



VOICEMED CLOUD BASED SERVICES

The Voicemed solution enables clients around the globe, regardless of size, application, or location, to access world-class technology via a simple cloud based interface. With multichannel communications such as inbound, outbound, and blended capabilities with customizable voice recorded messaging, has never been easier. Best of all, **no hardware, software, or staffing overhaul.**

- Outbound Collection Proactive Messaging
- Inbound ACD Callbacks
- Inbound Contact Center Suite
- Agent Gateway Interface
- Business Analytic Real-Time Reporting

Features of these services include –

Outbound Collections	Inbound Callbacks	Inbound Contact Center Suite	Agent Gateway Interface
Automated Dialing	Enhanced ACD	Agent Screen Pop CRM Interface	Workforce Optimization
Automated Messaging	Skills Based Routing	Redundancy & Business Continuity	Agent Interface Work Screen
Spanish Option	Spanish Option	Full Call Recording	Agent Portal
Interactive Scripting	CBO Transfers	Interactive Voice Messaging	Agent Management Reporting
Right Party Verification	AutoPay Transfers	Self Service Functionality	Supervisor Audit/Monitoring
Cell Phone Scrubbing	Toll Free Numbers	Automatic Callback	Conferencing Capabilities
Live Answer Transfers		Position In Hold Queue	Manager-To-Agent Messaging
		Estimated Hold Queue Wait Times	Manager Barge-In
		Scripted Responses	Automated Agent Alerting
		Agent or Open Transfers	Manager Dashboards
		AutoPay Assistance Routing	
		Real Time Reporting & Analytics	
		Escalation Based Routing	

Agent Gateway Interface – This secure and intuitive Agent Gateway allows for customization, efficiency, and agent-manager communication. A hallmark feature is skills-based routing. The platform calculates agent aptitudes on a large scale, and queues calls to the best available agent in less than one second, and information is flashed on-screen. Notes can be logged directly without the need of a CRM.

- **Gateway Features** – Scripted responses, agent or open transfer, conferencing, manager barge-in, manager-to-agent messaging, manager dashboards, auto-pacing, agent triggers, and call recording.
- **Connection Options** – Platform softphone with headset, TDM toll free/locals (standard phone), and SIP dialing via the internet and SIP capable softphone.
- **Productivity Reporting** – Real-time reports, charts and analysis for managers. Time of day, day of week, and staff performances can be recorded, and can be evaluated to increase productivity.

Clients have access to our complete suite of Hosted Contact Center services. You will have a specified implementation engineer that will assist in setting up your new services, making sure the transition is seamless and successful.