



Call Center Pro

App Overview

Native Call Center with more features and functionality than ever before



Call Center Pro

Overview

Call Center Pro is our native call center app that offers more features and functionality than ever before. Its streamlined UI enables enhanced execution of everything from call handling for agents to queue management for admins. Call Center Pro's capabilities provide a powerful and extremely versatile call center option for your clients, with a strong performance dashboard.

From improved queue interaction and a new call experience to increased manager enablement, Call Center Pro offers all the features and functionality needed for a successful call center.

With the Call Center Pro app, you can:

- Create queues, and set up call center environments directly in the app
- View a member's assigned queues, status in each queue, call information for each queue, and other agents assigned to queues
- Get a comprehensive overview of all call center members, including their current status, role, assigned queues, and skills.
- Create customized skills and utilize skill tagging to easily assign skills to members in one click
- Ensure call quality through the built-in barge and whisper capabilities

2600Hz Call Center Pro

Josh Sanders 15:28 Status Ready

Queues

Sorted By: All Queues Resume All Queues

QUEUE & STATUS	PERFORMANCE	AGENTS	CALL HANDLING
{{queue.name}} Ext: 1002 Active	8:38 Longest Wait	7 Calls in Queue	3 Abandoned
Tier 1 Support Ext: 1002 Paused	7:52 Longest Wait	10 Calls in Queue	4 Abandoned
Tier 2 Support Ext: 1002 Active	6:31 Longest Wait	5 Calls in Queue	1 Abandoned
Engineering Support Ext: 1002 Active	5:59 Longest Wait	8 Calls in Queue	0 Abandoned
Support Escalation Ext: 1002 Active	4:47 Longest Wait	4 Calls in Queue	2 Abandoned

Highlights

Call Center Pro

Queue Name	Status	Longest Wait	Calls in Queue	Abandoned	Ready	Busy	Away	Progress
[[queue.name]] Ext: 1002	Paused	8:38	7	3	8	3	1	<div style="width: 100%;"></div>
Tier 1 Support Ext: 1002	Active	7:52	10	4	12	4	2	<div style="width: 100%;"></div>
Tier 2 Support Ext: 1002	Paused	6:31	5	1	10	6	0	<div style="width: 100%;"></div>
Engineering Support Ext: 1002	Paused	5:59	8	0	6	2	5	<div style="width: 100%;"></div>
Support Escalation Ext: 1002	Paused	4:47	4	2	8	5	3	<div style="width: 100%;"></div>

Queue Performance at a Glance

Categorized information gives a clearer understanding of a member's assigned queues, their status in each queue, the call information regarding each queue, and other agents assigned to queues.

Queue Inspector

The new queue inspector allows members to open a queue and view the currently waiting calls, members assigned to that queue plus their status, and that queue's activity logs.

Metric	Value
Longest Waiting	4:47
Calls in Queue	7
Abandoned Calls	4
Agents Ready	4:47
Agents Busy	7
Agents Away	4
Missed Calls	3
Handled Calls	8

Activity Log:

- [[agent.name]] ended session 03/15/18 - 17:15:36
- Patrick Sullivan marked as Away 03/15/18 - 15:49:52
- Karl Anderson marked as Ready 03/15/18 - 13:52:14
- Patrick Sullivan ended Recovery time 03/15/18 - 13:49:36

Status: ⊖ Away

- ✔ Mark All as Ready
- ⊖ Mark All as Away
- Lunch Br
- ➔ End Session

Status Control Mechanism

Members can control their status at the global level, affecting all queues they are assigned to, or at the individual queue level.

A New Call Experience

The call details drawer brings incoming calls to the forefront, allowing members to see crucial information regarding that call. The drawer is hidden when there is no active call, freeing up screen space for a cleaner and more efficient interface.

Status: ⚡ On Call

Default Answering Device: Josh's Desk Polycom

⚡ On Call (10:20)

Caller ID: +1 415-886-2600

Caller Name: Frustrated Customer

From Queue: Tier 1 Support

Hold Time: 4:28

Total Call Duration: 14:48

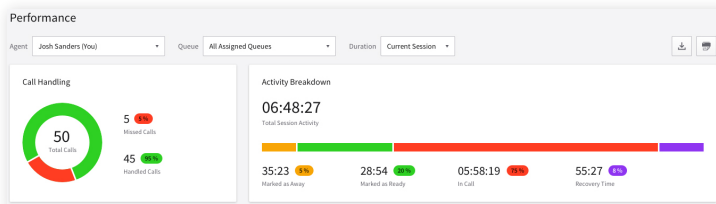
Highlights

Call Center Pro

MEMBER	ROLE	SESSION DURATION	MARKED AS AWAY	ASSIGNED QUEUES	SKILLS
[Agent.name] (New)	Admin	02:34:17	12% • 35:28	6	English Spanish Engineering +3 more
Patrick Sullivan	Manager	04:48:28	18% • 01:19:48	Sales Support	English Spanish
Darren Schreiber	Manager	05:38:01	8% • 51:37	3	Tier 1 Support, Tier 2 Support, Engineering Support
Kristin Muramoto	Manager	03:10:44	17% • 38:28	8	Spanish French Russian
Isaac Vega	Agent	02:43:05	80% • 02:16:37	10	English Spanish Engineering
John White	Agent	10:38:13	12% • 35:26	6	English Spanish Engineering +2 more
Josh Sanders	Agent	04:34:21	100% • 04:34:21	Josh's TEST Queue	Tier 2 Support Russian

Increased Manager Enablement

Experience better member management through a comprehensive overview of all call center members, including their current status, role, assigned queues, and skills.



Performance Insight

Managers can now look up performance metrics for the agents they are responsible for, and agents can stay informed of their own performance.

MEMBER	ROLE	ASSIGNED QUEUES
[Agent.name] (New)	Admin	6
Patrick Sullivan	Manager	Sales Support
Darren Schreiber	Manager	Tier 1 Support, Tier 2 Support, Engineering Support
Kristin Muramoto	Manager	Spanish French Russian
Isaac Vega	Agent	English Spanish Engineering
John White	Agent	English Spanish Engineering +2 more
Josh Sanders	Agent	Tier 2 Support Russian

What should callers hear when they enter this queue?

Add actions to design a media loop that will play for callers who are waiting to connect.

Announce Wait

Pause (2 Seconds)

Play Media File (SupportGreeting.mp3)

Announce Position

Announce Wait

Pause (2 Seconds)

Play Media File (summer-2018-sales-promo.wav)

Action

Queue Creation Workflow

A friendly and more guided experience for creating queues and setting up call center environments.

Call Center Member Pool

Administrators can tag system users as call center members and assign them a role (agent or manager). From there, skills can be assigned to members and members can be assigned to queues.

Call Center Pro

Technical Specifications

Queues Overview

- Queue Name, Status, and Extension
- View Queue Performance
 - Longest Wait
 - Calls in Queue
 - Abandoned
- Agents Ready, Busy and Away
- Call Handling
- Sort by All Queues, Active, or Paused
- Pause All Queues
- Create New Queue
- Edit Status: Ready, Mark as Away (Reason Optional), or End Session
- Search for a Queue

Queue Details

- Queue Name, Status, Extension
- Mark Queue as Active or Pause Queue
- View Queue Metrics
 - Longest Wait
 - Calls in Queue
 - Abandoned Calls
 - Agents Ready
 - Agents Busy
 - Agents Away
 - Missed Calls
 - Handled Calls
- Edit Queue Settings
- Delete Queue
- Calls in Queue
- View Member Name, Role, Status, Call Handling, Session Duration, Time Marked as Away, Skills
- Manage Members
- Search for Member
- View Queue Activity Logs
- Search by Event, Agent or Phone Number
- Filter Queue Activity
- Download or Print Queue Details

Create New Queue

- Name New Queue and Assign Extension
- Configure Queue
 - Call Limit
 - Queue Timeout
 - Display Agents to others/Agents
 - Zero (0) out to callflow
 - Timeout Immediately if Empty
 - Record all Calls in Queue
 - Escalation Queue
 - Escalation Callflow after Timeout
- Call Routing
 - Most Idle
 - Least Offers Made
 - Least Calls Handled
 - Round Robin
 - Skill Based (Strict)
 - Skill Based (Loose)
- Hold Treatment
 - Announce Position
 - Announce Wait Time
 - Pause
 - Play Media File
- Agent Connection
 - Agent Connection Timeout
 - Force Away on Rejected/Missed
- Allow Recovery Time
- Allow Recovery Time Extension
- Allow Multiple Extensions
- Assign Members to Queue

Performance

- Select Agent
- Select Queue
- Select Duration/Session
- Add Row to compare agent's performance within queues, or compare multiple agents

Call Center Pro

Technical Specifications Continued

Performance, Cont'd

- Call Handling Metrics by Agent
 - Total Calls
 - Missed Calls
 - Handled Calls
- Activity Breakdown by Agent
 - Total Session Activity
 - Time Marked as Away
 - Time Marked as Ready
 - Time In Call
 - Time In Recovery
- Download or Print Activity

Call Center Members

- View Call Center Member Details
 - Member Name
 - Session Duration
 - Number of Assigned Queues
 - Names of Assigned Queues
 - Skills
- Enable/Disable Call Recording by Member
- Search for Member
- Manage Members
 - Add or Remove Call Center Members
 - Configure Queue
- Manage Skills
 - Add/Remove Skills
 - View Members and their Assigned Skills
 - Search for Member
 - Skill Tag Editor
 - View All Skill Tags
 - Create New Skill Tag

For additional information, please contact your Account Executive or email sales@simplevoip.us.

