ICONnectVP

Deliver Exceptional Customer Service with ICONnect VP Contact Center

The ICONnect VP business phone system, a fully-featured Unified Communications (UC) platform, includes advanced built-in contact center tools to improve customer care, optimize efficiency, and drive profitability.

FLEXIBLE DEPLOYMENT OPTIONS

ICONnect VP offers versatile deployment methods, all featuring the same comprehensive feature set. Choose the option that best suits your business needs:

CLOUD	ON-PREMISES SYSTEM	VIRTUALIZED DEPLOYMENT

CLOUD

The ideal solution for top-tier customer service with minimal upfront investment.
- No onsite hardware to manage
- Easy access to communication tools for sales, support, and agents
- Optional IP phone rentals

ON-PREMISES SYSTEM

Deploy ICONnect VP at your business location for low total cost of ownership and complete system control.
- Full control over your solution
- Dedicated hardware appliance supported by ICON
- No need for racks of specialized equipment

VIRTUALIZED DEPLOYMENT

ICONnect VP also supports virtualization, making it an excellent choice for organizations with an existing virtual environment or those planning to adopt one.
- Use your preferred virtual machine
- Enable failover for High Availability
- Reduce costs associated with stand-alone appliances

ICONnect VP

WHY ICONNECT VP FOR YOUR CUSTOMER SERVICE SOLUTION?

- Scalable Add-Ons: Start with built-in contact center features and add capabilities as needed to enhance customer experience and streamline call routing.

- Work-From-Home Ready: Seamlessly access all communication tools with minimal setup for remote operations.

- Virtual Operator Panel: Monitor call queues and agent performance using the UCP Queue Wallboard with real-time call stats.

- Tool Integration: Enjoy click-to-dial and screen-pop notifications with tools like Salesforce, Zoho, SugarCRM, Zendesk, and supported web browsers.

- Advanced Call Queues: Optimize inbound call handling with priority caller support, call-back options, and more.

- Enhanced Communications: Use the ICONnect VP Softphone on desktop and mobile, enabling efficient collaboration from anywhere.

- Powerful Reporting: Generate detailed call reports on demand or schedule them via the web client, with insights presented in easy-to-read graphs.

- Flexible IVR: Efficiently route calls with features like multilingual options, custom music-on-hold, and priority routing to enhance customer service.

RUN YOUR CONTACT CENTER FROM ANYWHERE

Experience the freedom to operate your customer service department from any location. With web-based clients, your sales and support teams can quickly set up and access all the tools they need to stay connected with you and your customers.

ICONNECT VP QUEUE WALLBOARD

The Queue Wallboard is a customizable suite of widgets within the UCP web-based dashboard, providing supervisors with real-time call queue statistics to manage sales and support staff effectively.
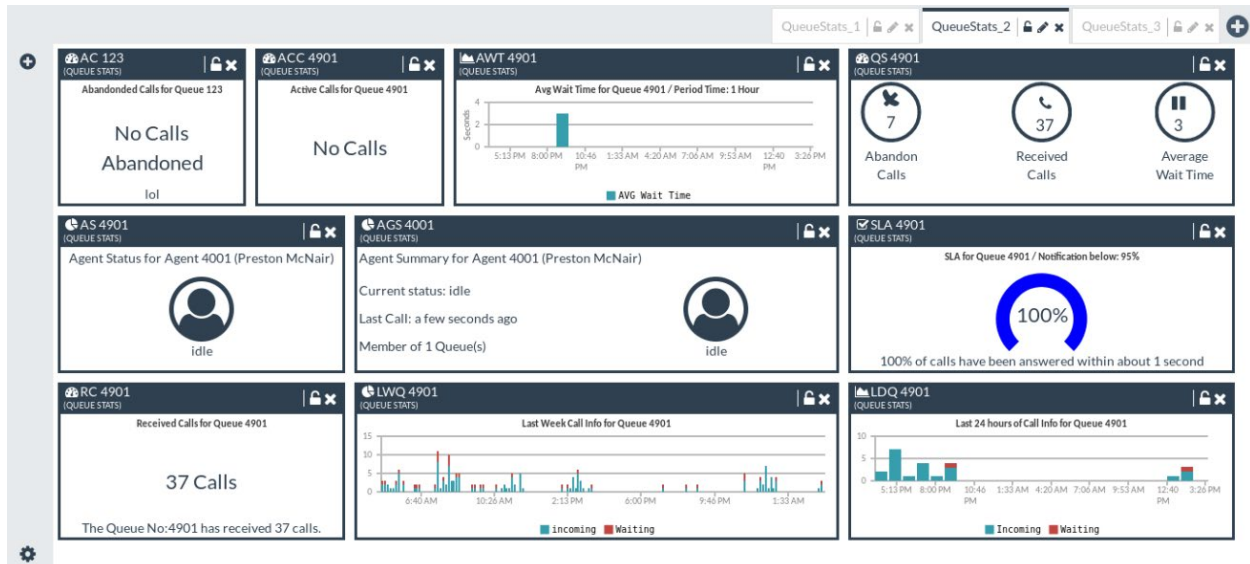
Key Features:

- Fully customizable widget display tailored to individual needs.
- Permission-based configuration for focused, relevant insights.
- Real-time data on:
  - Active calls in queues
  - Abandoned calls
  - SLA percentages (calls handled per defined criteria)
  - Queue performance summaries (e.g., wait times)
- Agent statuses
- Optimize call center performance with actionable insights at your fingertips.

ICONNECT VP DESKTOP SOFTPHONE AND MOBILE CLIENT

Stay connected with customers and colleagues from anywhere. ICONnect VP provides every user with a desktop softphone and mobile client, with no license restrictions.

Desktop Softphone Features:

- Handle inbound customer calls from a mobile workstation, whether remote or in-office.

- Chat and screen-share with colleagues or supervisors to resolve issues quickly.

- Eliminate the need for a dedicated desk phone.

Mobile App (Android & iOS):

- Chat with colleagues on the go.

- Supervisors stay connected with agents anytime, anywhere.
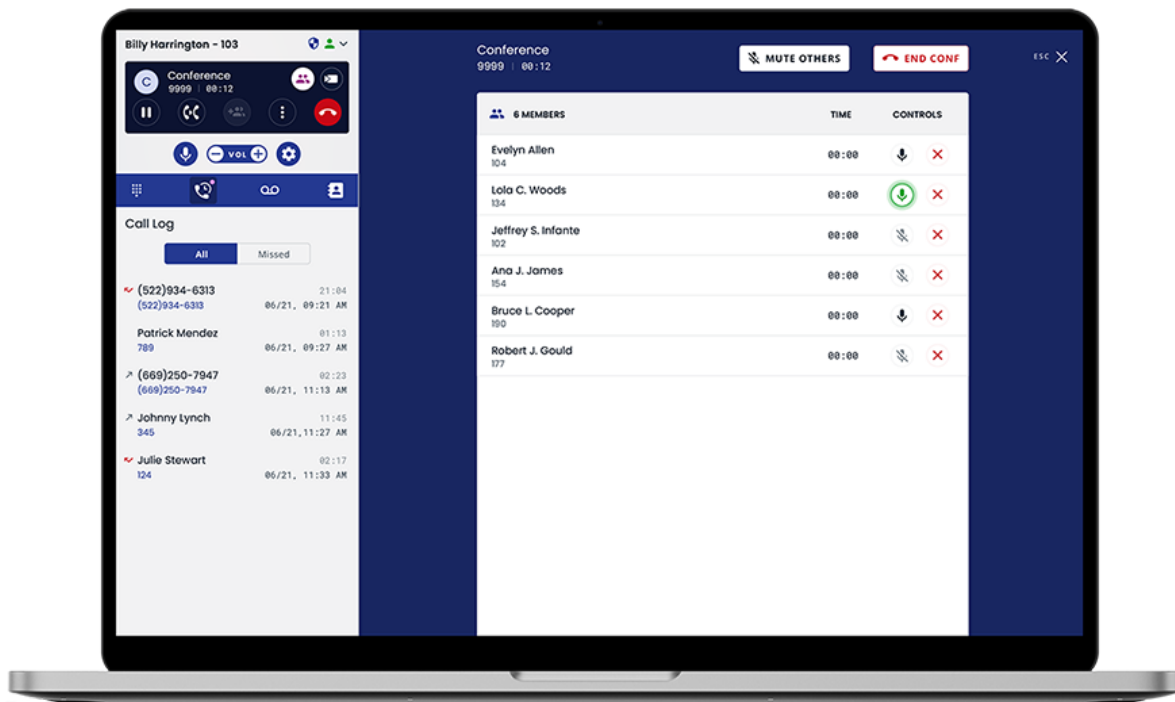
DIGITAL RECEPTIONIST (IVR)

The ICONnect VP Interactive Voice Response (IVR) system streamlines customer interactions, improving service levels and reducing agent workload.

Key Features:

- Automatically answers and routes calls to the correct department.

- Supports unlimited departments to ensure customers reach the right team.

- Offers multi-language IVRs with customizable recordings.

- Callback option allows customers to disconnect while holding their place in line for a return call.

- Customizable Music-On-Hold (MoH) and announcements to highlight promotions or self-service steps.

- Time-based routing to direct calls to appropriate IVRs by time of day.

- Seamlessly delivers calls to agents working remotely or in-office.

- Enhance efficiency and customer experience with a tailored IVR system.
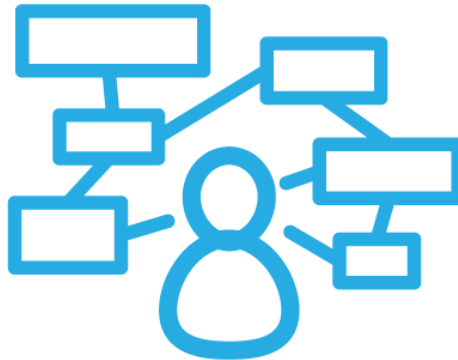
ADVANCED CALL QUEUES

ICONnect VP Advanced Call Queues ensure efficient and effective handling of inbound calls to boost revenue and customer satisfaction.
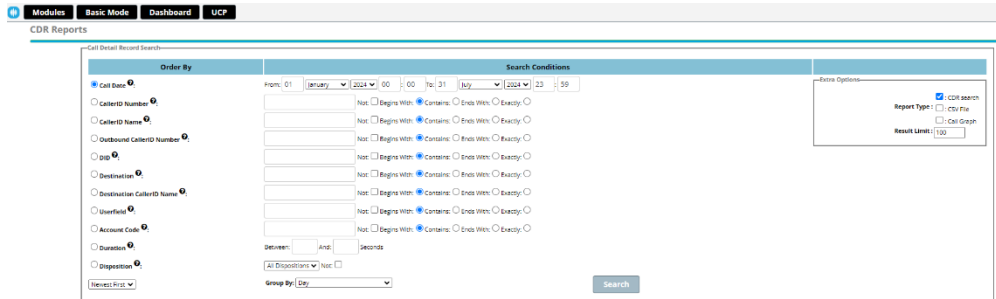
Key Features:

- Flexible call routing: Ring all agent phones simultaneously, randomly, least-rang, and more.
- Consistent wait times: Maintain callers' queue position even when transferred between queues.
- Priority handling: Serve the highest-priority caller with the earliest arrival time across all queues.
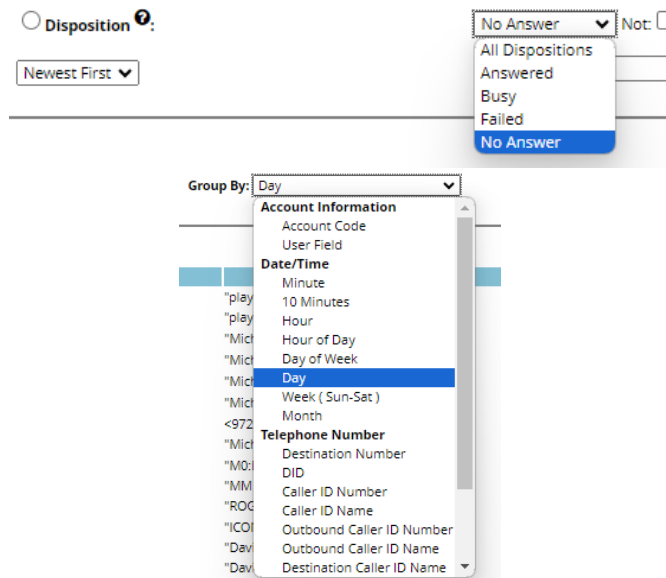- Backup agents: Define standby agents to assist during peak times.

Optimize your call queues to enhance efficiency and deliver exceptional customer service.

POWERFUL REPORTING

Effective reporting is crucial for optimizing contact center performance and driving business decisions.

Key Features:

- Call distribution by agent, queue, day, or hour
- Average call and hold times
- Service call thresholds and reasons for disconnections (e.g., abandoned calls, customer or agent hang-ups)
- Run ad-hoc or scheduled reports
- Export in HTML, XLS, or Chart format
- Create custom reports with templates focused on your business needs
- Use detailed reports to identify inefficiencies, understand peak times, and optimize agent deployment.

ICONNECT VP CONTACT CENTER FEATURES

IVR and Auto-attendant

- Self-serve
- Custom messaging
- Multi-Language options
- Time-based call routing

Routing

- Priority queue*
- Overflow agents*
- Ring strategy options
- Caller ID prefix*
- Outbound calling campaign*

Agent Productivity

- Multi-queue agent*
- Team chat
- CRM integration
- Presence control
- Softphone

- Remote agents
- Screen pop

24/7 Support

- Click-to-call
- After-Hours Routing

Customer Experience

- Queue callback*
- Custom music on-hold
- Custom announcements
- Status message

Reporting and Monitoring

- Real-time queue dashboard
- Agent status
- On-demand and scheduled reports*
- Call recording
- Call Barging & Whisper

* Requires Add-on License

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