

Migrate from hunt groups to full ACD

If you want to be a big business tomorrow, then you should sound like one today. Moving from your hunt groups to our ACD solution will do that by automatically servicing your inbound callers. What's more, you don't even have to change your telephone system. Calls are delivered to the best available agents and in addition to music on hold of your choice you have variable and flexible in queue messaging.

Modules

- ◆ Skill Based Call Routing
- ◆ Wallboard
- ◆ Supervisor Reporting
- ◆ Agent App

Immediate Advantages

- ◆ In-Queue Positioning
- ◆ Completely User Configurable
- ◆ Unlimited Absence codes
- ◆ Agent third party integration

Routing Option

- ◆ Skill based
- ◆ Circular
- ◆ Sequential
- ◆ Longest Idle

In-Queue Audio

- ◆ Welcome message
- ◆ Max wait time
- ◆ Ad hoc In-Queue Messages
- ◆ Music-On-Hold

Overflow

- ◆ Max Caller's Waiting
- ◆ Max Wait time
- ◆ Time of Day
- ◆ Routing options (Number, Voicemail)

General

- ◆ Service Hours
- ◆ 3rd Party API
- ◆ Browser based configuration

Agent Features

- ◆ Log in/Log out
- ◆ Available/Unavailable
- ◆ Absence Codes/Description
- ◆ Auto Answer
- ◆ Raise Hand
- ◆ Third Party API

Wallboard

- ◆ Call stats
- ◆ Visual & Audible alerts
- ◆ Multiple Queues
- ◆ Configurable display
- ◆ Summary queue

Supervisor

- ◆ Dashboard
- ◆ ACD Report
- ◆ Call/logging/Reporting
- ◆ Agent status
- ◆ Force agent login/Logout

Type

- ◆ Off-board using SIP

