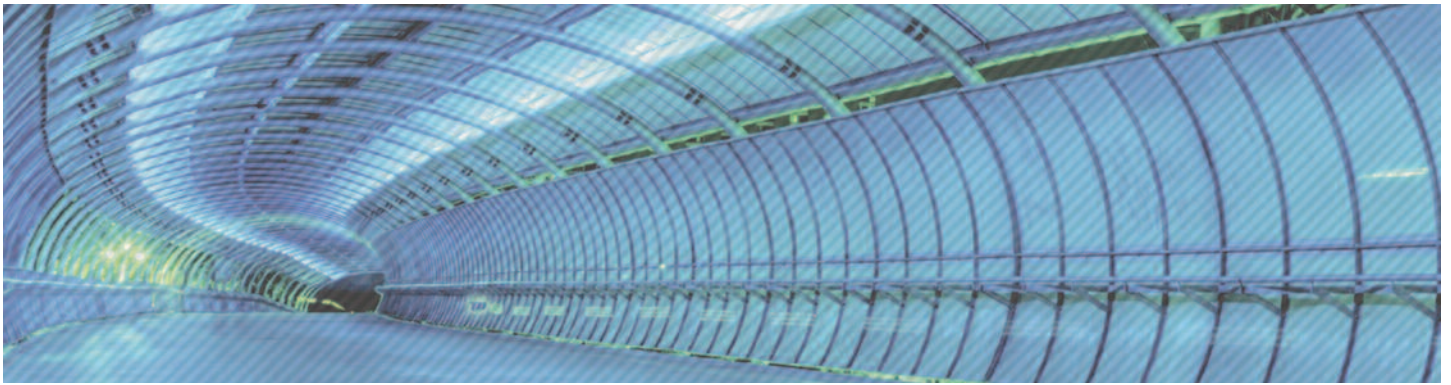
The Teleopti CCC solution enables contact centres to immediately create accurate forecasts, attain optimal utilisation of the contact centre's resources and gain better balance in staffing. In addition, scheduling within the system is optimised automatically, enabling companies to minimise the risk of both over staffing and under staffing, irrespective of changes in service demands, over any period of time.

Business Agility and Teleopti are both Microsoft Certified Gold Partners.

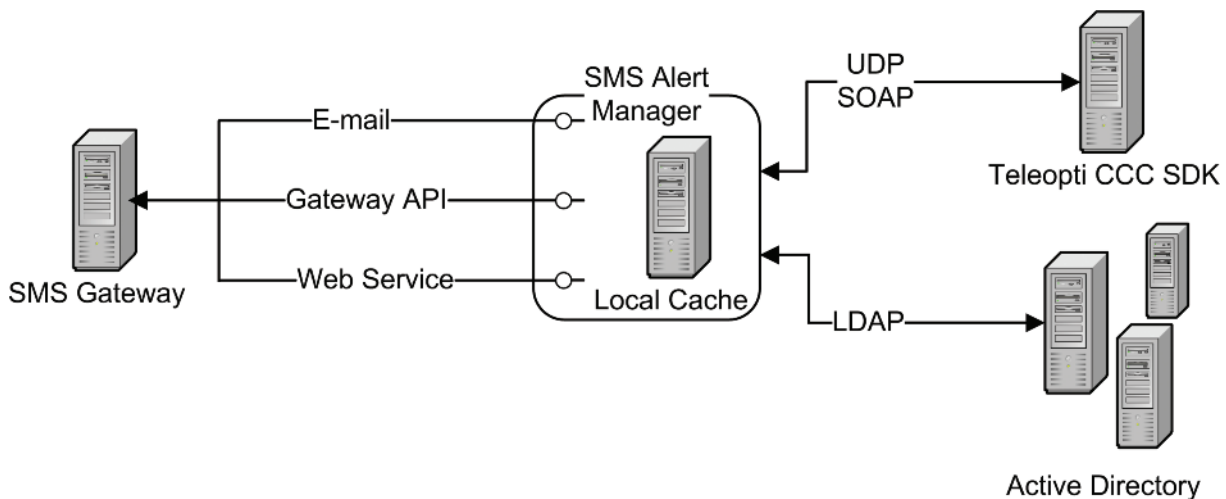
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## Integration into Teleopti CCC



## About Business Agility

Business Agility provides specialist software development and integration consultancy services to the World's most successful organisations. Its highly skilled consultants have the knowledge, ability and vision to ensure any project is delivered on time and to budget, using traditional and agile methodologies.

Business Agility is a Microsoft Certified Gold Partner with a wide range of Microsoft based competencies including SharePoint 2007 (MOSS), .NET Custom Development and Business Intelligence and Reporting.

Business Agility also specialises in J2EE based CRM and Contact Centre implementations.

For further information as well as details on Business Agility's full scope of competencies, please visit [www.business-agility.com](http://www.business-agility.com) or contact **Anthony Harrison** on +44 (0)1462 476160.

## About Teleopti

Teleopti is one of the world's leading providers of solutions for strategic work force management in contact centres, as well as cost and quality control voice and IP enterprise networks.

Teleopti is known for developing solutions with superior technology, based on customer needs, which are easy to implement and use. Solutions such as Teleopti CCC and Teleopti Pro are also available from their global network of business partners. Hundreds of enterprises in EMEA, including E-ON, Manpower, NHS Direct and Vodafone, rely on solutions from Teleopti to improve operating efficiency and service levels.

For further information, please visit [www.teleopti.com](http://www.teleopti.com).

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