

Telia ACE Roadshow 2023

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Strategy Officer

News in Telia ACE and the road ahead

Telia ACE - the number one Nordic contact center solution



**Making conversations flow
across all channels**

- ACE for the agent experience
- ACE for the coach experience
- ACE for the digital experience





Video



Social



SMS



Screen sharing



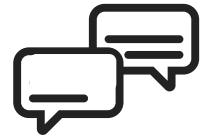
Calls



Work items & callbacks



Email



Web chats

Virtual agents

Chatbots

Live agents

Smart routing

Omni channel recording

Knowledge

Proactivity & Campaign

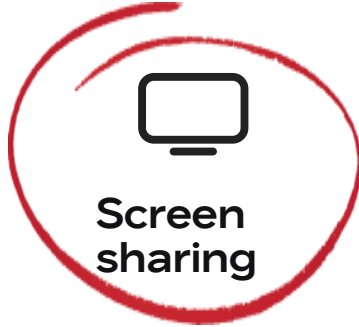
Statistics and insight

Coach and administration

Real time monitoring

Adapters and API:s





Virtual agents

Chatbots

Live agents

Smart routing

Omni channel recording

Knowledge

Campaign

Statistics and insight

Coach and administration

Real time monitoring

Adapters and APIs



Telia ACE 26

Available now

Telia ACE 27

General Availability October 3:d



Super agents and operators

quality in every contact



Agent calls ~2-9 min
Operator calls ~20-40 s

ACE Interact is the tool for it



ACE Interact In operator mode

Search / Call

Primary - active

From queue +46 12345678
Entrance menuchoice (källa) Anna Andersson
0123456 Telia Uppsala
Arbitrary value 3
Arbitrary value 4

Secondary

Sarah Smith
Out to lunch
Telia Uppsala
123456
Calls in personal queue: 1

Enter search phrase or number

All **City** **Department**

People

Queues **Favourites** **History**

People (120) **Queues (24)** **Numbers (1)**

Sarah Smith **Arbitrary queue**

Out for lunch
Departme... Service tech... Phone number Keywords

Arbitrary phone queue

Open: Mon-Fri 09:00-18:00, Sat 10:00-14:00, Sun closed

First Nlastname **Arbitrary queue**

Status goes here, until DD/MM/YYYY - ...
Departme... Service tech... Phone number Keywords

Sarah Smith - Details

Status	Out for lunch
Home	012345678
Exchange	Blomstergatan
Department	Finance
Display na...	Sarah Smith
User ID	sasm1
Title	Controller
Company	Primärvården
Postal code	Uppsala
Källa	Exempelkälla
Notes	gröналund.se
Text	Text
Text	Text
Text	Text

Today's activities

- Available, Until further notice
- Meeting, 14:00-16:00
Important all-staff meeting
- Meeting, 16:00-17:00
Hawaii themed party
- Dinner 18:00-21:00
Some arbitrary comment about the meeting :-)

Operator information

Some arbitrary comment about the searched party
End time: 2020-12-31, 11:00

Another arbitrary comment about the searched party that is longer than the previous one
End time: Until further notice

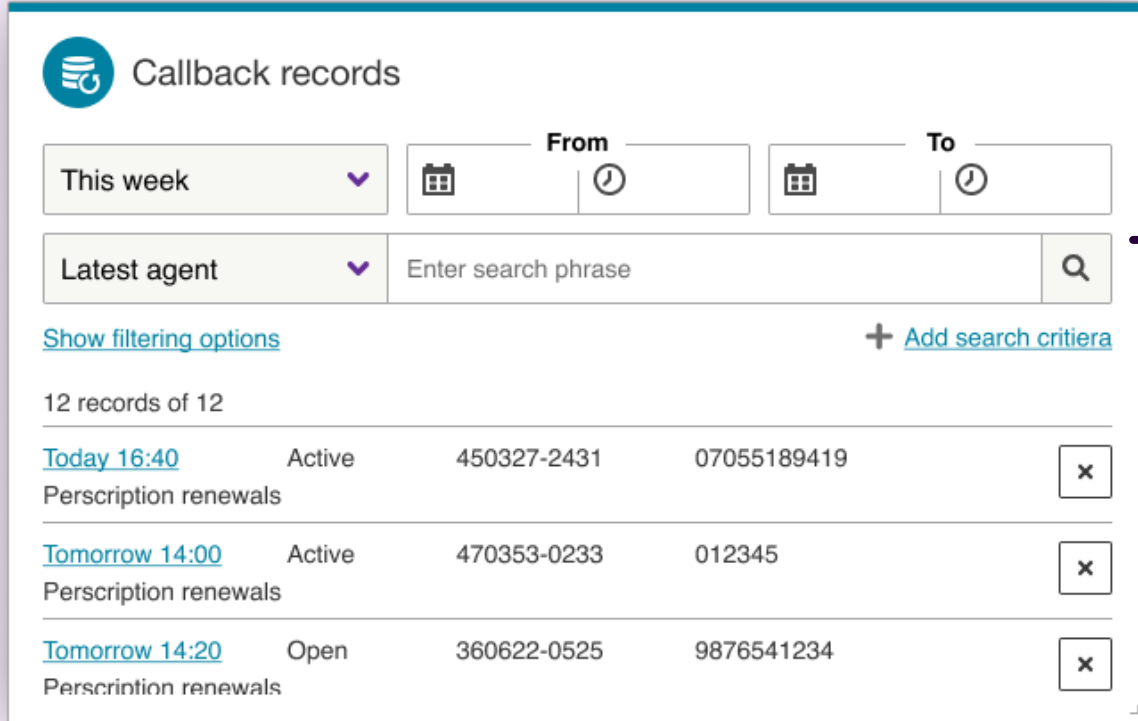
Extension



I talked with the customer and I want to cancel the callback to her.



Manage callback records in ACE Interact



Callback records

This week From To

Latest agent Enter search phrase

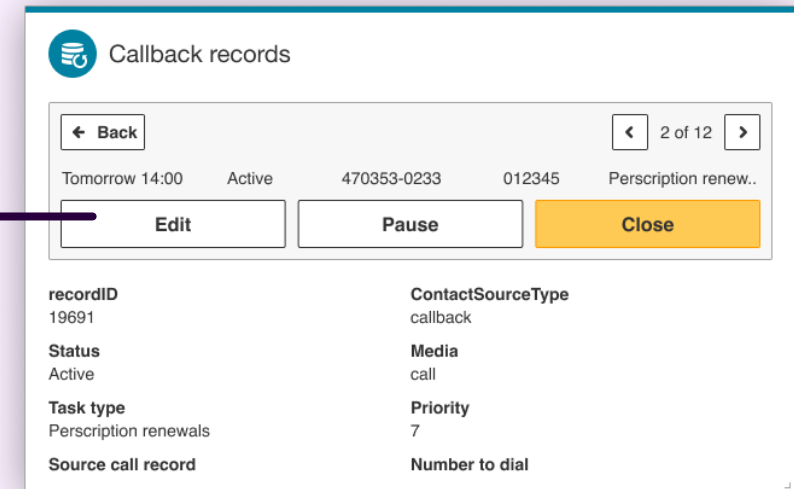
[Show filtering options](#) [+ Add search criteria](#)

12 records of 12

Today 16:40	Active	450327-2431	07055189419	<input type="button" value="x"/>
Prescription renewals				
Tomorrow 14:00	Active	470353-0233	012345	<input type="button" value="x"/>
Prescription renewals				
Tomorrow 14:20	Open	360622-0525	9876541234	<input type="button" value="x"/>
Prescription renewals				

Combine free text search with powerful filters to find the records you want

View, edit, pause and close a callback records



Callback records

2 of 12

Tomorrow 14:00 Active 470353-0233 012345 Prescription renew..

recordID 19691	ContactSourceType callback
Status Active	Media call
Task type Prescription renewals	Priority 7
Source call record	Number to dial



Recording of interactions



- One tool capture all media and business data
- One tool to handle archived interactions for all media
- Recording features are integrated in graphical interfaces
- Search, listen or read
- Manage storage rules
- Complete access control
- Export of recorded media and interaction data



ACE Coach

I need to set which medias are to be recorded and stored.

User accounts Customer paths IVR Outbound Agent applic

>

Storage rules for interactions ⓘ

Rules per storage class Rules per task type ● General rules for the organ

ⓘ Please note that these storage rules apply to all interactions in Interaction View when there are no

Type of contacts to store in Interaction View

<input checked="" type="checkbox"/> Callback	<input checked="" type="checkbox"/> Campaign
<input checked="" type="checkbox"/> Chat	<input checked="" type="checkbox"/> Email
<input type="checkbox"/> External calls	<input checked="" type="checkbox"/> IVR calls
<input checked="" type="checkbox"/> Outbound sms	

Days to store interaction

1460 ~ 4.0 year(s)

Days to store media

730 ~ 2.0 year(s)

Save changes Undo changes

ACE Coach

Depending what the interaction is about I want store it longer, shorter or not at all.

The screenshot displays the 'Storage rules for interactions' page in the ACE Coach application. The top navigation bar includes 'User accounts', 'Customer paths', 'IVR', 'Outbound', 'Agent applications', and 'Building blocks'. The main content area is titled 'Storage rules for interactions' and features three tabs: 'Rules per storage class' (selected), 'Rules per task type', and 'General rules for the organisation'. A '+ Create new' button is located on the right. Below the tabs is a search bar with the placeholder text 'Enter search phrase'. The table below shows a list of storage classes with columns for 'Id', 'Name', 'Days to store interaction', and 'Days to store media'. The table contains three rows of data.

Storage class		Days to store interaction	Days to store media
Id	Name		
1	GDPR	31	30
2	Normal	366	2
3	Bombs	366	5



As an administrator I want to be able to control who sees what interactions in order to be compliant with regulations.





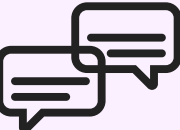

As a coach I need access to all interactions regarding Churn.

As a coach I want to be able to listen to recordings and read the chats made by my team members for the purpose of education and coaching.

As an agent I need access to those interactions I have participated in.

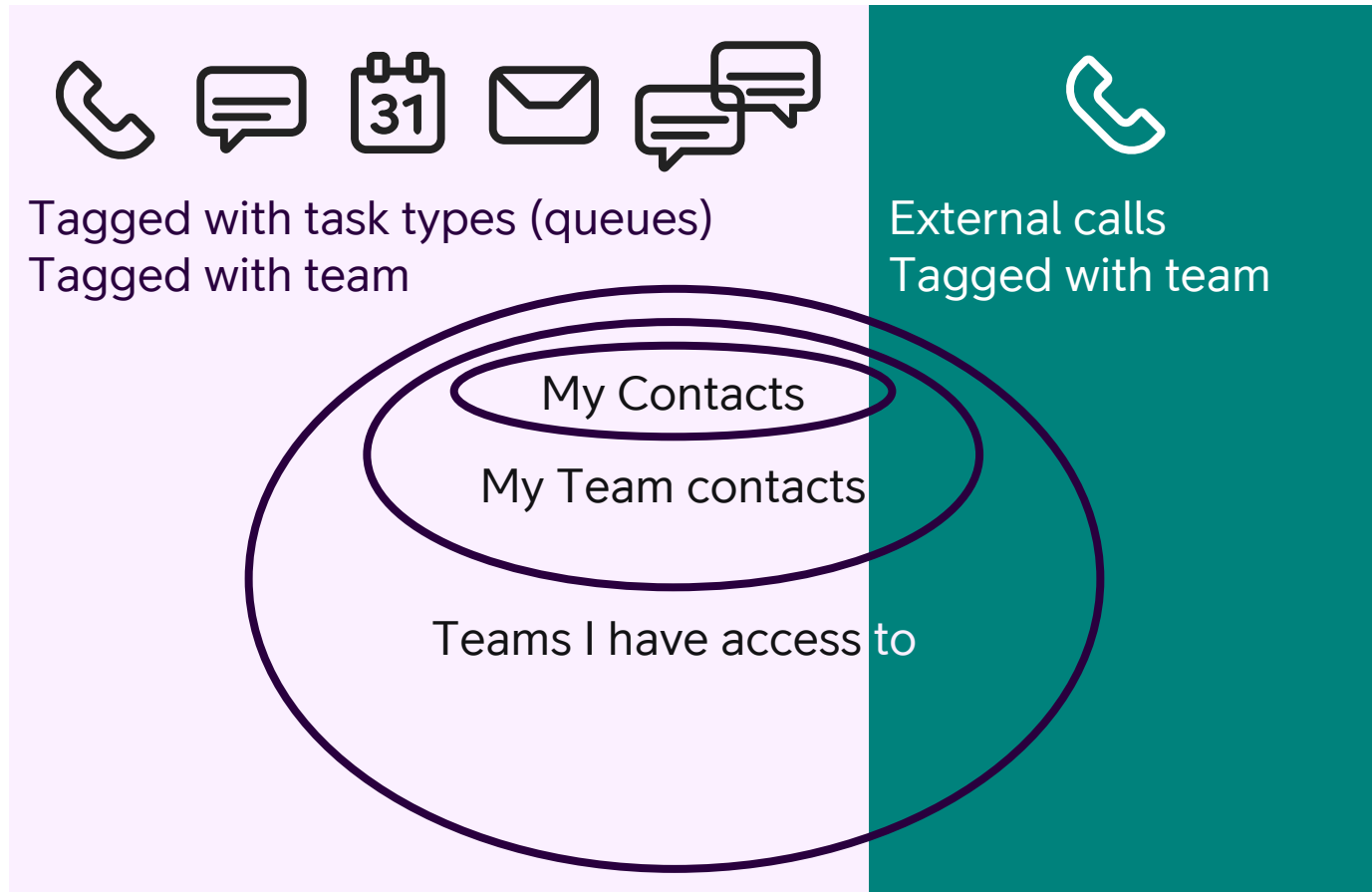


Access to recorded interactions

    	
Tagged with task types (queues)	External calls
Insurance	
Loans	
Complains	
Churn	
...	



Access to recorded interactions



Subareas the account belongs to ⓘ ×

Select all 4 items selected

- Health
- Home
- Invoicing
- Kids
- Life
- Travel
- Vehicle

Team ⓘ

Home ▾

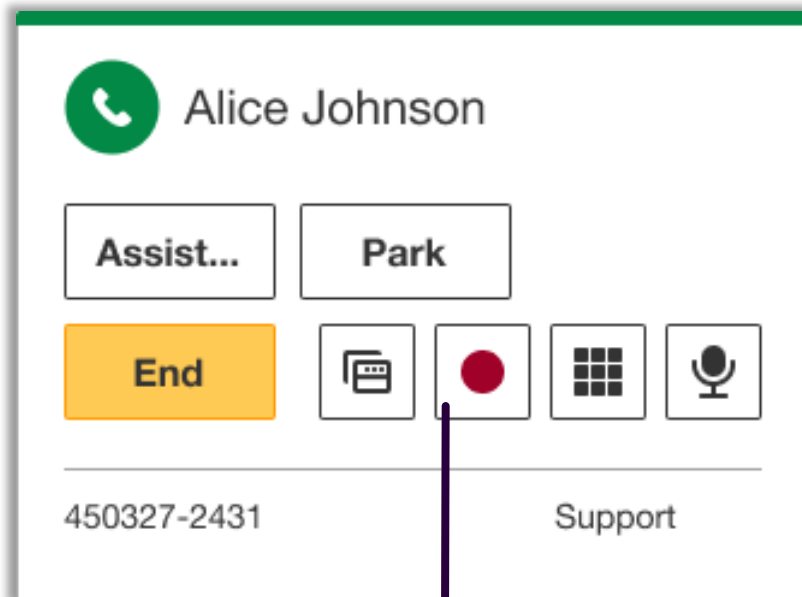
Continue



Record on demand for ACE Recording G2

Let your agents start and stop recording freely to choose what part of the conversation should be recorded.

For example, document a business agreement by simply hitting the record button in ACE Interact at the right time.

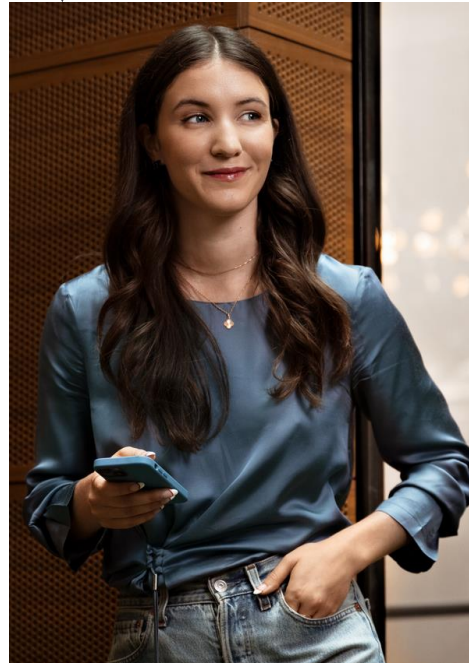
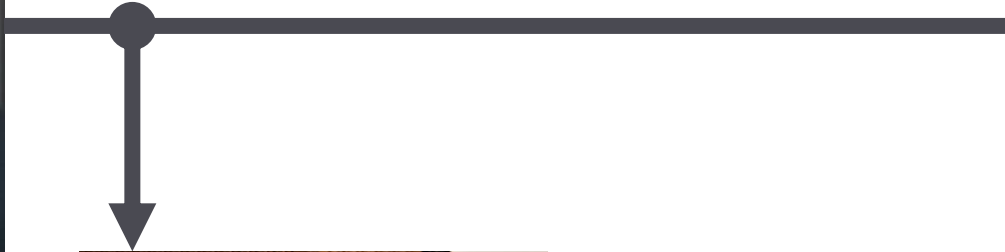


[REC]



Live call monitoring in ACE Coach

-for education and coaching



1. You need the access right
2. Find an agent
3. Enter your phonenummer
4. Set duration for call monitoring
5. Start the monitoring



Proactivity & Campaigns



Scenarios when to be proactive and contact the customer

- Welcome new customers and ensure they register correctly
- We want to find customers who have not been active for a long time
- We need to contact customers whose contracts will soon expire



ACE Coach

- Easily set up and manage outbound telephony campaigns.
- Overview of your campaigns
- Blend and prioritize campaigns
- Start, stop, limit and close campaigns

User accounts Customer paths IVR **Outbound** Agent applications Building blocks

Campaigns [+ Create new](#)

Search Subarea affiliation

Show campaigns I can [Edit](#) [Only view](#)

[→ Queue](#) [→ Waiting list](#) [→ Dialer](#) [Reset filters](#)

Matches: 2 of 44

		Id	Name	Contact prioritisation		Dialer			
				Priority	Weight	Target ...	Maxi...	Time ...	A
▶▶▶	▶	u...	New customers welcome			30%	5%	30s	
▶▶▶	▶	u...	Non paying customers				0%	30s	
▶▶▶	■	u...	Low NPS				0%	30s	
→	■	u...	Upsell				0%	30s	
→		u...	Churn	5	11				

ACE Coach

- Work with smart dialer and preview campaigns
- Tailor the behavior of the smart dialer
- Number presentation for the campaign
- Agent skills
- Dial intermission
- Personal records

New customers welcome

▶▶ Dialer	Id	First started	Number to display
	uppNew customers	27/06/2023 17:08	018-90510

Archive

Stop

Limit

Started

Settings Feedback outcomes Feedback rules

Name
New customers welcome

Scheduled starts and stops *i* ▼
Add

Dialer settings ▼
Number to display *i*
018-90510 ▼
 Allow personal records from other dialer campaigns *i*

Overdialing *i*
 Allow the dialer to make more calls than available agents
Target overdialing
30 %
Maximum percentage of silent calls
5 %
Time to wait for answer *i*
30 seconds
IVR location *i*

Dial intermission *i*
 Prevent calling during the specified time interval
From 09:00 PM ⌵ To 07:59 AM ⌵
 Allow personal campaign records during the intermission

Release personal records *i*
 Make personal records available to other agents after a given time

Area affiliation
 Whole organisation area
 Affiliated to specific subareas
Select all 1 items selected
 North
 South
 East
 West

Save changes Undo changes

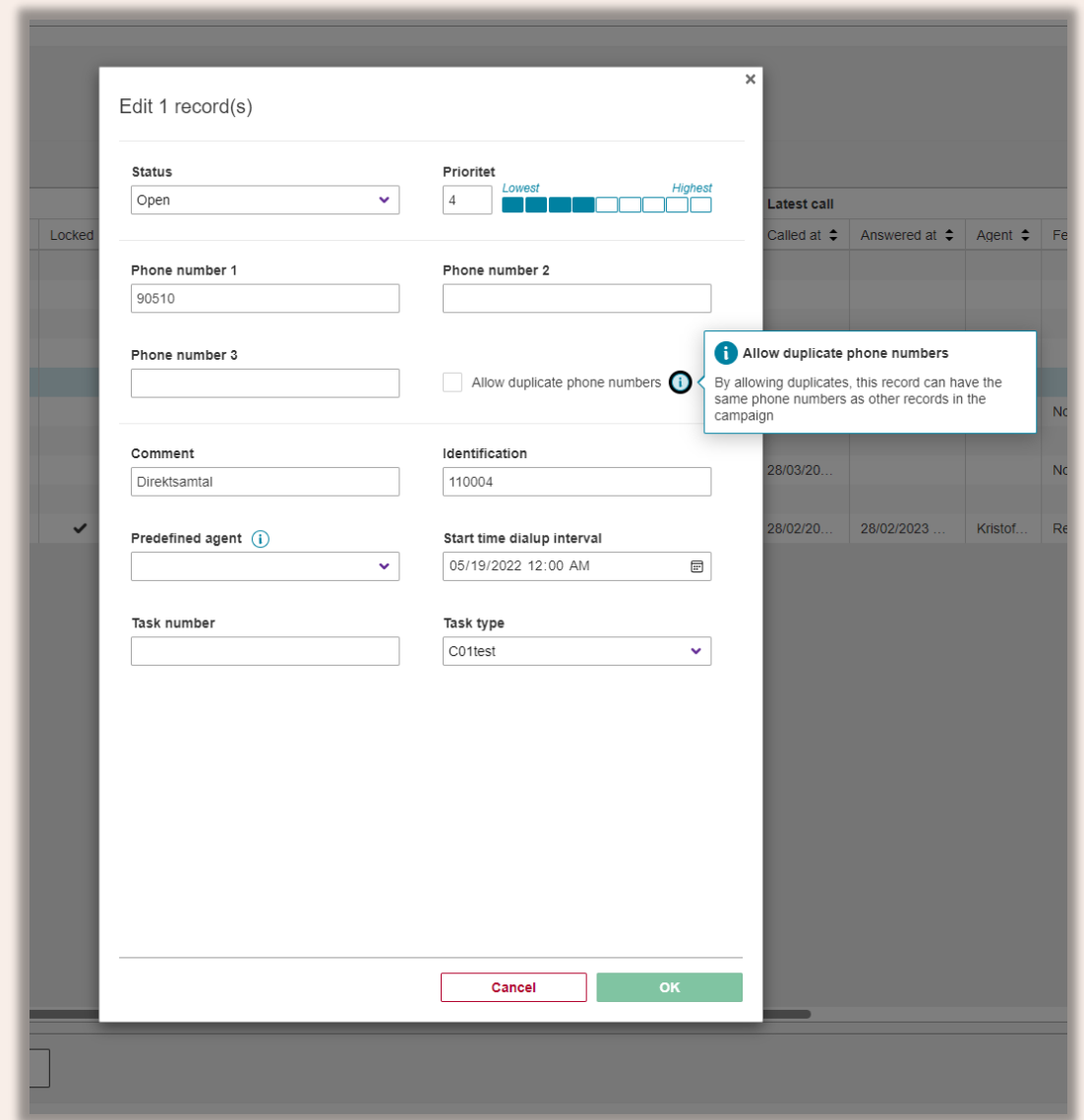
ACE Coach

What happened when we tried to reach the customer?

- Busy
- Successful conversation
- No answer
- Need another call
- Etc.

Tailor rules what will happen next:

- Retry later
- Try another number
- Change priority
- Archive
- Etc.



Search and edit campaign records - one by one or in bulk





Road map ACE Coach:

**More campaign features
planned for Q1 2024!**



Statistics & Insights



When do customers call outside our opening hours?

How many scheduled callbacks do we call before the appointed time?

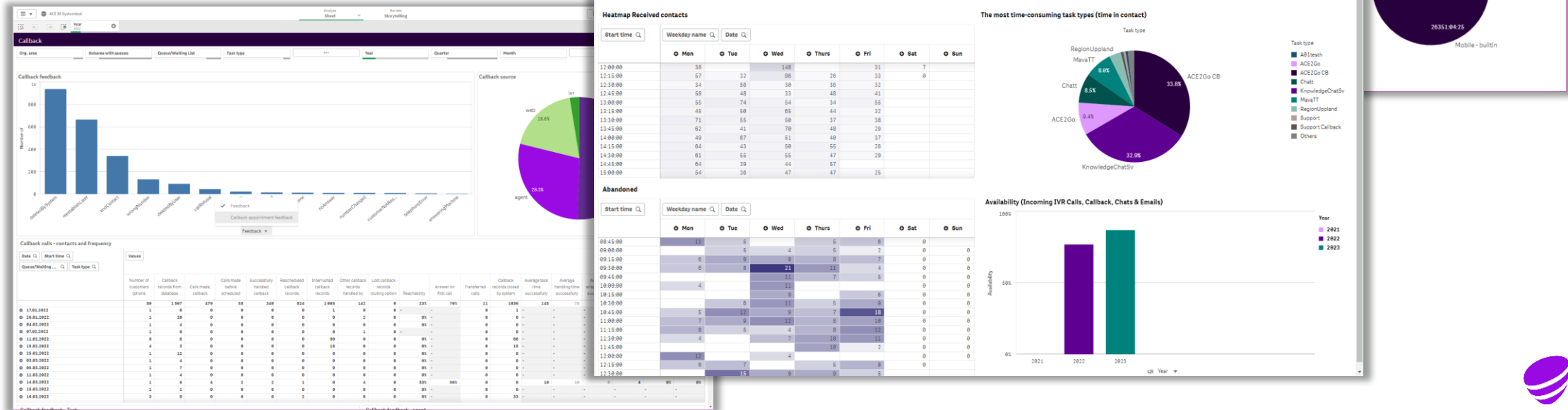
Where in the voice response does the customer hang up, but they shouldn't?

What types of conversations take the longest time to handle?



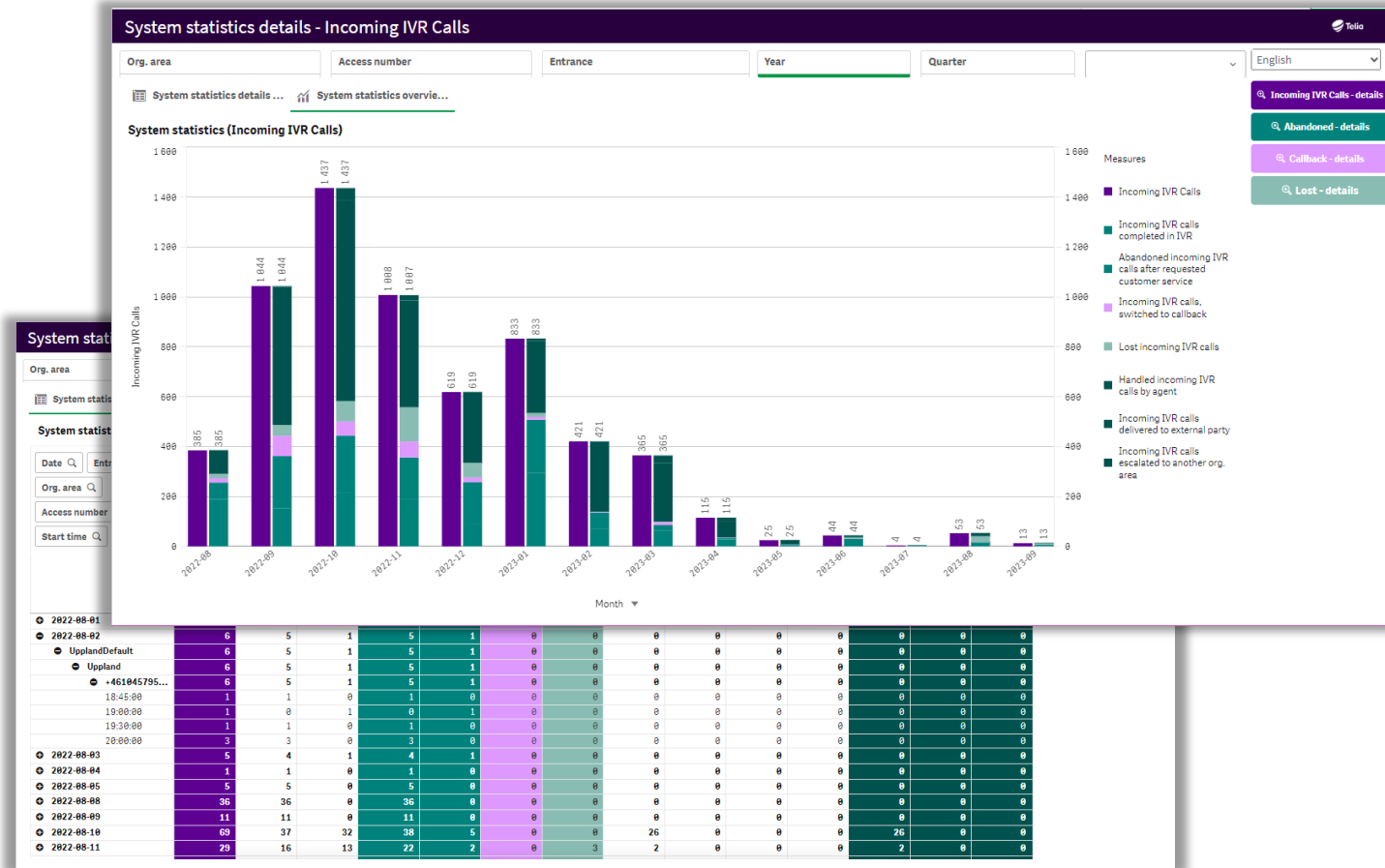
News in ACE Business Intelligence

- A new dashboard and more stats for the task type sheet
- IVR Measuring points
- More data on callback appointments e.g. callbacks ahead of schedule
- Errand log statistics



News in ACE Business Intelligence

- Stats are presented in many new sheets
- Quick overview of incoming IVR calls.
- Team statistics
- Drill down into system wide contacts by time, type, entrance, access number and more
- Agent time logged into different services



ACE Virtual Agent

- Calls, social and web chats
- Powered by Google Dialog Flow with Generative AI
- Augmented by ACE Knowledge
- Handover to live agents
- Handover to 3d party remote agents



ACE Chatbot

- Web chats
- Powered by GPT (Road map) or trained dialog design
- Augmented by ACE Knowledge
- Handover to live agents
- Handover to 3d party remote agents



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<https://ace-showcase.com/>

