

Hosted Call Centre

Enhanced call/contact centre features for your business

Many organisations operate a call centre or contact centre environment, with a team of staff dedicated to making and/or receiving calls.

In such environments, the call routing will need sophisticated treatment, and the team manager will often demand a greater degree of oversight and control than a normal phone system can provide.

Inclarity offers a suite of Call Centre features which can be added to your cloud telephone system to meet these more complex requirements.

Even if your business does not consider its inbound/outbound team to be a call/contact centre, you may still benefit from the value that the Inclarity Call Centre features can offer.

The value

Improved efficiency and productivity

Ensure that customer needs are met by ensuring their call is answered quickly, and delivered to the most appropriate Agent.

Business continuity and disaster recovery

Scheduling tools to automatically manage out-of-hours working. Additional 'not available' routing options to ensure all calls are still handled in the case of an emergency.

Greater business insight

Use complementary Akixi reporting tools to analyse call trends, workloads, and Agent shift patterns.

The Solution: Dynamic, Automated Call Distribution

Each telephone Subscriber licensed as a Call Centre Agent is given the ability to Sign In and Sign Out of the Call Queue.

Through the press of a button in the Phone Manager portal, or on their Polycom IP handset they can hence announce when they are Available to take inbound calls from the Call Queue.

The Call Centre is an overlay to the standard Inclarity telephone service, which supports a wide range of VoIP phones – including IP phones, desktop soft phones and mobile app phones.

As the telephone system is hosted in the cloud, this means that Agents can join to take calls at any time, from any geographic location, using any type of phone – you can maintain a centralised pool of Agents without the need for a dedicated, physical contact centre for them to work from.

For Call Centre Premium Agents in multiple Call Queues, you can also utilise skill-based routing to ensure each Available Agent is assigned in the correct priority order.



Contact Centre – Key Features

Call Queuing

The Call Queue will hold all calls waiting for an Available Agent. While each caller is waiting you can play music, queue information, or other announcements relating to your organisation.

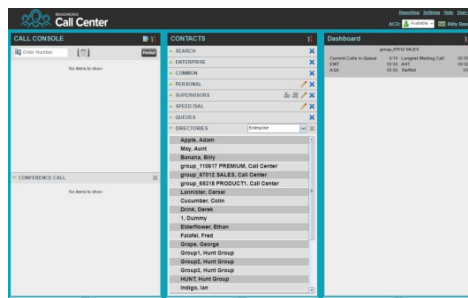
You can set an upper limit on the number of calls that can be queued, and you can also set a timer on how long people can be held in the queue. You can even offer a way to dial out of the queue to leave a voicemail, or to be transferred to an operator or receptionist.

For Call Centre Premium Licensed Agents only, you can also use the Call Queue to play a pre-recorded 'whisper' message to the Agent before the next call is put through to them.

Agent Console

For an additional cost, each Agent can be given a dedicated screen with visual indicators and activity buttons to manage their calls using the screen, rather than using the buttons on their telephone.

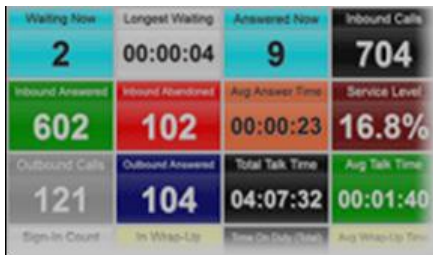
The console also presents your organisation's business phone directory for ease of call transfer, and useful statistics on the Call Queue for the Agent's reference.



Supervisor Monitoring & Reporting

By adding the Akixi 2000 reporting tool to your solution, you can unlock a wide range of additional management and reporting tools for your Call Centre Supervisors:

- Real time wallboard/dashboard that displays key metrics of your choice
- Monitor Agent activity, force Agent status changes, intercept ringing calls, or barge into active calls
- Review historic CDRs, daily call summaries, and Agent performance



S	Agent	Description	In	In Ans	Out	Out Ans	Adv	ACD State	In State For
900	Thomas Jackson		341	234	0	0	0	Avail	00:00:00
901	Rob Conroy		182	118	0	0	0	Wk	00:00:00
902	Rob Conroy		354	343	0	0	0	Avail	00:00:00
903	Sonya Collins		290	224	0	0	27	S/Out	00:12:03
904	Fay McCreary		432	363	0	0	39	S/Out	00:12:03
905	Nicki Morris		334	322	0	0	30	Awk/A	00:00:01
906	Christine Jones		257	194	0	0	24	S/Out	00:04:35
907	Simon Palaguta		215	160	0	0	27	S/Out	00:10:00
908	Henry Thompson		182	122	0	0	18	Wk	00:00:00
909	Janet Hamilton		302	240	0	0	24	Awk/A	00:00:01
910	Jennifer Burley		360	284	0	0	33	W/U	00:01:15
911	Jason Barlett		210	222	0	0	22	S/Out	00:20:00
912	Paul Conroy		1080	1046	0	0	1081	Awk/A	00:00:00
913	Natalie Sandings		285	238	0	0	25	Avail	00:00:00
914	Jan Hammer		284	265	0	0	25	Busy/A	00:11:40
915	Paul Morris		245	150	0	0	0	Avail	00:00:00
916	Ken Bromberg		290	238	0	0	0	Avail	00:00:00
917	John Bennett		345	276	0	0	36	Avail	00:00:00
			9302	4427	0	0	535		

Other Services

The Call Centre can also be combined with Inclarity's other services, including call recording and CRM integration.