

SKYStoneACD

The software ACD add-on for SkyStone by

STONEVOICE

INTRODUCTION

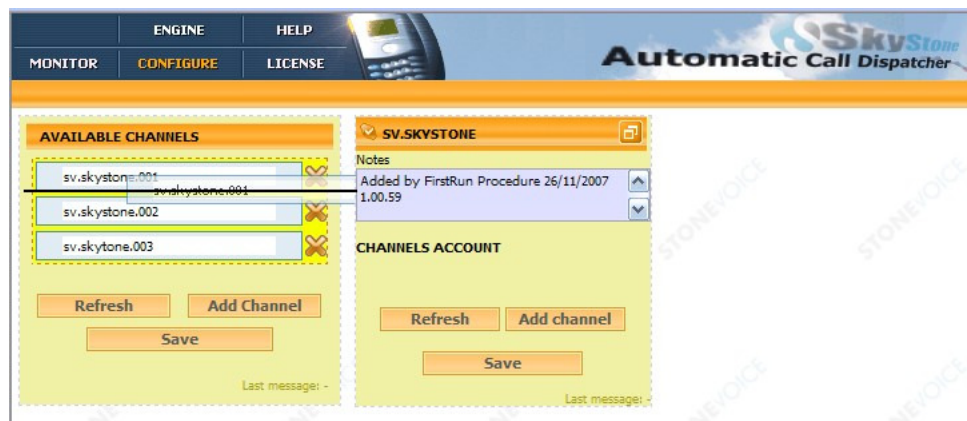
SKYSTONEACD is the EXCLUSIVE **STONEVOICE** software able to monitor all incoming calls from Skype and dispatch them to the first available channel across several SkyStone machines, adding redundancy and scalability.

SKYSTONEACD is the SkyStone add-on software to allow:

- multiple incoming Skype calls to the same account (free line selection)
- incoming calls from Skype to the direct phone extension (Direct Inward Dial)
- redundancy and scalability by sharing the load across multiple SkyStone servers

SKYSTONEACD is intended for any company with one or more of these needs:

- multiple concurrent incoming calls to the same Skype account on SkyStone (company account, ex: stonevoice-sales);
- the skype-me button on each user's email signature (DID) allowing them to receive Skype calls directly on their desk phones;
- many SkyStone channels and a reliable service with multiple hot standby machines



WEB CLICK2CALL AND CALL CENTER INTEGRATION

Recently, an increasing number of web sites enable end users or potential customers to click-to-call for free, leveraging the Internet to receive information or for access to customer care.

With the combination of SkyStone and **SKYSTONEACD** the calls received from skype customers browsing the company website can be terminated on the desk phones of the company telephony solution, thereby leveraging the same call agents, operators, IVR, ACD, and queuing services available for standard telephone calls. Moreover, it is possible to receive multiple incoming Skype calls to the same published Skype account/Skype button and the call will be dispatched to the first available SkyStone channel.



SKYSTONEACD with Skystone will provide the company a new 'virtual carrier' that anybody, anywhere in the world, can call FREE OF CHARGE.

SKYSTONEACD will monitor the incoming skype calls and dispatch them to the first available channel among several SkyStone machines, introducing scalability (more channels available) and redundancy in case of any failure on a SkyStone machine.

By combining the web call-me button with the "SkypeIn" feature (i.e., receiving calls from ordinary phones), SkyStone and **SKYSTONEACD** can integrate with the company call center providing additional lines to calling customers plus the ability to call FREE OF CHARGE regardless of geographical location.

The benefits are fantastic for any company – reducing costs and achieving a very high level of scalability - as these calls will not utilize any of the telephony trunks and allow their customers to place FREE or LOCAL calls rather than international calls. On the other hand, the enterprise has a complete new mean to be contacted by the outside world, which improves the company image and the communications.

DIRECT INWARD DIAL, REDUNDANCY AND SCALABILITY

As **SKYSTONEACD** is able to manage more accounts than just one instance of SkyStone - as these are just DISPATCHERS for calls to be transferred to the SkyStone channel account - each user can put the skype call me button on their email signature and be able to receive these calls directly on their desk phone.

John Smith
Regional Sales Manager - EMEA
ACME Inc.



If you don't have Skype download it now and call us free of charge.
Would you like to use your desk phone to call Skype users ?
*Connect **SkyStone** to your PBX and improve your business!*

SKYSTONEACD can dispatch calls to channel accounts across several SkyStone machines, regardless of where they are physically situated; dispatching calls to different SkyStone machines will provide a 'hot-standby' configuration. Adding more SkyStone machines will increase the scalability and the number of total concurrent available channels.

FEATURES

SKYSTONEACD features in a nutshell:

- Smooth integration with one or more SkyStone machines
- Software only: easy to install, configure, and manage through the web interface
- Running on a Windows based platform (XP or 2003)
- Powerful: multiple dispatcher can run on the same box as Skystone

STONEVOICE CONTACTS

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