

Call Flow Diagram - Hosted Option

1. The TTY call gets routed to Nextalk's server at the NexTalk Data Center. The **ACCESS** Contact Center server software verifies that the call is a TTY call, not a voice call.
2. If the call is determined to be a voice call, a customizable outgoing voice message is automatically send to the caller. (i.e. - "you have reached a number reserved for the deaf, please hang up and dial XXX.XXX.XXXX instead.. Thank you".)
3. If the call is determined to be a TTY call, a script text is sent to the TTY caller informing them that their call is being routed to the next available agent.
4. The agent's computer has the Client version of the **ACCESS** Contact Center software installed on it. When the agent started their shift, they signed into the Client version of **ACCESS**. Upon doing so, the server version of **ACCESS** recognizes and approves the agents login credentials and captures the "mac address" of the computer that they have sign into. Thereby, the Server version of **ACCESS** knows which computer that agent is using.
5. Upon confirmation that the call is a TTY call.... The NexTalk **ACCESS** Contact Center server software generates a voice call on the deaf person's behalf and routes that call to a dedicated DID number on the call center ACD. This is called the "place holder" call. The ACD then uses "skill set" setting to determine which call center agent in the TTY skill set group is available to take the place holder call and forwards the place holder call to that agent.
6. When the agent answers the call, they hear a scripted message telling them that they have a TTY call waiting. The agent is asked to enter their agent ID so the TTY call, which is on hold, can be routed to their computer.
7. The agent enters their agent ID (DTMF) on their telephone keypad, the **ACCESS** Contact Center Server software confirms the ID, matches it to the agents login credentials and mac address, then routes the TTY call to the Client version of the software on the computer that the agent logged into at the beginning of their shift.
8. The agent leaves the telephone receiver off the hook so that call information can be tracked, just like a voice call.
9. The agent will see a pop-up notification on their computer screen, which they use to initiate the conversation with the deaf or hard of hearing caller. A two sided screen is displayed. One side of the screen shows the text messages being send by the TTY caller and the other side is where the agent types/copy & paste their responses.
10. When the call is completed, the agent closes the dialog window and hangs up his phone. The agent leaves the software minimized making them available for another TTY call.

