

# Vytru KVC Proposal

2015



# Vytru's KVC Software

Vytru is pleased to propose to our dear clients its **KVC Software**. A locked-down, cloud-based and a native Microsoft Skype for Business™ solution that is carefully designed to allow our clients to leverage their Skype for Business deployment to provide their customers with immediate face-to-face and real-time video communication blended with a human touch and add more interaction that is effective during any conversation with any customer.

## KVC Software Modes

The KVC software offers two locked-down modes:

Customer Service Mode	This mode can be easily installed on any form factor Kiosk to connect kiosk users/visitors with a dedicated agent or a dedicated response group via real-time HD video communication using Skype for business <b>On-premise</b> deployment.
Employee Directory Mode	This mode allows visitors to search for the company employees in a certain building or branch by name or by department and can communicate with them via real-time HD video communication using Skype for business <b>On-premise</b> deployment.

## KVC Software Features

Common features:

- Locked-down on any form factor PC or Kiosk.
- Responsive design that detects the size of the screen and changes the UI accordingly.
- Seamless installation and configuration.
- Customizable design (colors, images and logos).
- Customizable welcome screen (images, text or promotional videos).
- Supports multiple languages.
- On-screen keyboard.
- Variety of communication options (Audio calls only or Video calls).
- HD video and audio calls.
- Assign dialed calls to a dedicated agent or a dedicated response group.
- Using Lync response group manager to perform the following capabilities:
  - Manage call routing methods include serial, longest-idle, parallel, round robin, and Attendant routing.
  - Hunt group workflows or Interactive voice response (IVR) workflows.
  - Business hours
  - Music on hold
  - Holiday sets

### Mode features:

Customer Service Mode	Employee Directory Mode
<ul style="list-style-type: none"><li>• Ability to collect and pass customer's information to agent prior to the call.</li><li>• Agent can share URLs, PDFs or any web content during the call.</li></ul>	<ul style="list-style-type: none"><li>• Customizable employees list and department list.</li><li>• Search by employee name</li><li>• Browse departments</li><li>• Employees Lync status (Available, Away or Busy)</li></ul>

## KVC Software Pricing

Mode	Price per device Per Month *
Employee Directory Kiosk	\$200
Customer Service Kiosk	\$300

\***Payment terms:** The KVC subscription is paid **yearly**.

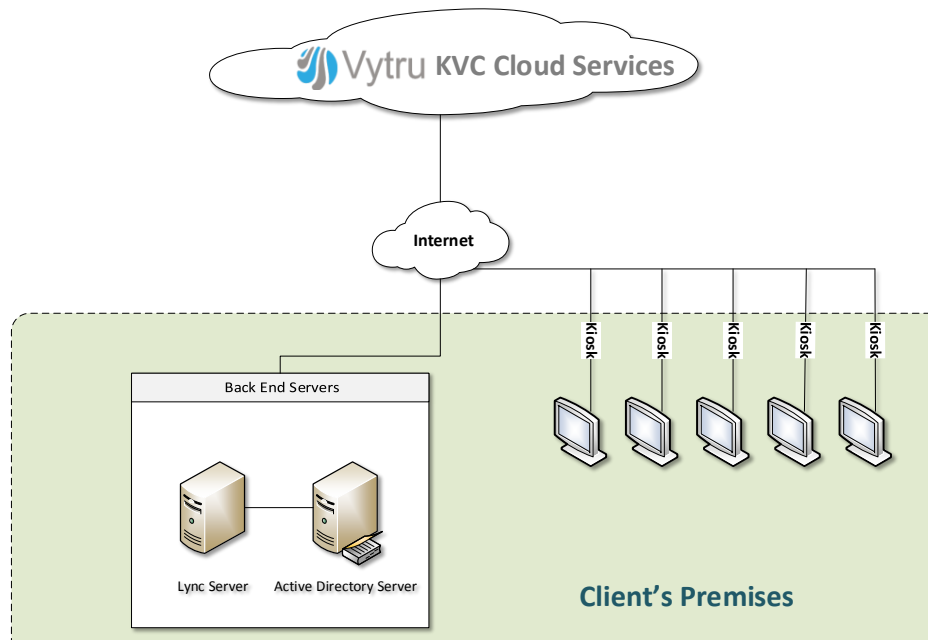
\*Subscription includes support and updates.

## Custom UI

We can develop an entirely new theme for your business. Please contact us for more details

## Technical Details

The following diagram provide a high-level overview of the Solution Architecture.



### Server Compatibility

- » Skype for business on-premises.
- » Lync 2013 on-premises.

### KVC client

Our KVC client software can be installed on any PC or kiosk powered by windows OS (Windows7, Windows 8 or Windows 10) and supports audio and video capabilities such as (Floor Standing Kiosk, All-in-One PC, Windows Tablets, Microsoft surface Pro, Etc...).

## KVC client Installation

The KVC software offers seamless, quick and easy installation steps.

1. Select your preferred model.
2. Access your account on our cloud shared service.
3. Install the KVC client.

Once the KVC account software is installed, the software will secure your system and block access to the Windows Explorer, drives, desktop and taskbar. It prevents access to the Windows system files, standard browser menus and prevents hacking and downtime.

## Prerequisites

- » Each Kiosk must have its dedicated Lync account.
- » In order to guarantee a high quality Audio\Video call service, **our client** should provide and make available high-speed Internet connection that fully meets and complies with Microsoft recommendations for best performance calls where the Kiosk devices will be installed.
- » Our Clients are kindly required to provide us with the following credentials for each Kiosk (SIP Address, User Name and Password)