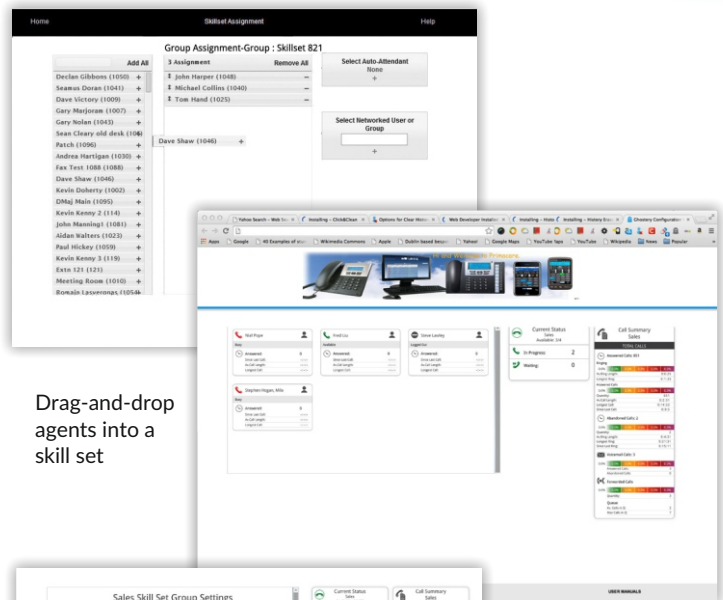


# Integrated Contact Centre

- 200 Agents
- 50 Skill sets
- 300 Automated attendant announcements
- Call Transfer and Overflow
- Agent and Supervisor Log In/Log Out
- Agent Wrap-up time
- Peak-time cover, with agent drag and drop on the fly
- Silent intrude
- Smartphone integration
- Home-based agents
- Skill-based routing
- Priority routing, based on incoming number dialled
- Queue Status Wallboards
- Supervisor wall board
- Colour thresholds for key performance indicators, per skill set
- Agent Priority on Skill level
- Skill set Mailboxes
- Agent and Skill set real time and historic reports
- Scheduled, customised reports generated and sent automatically
- Highly secure AES encrypted comms

## Typical applications:

- Tele-Sales
- Service Calls
- Reservations
- Order Desk
- Multiple Receptionists
- Multimedia Agents with Video and Chat



Drag-and-drop agents into a skill set

Skill set wall board with banner display area and real-time KPIs

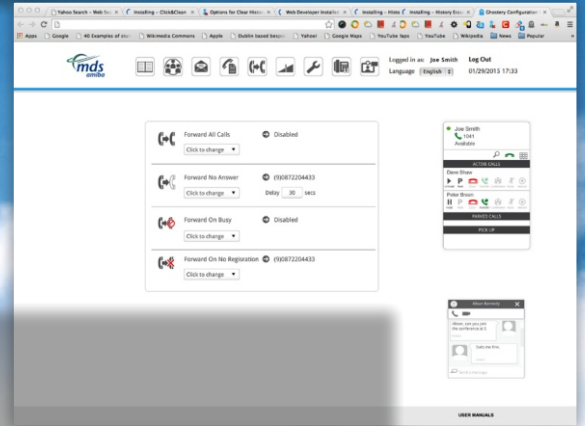


Smart phone apps, Windows PC softphones and desk-top system phones

## Individual skill set group settings

+ Add a new Scheduled Report						
Enabled	Delete	Report Name	First Report Date	First Report Time	Repeat Period	Email Report to:
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Sales Weekly	06/06/2014	23:59	7 Days	bob.jones@acme.com
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Sales Monthly	31/05/2014	23:59	1 Month	bob.jones@acme.com
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Support Daily	06/06/2014	23:59	24 Hours	john.smith@acme.com ; bob.jones@acme.com

Flexible report scheduling



Agent portal with forwarding and chat box

Optimum call hunting for each queue

Agent event database

Add IVR variable selections to skill set reports

Customisable display and caption for Master wall board

Supervisor reports of key performance indicators