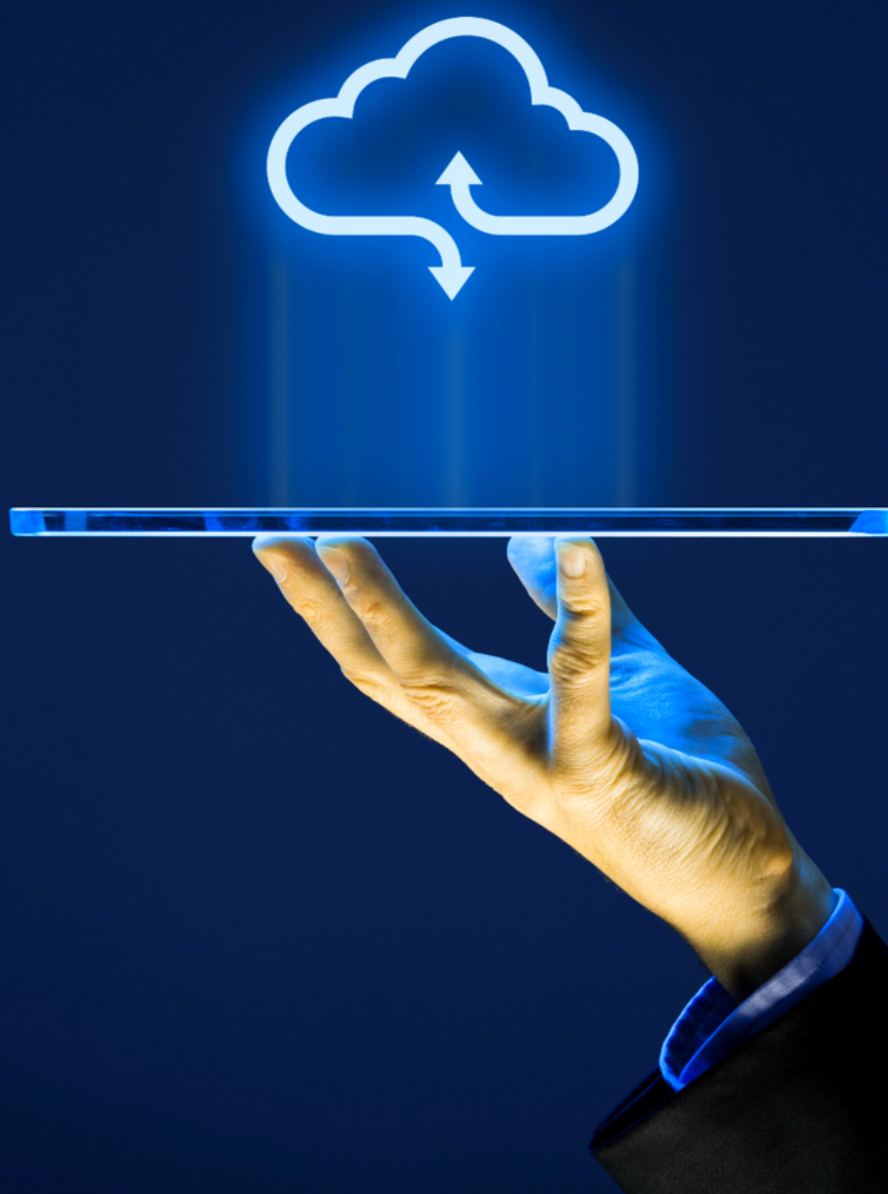




NOVUS



INTRODUCTION

Novus is a cloud-based communication-platform, developed for companies with a high volume of inbound calls. Born in the cloud but build on our experience from hundreds of clients.

The system was built in Microsoft Azure using best practices and industry standards, to ensure optimal availability and stability. End-users access the system through a web-based interface in order to handle calls and/or configure the solution.



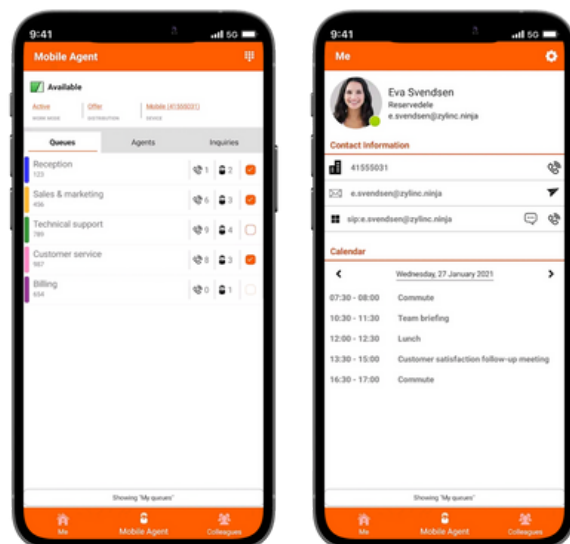
SWITCHBOARD

Receptionists will benefit from our highly efficient online switchboard and with minimal clicks, answer calls, search for colleagues, see availability information from Teams, mobile phones and calendars, and easily transfer or park calls.

Simultaneously, the operators got a real-time-overview of all queues, including wait-time and calls waiting, as well as status information on other operators, and are of course able to send both text messages and emails.

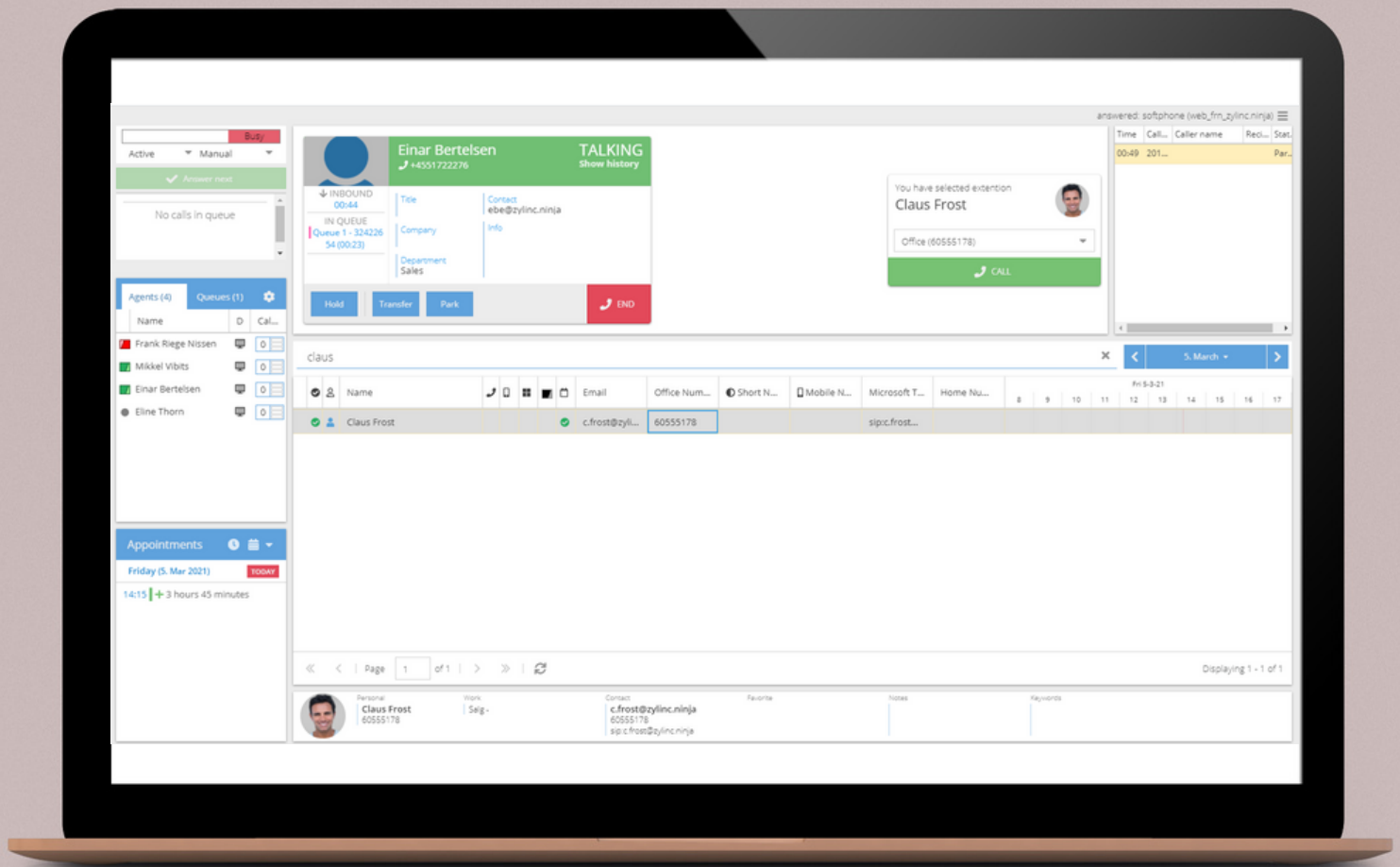
MOBILE AGENT

For users on the road and users that often leave their desk, we've developed a mobile app, that provides the user with access to the most essential features, like searching for colleagues, see what queue the call originates before answering, transfer and park calls, as well as queue and agent status. Our app is available for iOS and Android in their respective app stores.



SIMPLE AGENT

Users without the need for an interface, for searching colleagues etc., can choose any phone number on which they want to receive their calls from one or more queues. This is especially true for those who work from home, employees in stores or warehouses and anyone else who wants queuing functionality on their incoming calls, without being tied to the desk.



CALL BACK

Customers waiting in queue, can be offered to be called back, so they do not have to stay on the line until it's their turn. If requested, the system calls the customer and asks if they are ready to receive the call or if they want to postpone it for example an hour. If they are ready, they will be put back in the queue as the next in line and will be transferred to the next available agent. This provides customers with an even better experience when they contact your company, even when there are many in queue, and employees will receive the call just like any other incoming call.

STATISTICS

In the current version, a brief overview is offered for the key metrics of the day or historically, as well as the equivalent for the individual queues. Further insights into performance for agents / receptionists are under development and will be delivered on an ongoing basis in the spring of 2021.

TELEPHONY

The platform is independent from the network operators, so you can use any carrier that can provide a SIP account with the relevant phone numbers included. Often, companies have entered into long-term agreements with their telco and if that's the case, you can just continue using them, as you simply set up their SIP account on our platform and receive your calls in our platform.

ADMINISTRATOR

Novus offers an unlimited number of queues you can set up yourself as needed. New users, opening hours, phrases and queue messages, fail-over, waiting music, message templates etc. are also available for you to manage. We at Zylinc, or your preferred partner, can of course help you with this.



TECHNICAL

The platform is web-based, so both users and administrators access the solution via an Internet browser. In addition, users just need to connect a USB headset and they're ready to receive calls, as we have built a softphone into the web interface.

Thus, there are no other technical requirements for the solution than an internet connection, a browser and a headset. You don't have to maintain the solution either, as we make sure to roll out new functionality and bug-fixes continuously and without interruptions to operations.

Data on employees is retrieved and updated automatically from your Active Directory (Azure / O365), and displayed in the online switchboard along with calendar appointments (from Exchange / O365), status information (presence) from Microsoft Teams and status information on the mobiles from the mobile operator.

WANT TO HEAR MORE?

Book a meeting with one of our advisors and learn more about how Novus can make call-handling easier and more efficient for your organization.

BOOK A MEETING



ABOUT ZYLINC

Communicate efficiently with your audiences on all channels, anytime, anywhere - in a single customer service solution.

We are experts in unified communications software for customer service centers, contact centers, and receptions – for both mobile and stationary employees. Unified communications is the ability for knowledge workers, customer service agents, and receptionists to handle inquiries through all types of communication channels in a single multi-channel solution.

Zylinc's market-leading solutions are open and easy to integrate with third- party systems. They're made to fit organizations' needs for bridging: between your users/customers and the people who work to service them, between your employees, between your different systems and different types of data, and between technologies. That's why we say that Zylinc is liberating technology.

Founded in 2005, Zylinc has been growing rapidly. Today, more than 2.000.000 people use Zylinc. Our headquarters are in Copenhagen, Denmark.