

CLOUD CALL CENTRE

CLOUD CALL CENTRE SOLUTIONS FROM VANILLAIP PROVIDE SOPHISTICATED QUEUING AND ANALYTICS TO MAXIMISE CALL HANDLING EFFICIENCY

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.

Key elements of the solution

- Queuing in the Cloud
- Real-time and Historical analytics
- Thresholds and trend analysis
- Intuitive and powerful Agent interface for PC and Mac
- Advanced call queuing and routing with time to answer and place in queue
- Supports Multi-Site and Home Based Agents

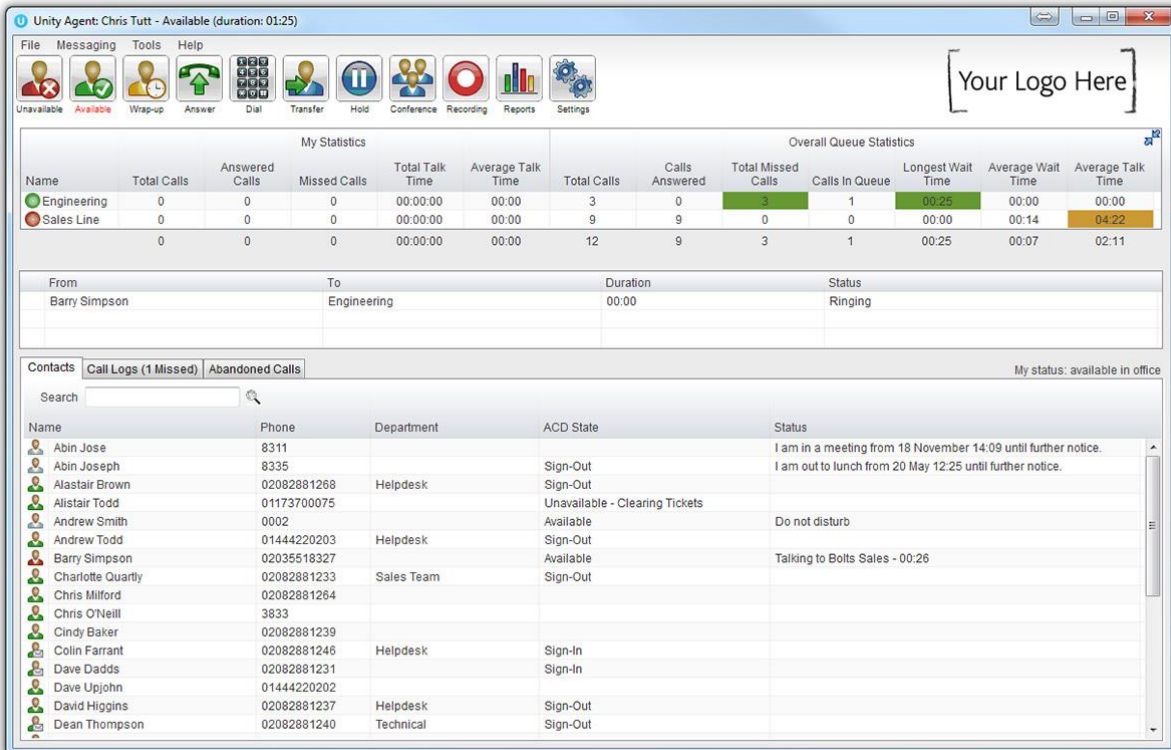
As a pure IP-based system, VanillaIP can support Agents and Supervisors anywhere in the world. What's more, you don't need to commit to additional capacity in advance; with 30 day licences customers simply scale their workforce up or down as seasons and projects require.

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, Unavailable 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. The Personal Wallboard provides agents visibility of real-time metrics, such as calls in queue and longest wait, for the call centres they are assigned to. In addition, they can see their own stats to support self management against target KPI's



The screenshot displays the Unity Agent interface for user Chris Tutt. The top navigation bar includes File, Messaging, Tools, and Help. Below this is a toolbar with icons for Unavailable, Available, Wrap-up, Answer, Dial, Transfer, Hold, Conference, Recording, Reports, and Settings. A placeholder for a logo is visible on the right.

The main dashboard is divided into two sections: My Statistics and Overall Queue Statistics.

My Statistics						Overall Queue Statistics						
Name	Total Calls	Answered Calls	Missed Calls	Total Talk Time	Average Talk Time	Total Calls	Calls Answered	Total Missed Calls	Calls In Queue	Longest Wait Time	Average Wait Time	Average Talk Time
Engineering	0	0	0	00:00:00	00:00	3	0	3	1	00:25	00:00	00:00
Sales Line	0	0	0	00:00:00	00:00	9	9	0	0	00:00	00:14	04:22
	0	0	0	00:00:00	00:00	12	9	3	1	00:25	00:07	02:11

Below the statistics is a call log table:

From	To	Duration	Status
Barry Simpson	Engineering	00:00	Ringing

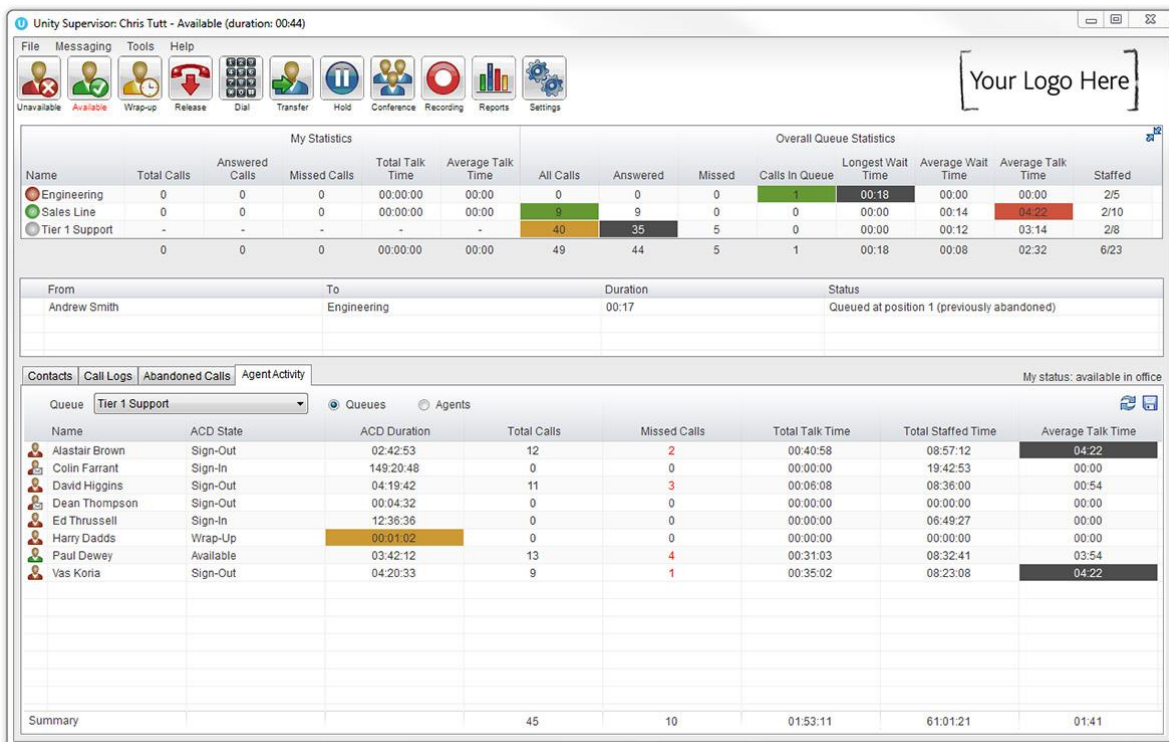
The bottom section is titled 'Contacts' and includes tabs for Call Logs (1 Missed) and Abandoned Calls. It features a search bar and a list of agents with their details:

Name	Phone	Department	ACD State	Status
Abin Jose	8311			I am in a meeting from 18 November 14:09 until further notice.
Abin Joseph	8335		Sign-Out	I am out to lunch from 20 May 12:25 until further notice.
Alastair Brown	02082881268	Helpdesk	Sign-Out	
Alistair Todd	01173700075		Unavailable - Clearing Tickets	
Andrew Smith	0002		Available	Do not disturb
Andrew Todd	01444220203	Helpdesk	Sign-Out	
Barry Simpson	02035518327		Available	Talking to Bolts Sales - 00:26
Charlotte Quartly	02082881233	Sales Team	Sign-Out	
Chris Milford	02082881264			
Chris O'Neill	3833			
Cindy Baker	02082881239			
Colin Farrant	02082881246	Helpdesk	Sign-In	
Dave Dadds	02082881231		Sign-In	
Dave Upjohn	01444220202			
David Higgins	02082881237	Helpdesk	Sign-Out	
Dean Thompson	02082881240	Technical	Sign-Out	

UNITY 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 clean graphical interface.

Those the user of Supervisor defined thresholds, Unity can alert the Supervisor when something abnormal appears and let then take remedial action. This could be a sudden burst of calls in queue, when the Supervisor can quickly assign more Agent resource before the callers trigger an overflow policy. The is a key consideration in a fluid and organic calling environment where having a rigid hierarchy of routing conditions does not provide the best inbound calling experience. For scenarios where maximising caller experience is paramount, the flexibility of unity Supervisor becomes critical



The screenshot displays the Unity Supervisor interface for Chris Tutt, who is available (duration: 00:44). The interface includes a menu bar (File, Messaging, Tools, Help) and a toolbar with icons for various call management actions like Unavailable, Available, Wrap-up, Release, Dial, Transfer, Hold, Conference, Recording, Reports, and Settings. A placeholder for a logo is visible in the top right.

My Statistics

Name	Total Calls	Answered Calls	Missed Calls	Total Talk Time	Average Talk Time	All Calls	Answered	Missed	Calls In Queue	Longest Wait Time	Average Wait Time	Average Talk Time	Staffed
Engineering	0	0	0	00:00:00	00:00	0	0	0	1	00:18	00:00	00:00	2/5
Sales Line	0	0	0	00:00:00	00:00	9	9	0	0	00:00	00:14	04:22	2/10
Tier 1 Support	-	-	-	-	-	40	35	5	0	00:00	00:12	03:14	2/8
Total	0	0	0	00:00:00	00:00	49	44	5	1	00:18	00:08	02:32	6/23

Overall Queue Statistics

From	To	Duration	Status
Andrew Smith	Engineering	00:17	Queued at position 1 (previously abandoned)

Contacts | Call Logs | Abandoned Calls | Agent Activity (My status: available in office)

Queue: Tier 1 Support | Queues | Agents

Name	ACD State	ACD Duration	Total Calls	Missed Calls	Total Talk Time	Total Staffed Time	Average Talk Time
Alastair Brown	Sign-Out	02:42:53	12	2	00:40:58	08:57:12	04:22
Colin Farrant	Sign-In	149:20:48	0	0	00:00:00	19:42:53	00:00
David Higgins	Sign-Out	04:19:42	11	3	00:06:08	08:36:00	00:54
Dean Thompson	Sign-Out	00:04:32	0	0	00:00:00	00:00:00	00:00
Ed Thrusell	Sign-In	12:36:36	0	0	00:00:00	06:49:27	00:00
Harry Dadds	Wrap-Up	00:01:02	0	0	00:00:00	00:00:00	00:00
Paul Dewey	Available	03:42:12	13	4	00:31:03	08:32:41	03:54
Vas Kona	Sign-Out	04:20:33	9	1	00:35:02	08:23:08	04:22
Summary			45	10	01:53:11	61:01:21	01:41

CALL CENTRE FEATURES [OPTIONAL]

- **DIALLED NUMBER IDENTIFICATION SERVICE** – DNIS operate as sub queues within a master call centre queue. This is suitable for grouping different queues for the same number of Agent's and being able to combine stats. For example, if you a call centre for Nuts Sales, you could have DNIS queues for Peanuts and Cashews, each with their own routing and stats
- **DISPOSITION CODES** – Allows the agent to enter a reason code for the call, from a list configured by the Supervisor, such as Sales Enquiry or Brochure Request. This provides a detailed breakdown of the types of calls being taken by the call centre
- **AGENT UNAVAILABLE CODES** – When an Agent is unavailable they select a reason code, such as Training or Lunch, to let the Supervisor see when they are out of the queue and for how long to identify potential retraining issues
- **VOICEMAIL-TO-EMAIL** – By default VanillaIP voice messages can be forwarded to email either as a notification or as a .wav file. This is critical in providing a prompt response during busy times without having the dependency of the Supervisor dialling into a group voicemail.
- **ACD STATE** – Agents toggle between Available, Unavailable and Wrap-Up states and can also Join and Leave queues [if enabled by the Supervisor].
- **CALL RECORDING PAUSE/RESUME** – Call recording is the most obvious parallel service for use in call centres. Using unity Agent, the call recording can be paused, for example when taking a credit card payment, to help meet regulatory requirements
- **PLACE IN QUEUE/ESTIMATED TIME TO ANSWER** – Callers can be told their place in queue or their estimated time to answer to provide a warmer calling experience
- **INCOMING CALLING PLAN** – Allows certain numbers (such as persistent troublesome callers) to be blocked from ringing into the call centre.
- **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 open to abuse from this service.
- **SILENT MONITOR** – The Supervisor can select an Agent or Queue and monitor the next call or monitor continuously
- **CLOUD QUEUING** – Because all callers are queuing in the VanillaIP cloud, you never run out of capacity. Calls are only delivered to an Agent across a local connection when they becomes available providing a logical central cloud platform for call centres with Agents in multiple sites, countries or home locations
- **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. Uboss reports on how many callers have pressed each option

KEY REPORTING METRICS

QUEUE STATISTICS

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

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