

# VanillaIP Hosted Contact Centre

Multi channel contact centre solutions from VanillaIP provide queuing for all customer contact media.

VanillaIP offers a scaled call centre portfolio catering from small, informal and unmanaged customer facing teams to large multi site businesses with hundreds of Agents. One thing all these businesses have in common is a need to understand the dynamics of their customer calling patterns, ensure they are providing the best possible service and identify resource or training shortcomings. VanillaIP Call Centre Solutions are a crucial element in making sense of this. Our call centre applications are based on both the Broadsoft [www.broadsoft.com](http://www.broadsoft.com) and CosmoCom [www.cosmocom.com](http://www.cosmocom.com) platforms. This allows the Reseller to meet any client needs including:

- Inbound voice, E Mail or Chat
- Outbound Preview, Progressive and Predictive
- Multi Site and Home Based Agents

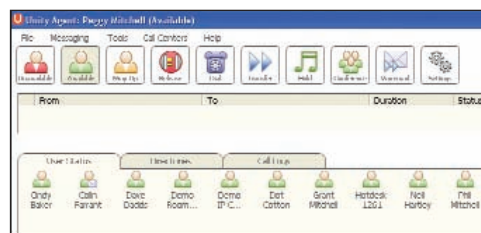
As a pure IP-based system, VanillaIP can support Agents and Supervisors anywhere in the world. And what's more, you don't need to commit to additional capacity in advance; with 30 day licences customers simply scale their workforce up or down as seasons and projects require.

## Client Applications

VanillaIP Agent and Supervisor clients offer an extension to the underlying application sets available on the VanillaIP platform. Featuring ACD, real-time and historical reports, VanillaIP provides the tools and information to effectively serve and manage customers.

## Unity Agent

Unity Agent empowers Agents by simplifying call handling, escalating to Supervisors and managing Wrap-Up, Not Ready and Available states. In addition, Unity Agent allows Supervisors to Instant Message groups of users and allows Agents to select which groups they are logged into at any one time.



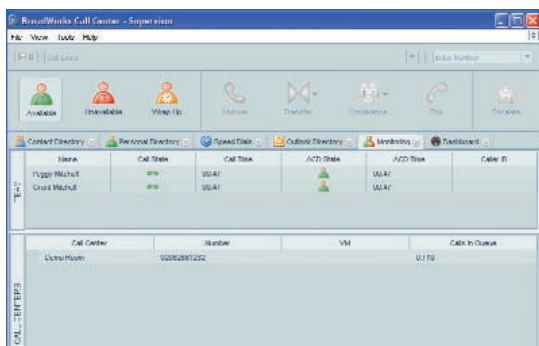
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12:00	Mitchell	00:00	00:00	00:00	00:00	00:00	00:00	00:00

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## Call Centre Supervisor

Supervisor is a powerful reporting and management engine that gives Supervisors and line managers relevant real time and historical performance information on Agents and Queues, presented in a simple graphical interface.



## Key Reporting Metrics

### Queue Statistics

- Calls in queue
- Total abandoned calls
- Average time until caller abandons
- Total calls taken
- Number of busy overflows
- Service Level performance
- Average number of busy Agents

### Agent Statistics

- Calls taken
- Average talk time
- Average Hold Time
- Outbound calls time and number
- Time on hold
- Time in Available, Unavailable and Wrap-Up states
- Number of Agents Available

Visit our website for a full list of available reports.

**Barge-In** – This allows a Supervisor to barge in (either announced with a beep or completely silent for the caller and agent) and listen to a call in progress. Other users in the business (such as managers and HR staff) can be blocked so they are not liable to abuse from this service.

**Headset Integration** – All Polycom IP phones can accept new or existing headsets.

**Call Recording** – Call recording is the most obvious parallel service for use in call centres. Users can have unlimited call recording or pay-per-minute call recording. All recorded calls are accessible through the Uboss we portal.

**Auto Attendant** – An AA can be used to distribute calls to different groups. The extensive AA routing options include multiple menu levels, dial by name, dial by extension and time profiles for out of hours service.

**Call Forward Selective** – The Call Forward Selective service, when applied to a call centre instance, allows time profiles to be set for call forwarding. eg. Calls can be sent direct to after hours voicemail when the office is closed. Multiple time profiles are available for each day.

**Voicemail-to-email** – By default VanillaIP voice messages can be forwarded to email. This is critical in providing a prompt response during busy times without having the dependency of the Supervisor dialling into a group voicemail.

**Incoming Calling Plan** – Allows certain numbers (such as persistence troublesome callers) to be blocking from ringing into the call centre.