

# Call Center



## —○ Datasheet

### TELES Call Center – always the perfect choice

Whatever business you are in – we have the perfect solution for customer support and service. The TELES Call Center offers all of typical functions of a classical inbound call center.

Integrate it with your CRM to display customer information to the agents to optimize the speed of service. The customer information does not get lost even when the call is passed on to another agent for further processing.

With the help of the integrated interactive voice response service (IVR) and the ACD function, customer queries are always sent to the agent best qualified to deal with them. The advanced ACD function uses agent skills and customer priority levels (VIP) to achieve this goal.

#### BENEFITS AT A GLANCE

- one call center for several locations
- skill-based routing
- interactive voice response system (IVR)
- customer priority rating (VIP)
- comprehensive statistics and live monitoring for supervisors
- intuitiv Agent workplace (DesktopOperator)
- overflow system to handle rising call volumes

| Function  | Agent | Master Agent | Supervisor | Admin |
|---|-------|--------------|------------|-------|
| <b>QUEUES</b>                                   |       |              |            |       |
| Set up queue                                    |       |              |            | ⊙     |
| Edit queue announcements                        |       |              | ⊙          | ⊙     |
| Add agents to queues                            |       |              |            | ⊙     |
| Define master agent                             |       |              | ⊙          | ⊙     |
| Change agent sequence                           |       |              | ⊙          | ⊙     |
| Change agent status of individual group members |       |              | ⊙          | ⊙     |
| Change own status                               | ⊙     | ⊙            |            |       |
| Change agent/after call work time               |       |              | ⊙          | ⊙     |
| Manage skills                                   |       |              |            | ⊙     |
| Assign skills to agent                          |       |              | ⊙          | ⊙     |
| <b>ADVANCED ROUTING</b>                         |       |              |            |       |
| Add IVR and manage routing                      |       |              |            | ⊙     |
| Edit IVR announcements                          |       |              | ⊙          | ⊙     |
| Edit overflow target/call forwarding/timetables |       |              | ⊙          | ⊙     |
| <b>CONTACT MANAGEMENT</b>                       |       |              |            |       |
| Read phone book entries/favorites/groups        | ⊙     | ⊙            | ⊙          | ⊙     |
| Manage phone book/favorites/groups              |       |              | ⊙          | ⊙     |
| Import phone book and manage contacts           |       |              |            | ⊙     |
| <b>VOICEMAIL AND RECORDINGS</b>                 |       |              |            |       |
| Manage group call lists                         | ⊙     | ⊙            | ⊙          | ⊙     |
| Manage group voicemail box                      |       | ⊙            | ⊙          | ⊙     |
| Manage and listen to recordings                 |       |              | ⊙          | ⊙     |
| <b>STATISTICS</b>                               |       |              |            |       |
| Live view (Monitoring)                          |       |              | ⊙          | ⊙     |
| Manage all agent/group reports (statistics)     |       |              | ⊙          | ⊙     |
| Manage own agent reports (statistics)           | ⊙     | ⊙            |            |       |

| Limits                 |   |
|------------------------|---|
| Call Center            | 1 per location  |
| Agents per call center | unlimited   |
| Queues per call center | unlimited   |
| System limits          | The number of agents and queues depends on the hardware and TELES VAS version used. |

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