Cairo

Cairo (Company Automatic Intelligent Routing) routes company incoming calls in accordance to specific internal contacts, company own rules and automatic call distribution based on agents' skills and callers' preferences. In addition, all calls can be automatically routed to users' mobile location in case of emergencies.

Cairo improves companies' productivity by providing a comprehensive control tool allowing production managers to gain insight into improved operating efficiencies. Cairo's operations are based on working time, activities and business processes at the companies that deploy it.

Main Benefits

- o   Call routing based on specific internal events
- o   Automatic Call Distribution
- o   Business Continuity Telephony Processes in case of Disaster Recovery Plans

Cairo improves company call distribution rules while identifying the caller. Cairo extends the business benefits of Integrated Communications and Communications Enabled Business Processes (CEBP) to contact centers and other volume call-handling businesses; as examples, it provides these possibilities:

1.   According to in real time up dated criterias, an incoming call is routed towards the best qualified agent, and in case he is not available, automatically rerouted to the second best qualified one, etc… Users' availability is determined from a combination of their personal availability, PC presence and telephony status.

    Cairo assists to the automated customer/sales relationship therefore maintains relevant user informed when taking over customers/clients due to staff absence or staffing changes hence ensuring a smooth transition of callers' key information while delivering high levels of customer service.

2. By creating a "virtual" Corebridge user profile, a particular caller (or group of callers) will always be routed to particular extension numbers regardless of who they originally called.

3. With a single configuration change and without any changes performed on the PBX or the telephone device, all inbound calls will be routed to users' mobile numbers or in house personal number in support of business continuity scenarios.
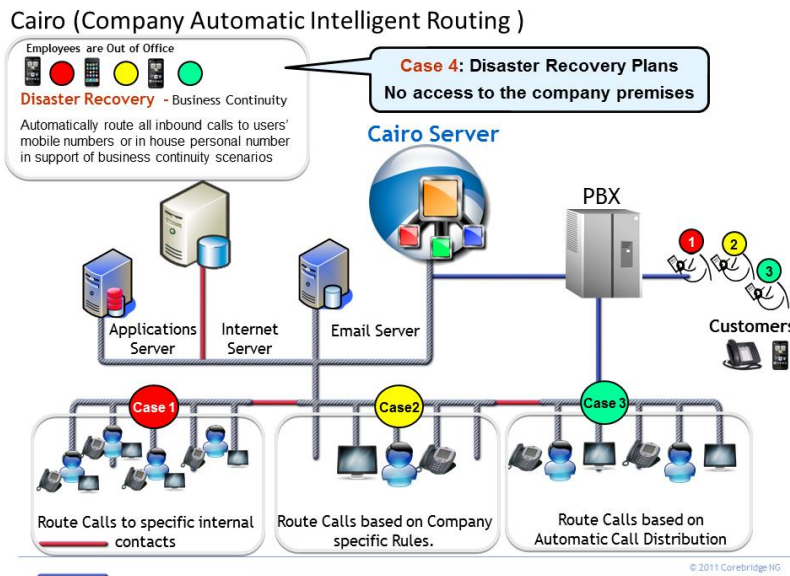
Corebridge delivers comprehensive tools for supervisors to define call distribution rules as follows;

- ✓ **Sequential**: routes to the first available user in a group
- ✓ **Load-balanced**: routes to least productive user using intelligent measures of workload
- ✓ **Skills-based**: routes to users with required skill sets according to the identity of callers (by language, country of origin, industry etc.)
- ✓ **VIP routing**: routes VIPs to available VIP service users by recognizing those callers categorized as VIPs in the Corebridge Meta directory
- ✓ **Last agent (frequent list):** routes to the user appointed to a particular caller (dedicated account management), to the last agent (last internal user) who spoke to the caller or by **frequency**; try the most frequent contact first, and then the second most frequent etc.

Cairo module is a server-based solution which means no additional systems are required in client desktops and is built behind a very intuitive interface, easy to configure

![corebridge® logo]