Cairo

Company Automatic Intelligent Routing

Cairo (Company Automatic Intelligent Routing) routes company inbounds calls based on users skills and callers' preferences and allows automatic call distribution based on multiple criteria. In addition, all calls can be automatically routed to the users' mobile phones in case of emergencies or disaster recovery plan.

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.
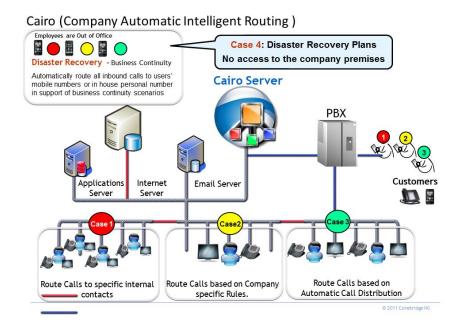
Main Benefits

- o   Call routing based on specific internal events,
- o   Automatic Call Distribution based on multiple criteria,
- 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:

1.   Based on predefined criterias, incoming calls are routed to the best qualified agent, and in case he is not available, calls are 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. Thanks to the "virtual profile" feature, a particular caller (or group of callers) can be systematically redirected to a group of predefined numbers, regardless of the number that the caller had originally dialed.

3. With a single configuration change and without any changes performed on the PBX or on the phone devices, all inbound calls are dynamically routed to the users' mobile numbers or to their private residence numbers as part of the continuity scenarios. (Event of a fire alarm, flood, or any other event which would temporarily make it impossible for employees to access their company).

Cairo delivers a comprehensive tool for supervisors to determine the way calls should be distributed between users or agents;

Example:
- ✓ **Sequential routing**: routes calls to the first available user in a group.
- ✓ **Load-balancing**: routes calls to the least productive user using intelligent measures of workload.
- ✓ **Skills-based routing**: routes calls to the users with required skill (Skills are sets according to the identity or the skill of the callers ex: Language, country, industry, product type, model; brands, etc.)
- ✓ **VIP routing**: routes VIPs calls to the available VIP service users (VIP callers are predefined in the Corebridge Meta directory).
- ✓ **Last agent (frequent list):** routes calls to the last agent who has spoken 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