

VanillaIP Call Centre Options

Service	What It Does	When To Use It
Call Centre Instance	<ul style="list-style-type: none"> ○ Provides inbound call handling to a group. A new instance is required for every inbound group/queue ○ Provides comfort messages, call queuing and overflow routing for inbound callers ○ Web portal provides current and previous day inbound call stats ○ Agent stats include: calls taken, average time on call, time logged off, time logged on, calls not answered by Agent ○ Group stats include: Incoming, Answered, Queued and Overflowed calls. Average time with an Agent, average time before caller abandons and others 	<ul style="list-style-type: none"> ○ A Call Centre Instance should be used when queuing is required on an inbound number and when summary real-time Group and Agent stats are required ○ Stats available via web portal ○ Previous days stats emailed each morning
Call Centre Supervisor	Provides comprehensive real time and historical reports on Group and Agent performance and queue utilisation. A Supervisor can manage multiple Call Centre Instances	<ul style="list-style-type: none"> ○ Supervisor is required to view historical reports and where Agents need to be managed in real time ○ Supervisor is a Windows client install
Unity Agent	<ul style="list-style-type: none"> ○ Allows the Call Centre Agent to Login and Logout of any Call Centre Instances they are a member of ○ Allows the Agent to choose Available, Unavailable and Wrap-Up states ○ Provides call control to manage calls ○ Provides Busy Lamp Field – 20 users 	<ul style="list-style-type: none"> ○ Any Agents that are monitored by the Call Centre Supervisor must have Unity Agent ○ Unity Agent is a Windows client install