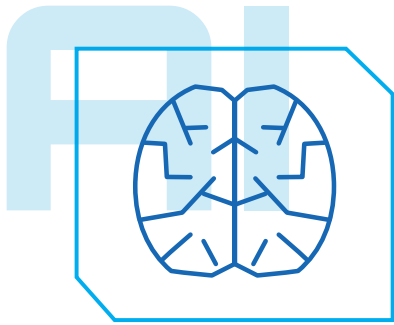# telerion
BEYOND CLOUD

FOR THOSE WHO WANT TO REACH BEYOND THE CLOUD

INTEGRATED MULTI LAYER SERVICE PLATFORM

AI

CALL
CHAT
WhatsApp
SOCIAL MEDIA
APP
WEB

ARTIFICAL INTELLIGENCE

Until recently "artificial intelligence" (AI) was still considered "science fiction." With the integration of "artificial intelligence" (AI) in the everyday work of small and medium-sized enterprises, however, it is no longer considered unusual.

For example, intelligent machine interaction in telephony is already being used on many hot lines in interactive voice response (IVR) to evaluate customer requests so that these calls can be "pre-sorted" for subsequent human editing. The advanced, completely machine-based self-service structure is already used in customer communications. The largest role still played by AI in this area is the ability to ensure quick customer service. With the integration of AI, quality assurance may also be supported.

The use of AI in customer communications enables the immediate handling of all ad-hoc queries and the efficient distribution to live agents while simultaneously maintaining effective quality standards.

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COMMUNICATE WITH EVERYONE, EVERYWHERE.

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MULTI-CHANNEL

WebRTC
SIP TRUNK
APP
PSTN
DID

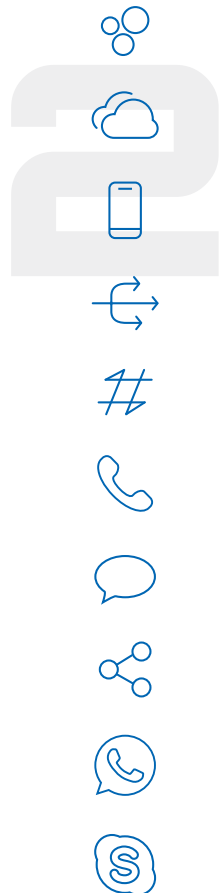CALL BACK
CHAT
SOCIAL MEDIA
WhatsApp
Skype for Business

Communication with customers has developed in recent years from a simple call to multi-channel communication. In terms of absolute customer orientation, it is important to make contact options as easy and flexible as possible to optimally address each customer profile.

We take this a step further with telerion, because our channel layer unites all communication channels in a single, integrated solution. Depending on the requirements, these may be individually supplied: separately or in parallel - and are 100% flexible.

Because you not only decide which and how many channels are to be used - additional handling options may also be individually configured. For example, communication starts in one channel and is transferred without loss of contact to another (e.g. call-to-chat). Or an existing contact in a channel is simultaneously supplemented by another (call & chat). Multi-channel becomes omnichannel.

CHANNEL LAYER

SYSTEM LAYER

WebRTC, SIP Trunk, APP, PSTN, DID, Call Back, Chat, Social Media, WhatsApp, Skype for Business

Multi-channel communication and omnichannel communication are managed on the channel layer where the internal routing to other layers is also coordinated in a complete solution.

Using an end-to-end scenario, routing to externally connected systems is also carried out on the channel layer, with individual configurations possible, e.g. for intuitive and intelligent routing, proportional load balancing or pre-defined business rules.

telerion is thus compatible with a large number of systems from external providers (including Avaya, Alcatel, etc.).

IVR, ICC, KI

In the system layer all communication channels with interactive actions can be linked to provide a targeted optimization of the customer experience, such as an Interactive Voice Response (IVR), ICC (Interactive Call Collector), chat bots, a self-service structure or measures for quality assurance.

Cognitive computing in telerion forms the basis for the underlying artificial intelligence (AI).

With the telerion end-to-end solution, for example, from this layer the caller can get feedback on the expected wait time, while at the same time information is provided for alternative contacts for customer service that may be faster.

http://www.telerion.com/channellayer

http://www.telerion.com/systemlayer

USER LAYER

SERVICE LAYER

ACD

The ACD is the heart of every service center. The stronger the heart, the better the performance.
The integrated ACD in telerion is fully integrated in the comprehensive solution - not merely connected - and thus in a position to condense the information provided by the intelligent network and make it available to the user as an additional benefit.
End-to-end communication and a seamless exchange of information.

Our ACD solution has been designed specifically for use in software designed networks and for use in the cloud. It provides agents with a browser-based, exceptionally user-friendly interface that is highly efficient and productive.
Contact specific information, which also includes general, project-based real-time information, such as, for example, reports and evaluations, are available at a glance.

For management information relevant for supervisors or team leaders, individually designed interfaces with access to real-time data and comparative historical values are also available.

API

In designing telerion the developer experience was considered particularly important; in the service layer an interface in the form of a RESTful API is available which enables access to all other layers and integrated modules.
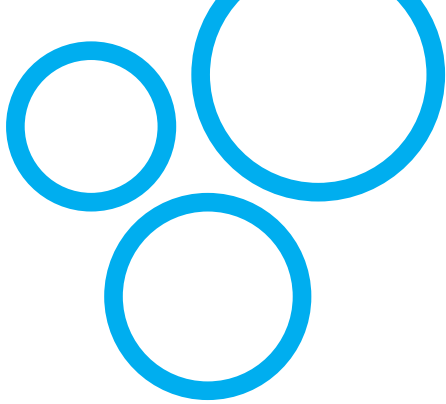
Developers can thus use features of telerion communication to enhance their own applications.

This can also be done as requested in cooperation with our development team and with bilateral benefits.
From the service layer, we also connect to third-party applications.

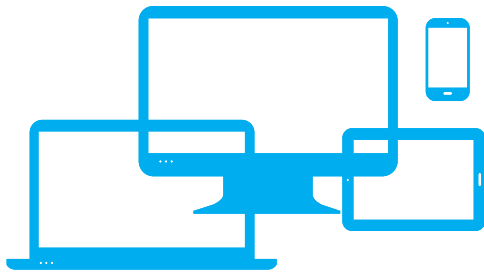COMMUNICATE WITH EVERYONE, EVERYWHERE.

WebRTC

WebRTC is direct communication via the browser. Your customer has access to a browser - Chrome, Firefox or Opera, and may then communicate with the service center.

By call, video call or chat - but, most importantly, encrypted and thus safe. With a seamless integration on the website and a flexible choice between the available channels, voice, video or chat, the WebRTC is an attractive extra giving users the ability to easily communicate.

The WebRTC is ideal for internal corporate communications as well as for direct communications between customers and a service center.

http://www.telerion.com/webrtc

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CARRIER SERVICES

In current times, where telephony is all about IP, being embedded into the telephone network and not just connected to it, is what makes all the difference. Our flexible SIP trunks will allow you to benefit from all those features that come along with the IP-based environment. We embed your systems in a way that gives you access to the intelligence the network has to offer. Such as e.g. an automatic Name-LookUp for dialed numbers, both in- and outbound, or total flexibility for the CLID displayed when calling outbound.

Our service scope includes provision of geographical numbers (DID numbers) for over 60 countries, service numbers and termination services in crystal clear voice quality.

Geographical
NUMBERS

Dialer
TERMINATION

Service
NUMBERS

SMS
TERMINATION

Call
TERMINATION

Billing & Routing
PLATFORM

http://www.telerion.com/carrierservices

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