The Virtual Office Call Center Package provides powerful tools for managing a team of employees. Whether the team is a dedicated call center answering queue calls full time, or a team that you simply need better call routing and tracking capabilities for, the Virtual Office Call Center Package can provide you the tools to have greater visibility into your teams efforts. It provides real-time as well as historical tracking of your teams activities so you can analyze call volumes and performance in order to improve productivity, effectiveness, and refine employee coverage over time.

Additional Features

Queue Status Board:
Turns a computer into a status overview station for your call center.

Message Queue:
Centralized tracking for support voicemail boxes.

Screen Pop:
Application to automatically execute a customizable web browser query for incoming calls.

Overview - All Queues

Queue #	Description	Caller ID	Wait Secs
2328	EX Email	7632221135	0:01

Available (3)	Queue Call (2)	Non-Queue Call (0)	DND (4)
5007 02:56 Jason P.	5005 03:54 Randy N. EX DSL		5003 34:57 John M. USF Project [3]
5835 09:53 Chris F.	5955 21:10 Andy We		5812 06:31 Matt Ro

Real Time Monitoring:
Virtual Office's Call Center Package provides real-time monitoring of your queue phone calls and rep activities. These real-time monitoring tools do not require additional licensing as they do with many packages, and the number of seats for real-time online monitoring are unlimited for your team. Access to monitoring tools are controlled by your system administrators and can be updated and changed in real-time.

Rep Virtualization:
Virtual Office's Call Center Package is based on virtual Rep IDs which identify your Agents and allow them to log into any Virtual Office phone, whether at the office, at home, or at a satellite office. It tracks their activities and time spent based on their Rep ID and provides real metrics on employee performance. Such as average call handling times, total queue calls handled, shift time, DND time, and other metrics to gauge and refine performance over time.

Rep IDs can be added by your assigned queue administrators at any time for no additional fee. And reps can be assigned to queues to provide skills based call routing. You can even prioritize certain reps over others in tiers, so when available, they receive calls first and backup or next-tier employees are only given calls when no one else is available, making it possible to backup your regular call center with additional help automatically.

Rep and queue setting management is completely under your control and can be updated at any time, without special programming or support calls to request modifications. Your supervisors can adjust to changing conditions in your call center by adjusting the queue settings and who can log into which queues. The flexibility of the Call Center Package is under your control for those times when you need to utilize it.

Reporting:
There are numerous queue reports and rep/agent reports which provide summaries of activity over a period of time. Reports are available in HTML and CSV format. The HTML format is displayed directly in the browser for immediate review. The CSV (Comma Separated Value) format is downloaded and typically loaded into tools like a spreadsheet application or even a database for further analysis and review, or convenient archiving on a local drive for historical analysis over time.