



Drishti upgrades award winning DACX™ Contact Center Suite to version 3.2

Drishti-Soft Solutions, January 10, 2008

URL: <http://www.pr9.net/comp/development/7081january.html>

The upgraded version directed at improving profitability and efficiency of the Contact Centers. Delivers enhancements that boost automation and makes management and maintenance a child's play for IT.

PR9.NET January 10, 2008 - India, Haryana, Gurgaon - Drishti-Soft Solutions, a leading provider of Contact Center Solutions, has incorporated new enhancements in the upgraded version of its flagship award-winning DACX™ Contact Center Suite v3.2. In this release, the focus has been on improving IT management and maintenance.

Drishti has been proactively working towards reducing the IT hassles that SME Contact Centers are constantly grappled with. According to Nayan Jain, CTO, "We have found that SME Contact Centers spend on an average 11 hours of productive time every month which can be attributed to human errors with respect to IT management and maintenance. By automating most of manual operations and eliminating the need for human intervention in tedious and error-prone IT operations, DACX™ Contact Center Suite v3.2 will empower IT personnel to focus on other productivity raising areas thereby increasing profitability."

The primary drivers for the roll-out of this release are automation, configuration & control of maintenance related functions in the IT department. Additionally, VoIP management tools have also been enhanced.

Some examples of such enhancements are:

- Automatic history cleanup that enables IT to schedule regular cleanup activities
- Proactive monitoring of system resources with alarms and notifications for errors/ issues on system
- Automatic system resource management like disk-space, bandwidth, CPU
- Separation of offline and online reporting to facilitate faster response time for frequently used reports
- Feature to track detailed telephony failure cause for improved VoIP management
- Composite entity support for automated switch-over between the VoIP providers to minimize any impact due to poor performance of telephony services
- Addition of advanced reports including KPIs (Key Performance Indicators), filter based interval reports and Call Duration Record (CDR) Sum in DACX-M.

Improved alert management keeps IT monitor system performance efficiently in real-time. Users are notified or alerted during specific interrupts should an event take place that requires manual treatment. Security has also been boosted with firewall configuration editor that provides utmost security to setup. From agent's perspective, voice log access to agents has been restricted to one campaign.

On the system management front, the new version makes it easy for the IT to separate offline and online reports. The new features and enhancements deliver optimal real-time control on system, processes and policies in addition to providing superior quality monitoring, lead management and campaign management.

"At Drishti, we are always trying to raise the bar for the Smart Contact Center with new features that add value to our customers' business. We do not wish to merely improve our offerings, but also customize them for our customers, so they can extract the most out of them. Our value system reinforces us to deliver beyond our usual responsibilities to our clients, which is why most of our clients ramp-up operations within 6 months and double capacity within a year. We are always striving to be a crucial cog in the wheel for our customers to outgrow their competition and grow consistently," said Bishal Kumar, CEO, Drishti-Soft Solutions.

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About Drishti-Soft Solutions

Drishti is a leading provider of Contact Center Software & Enterprise Communications Solutions. Drishti's award-winning flagship offering – DACX Contact Center Suite has been a huge success in India and Philippines within a span of two years. Drishti creates innovative Communications technologies for the next-generation Enterprises, empowering them to dynamically manage their Business Processes. Drishti's customers enjoy significant benefits in terms of increase in efficiency levels, reduction in operational costs, flexibility to grow, consistent user experience and a demonstrable ROI.

Phone: +91-124-4771000
Website: <http://www.drishti-soft.com/>
E-Mail: pr@drishti-soft.com
Address: 36, Sector 31, Gurgaon 122001, Haryana (India)