



# Contact Centre

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## High performance Call Centre solution

The Contact Centre solution offers users exceptional levels of customer service at the same time as enhancing Agent productivity. Fully scalable, it offers real-time monitoring and queue stats at the same time as providing additional levels of management and administrator control.

telephone:

email:

web:



# Key Features

Contact Centre's innovative features can be leveraged to better meet the needs of Contact Centre customers. From real time queue stats to managed control, users will gain the competitive edge in their industry as they improve their approach to customer interactions.



**Unlimited ACD Queues**  
A sophisticated queuing solution to help keep customers on the line



**Call Agents**  
Responsible for handling specific services efficiently



**Comprehensive Reporting**  
Improve campaign success with reporting and analysis



**Real Time Queue Stats**  
View what is happening in real time to improve your call strategy



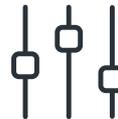
**Real Time Monitoring**  
Act on real time information during every call



**Soft Phone**  
Adopt desk phone or softphone or toggle between both



**Wallboard**  
Provide targeted updates for all your Agents in seconds



**Managed Control**  
Control of agent behaviour and supervisor intervention



**Scalability**  
Fully scalable according to size and complexity



# Toolkit

Our Call Centre Toolkit uses standard call routing features from the main product but with additional levels of management and control to produce complex and measurable call handling and Agent performance.



## The 'Supervisor' edition

**CallSwitch Communicator's Supervisor Edition is a real-time hub for monitoring and managing calls and agents. It displays real time call and agent status and allows the supervisor to 'enable' and monitor agents.**

The supervisor can receive alerts from agents seeking assistance and then monitor or intervene on the call. A rolling graph shows accumulated call and agent performance for the day. It includes functionality to monitor and manage calls and performance, plus allows supervisors to receive escalated calls.

The Supervisor Edition also provides a detailed personal wallboard on the user's desktop. The data presented can be selected and the screen will scroll to show multiple queues. Also, multiple supervisor roles can be allocated and a supervisor can toggle their access to Agent edition.



## The 'agent' edition

Agents login to Communicator and then login to a queue at which point calls will be directed to their phone.

An agent may set his status to 'pause', giving a 'pause' reason.

A timer increments to warn the Agent of his pause duration.

The Agent Edition also displays the status of other selected agents in their group and calls waiting in the associated queues.



## Real Time Agent Monitoring

Real Time Monitoring help managers to oversee and track Agent calls as they are carried out, so they can act on real time information during every call.

Analytics are used to track Agent attainment, oversee calls between customers and Agents, and deliver fast, efficient performance feedback.

## Contact Centre Wallboard

Our wallboards provide simple, targeted information for all of your Agents in seconds.

They help keep Agents up to date with situations as they develop, while allowing them to remain focused on the job at hand.



## CRM Integration

**Our platform is plug-and-play ready for integration via RESTAPI with Salesforce, Sugar CRM, Bullhorn, Zendesk & ZOHO.**

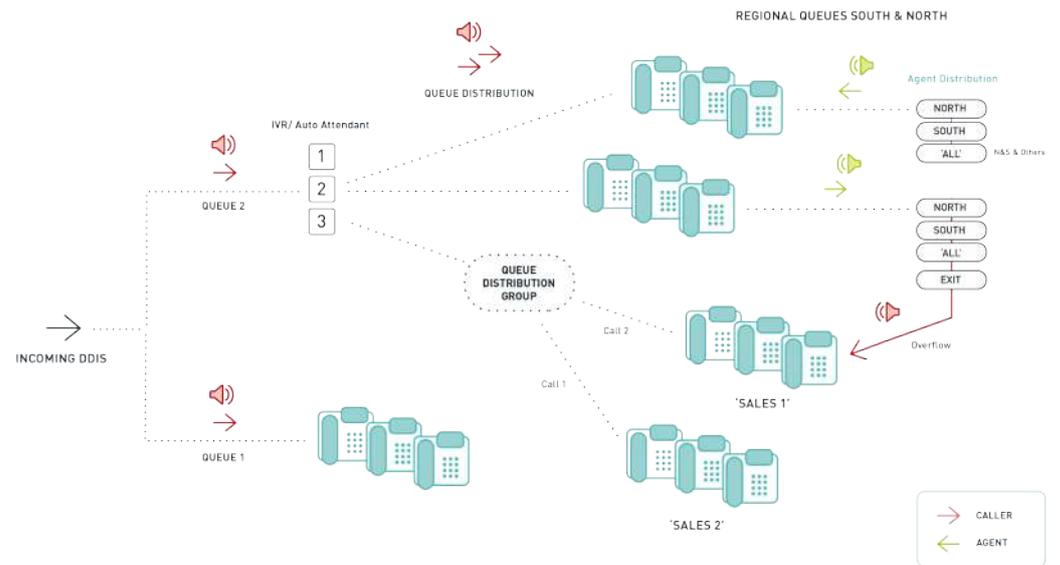
It can be integrated with any other CRM system via a custom solution as this functionality provides a browser pop out (floating UI) from the chosen CRM and integrates it with certain desktop features such as desktop contacts searching.

# Contact centre builds

The Contact Centre Toolkit links standard call routing options to form integrated blocks of functionality.

The following image illustrates what is taken from real Contact Centres during their implementation phases:

## ANNOUNCEMENTS AND MESSAGES



telephone:

web:

email: