

## Call Center Features

**CALL QUEUES:** Queue incoming calls for handling by virtual reps in the order the calls come in.

- Customize wrap up timer and maximum rings before re-queue for individual queues.
- Customize hold music by queue.
- Set working hours for individual queues by day of the week and time of the day.
- Set special holiday hours for individual queues.
- Customizable day mode greeting, night mode greeting and special/general greeting (special greeting is played before both the day and night mode greeting if set; this can be used to provide special/temporary messages to your callers regardless of when they call without changing your day or night mode greeting).
- Optionally configure a message box callers may leave a message in if the call is not answered within a specified time period.
- Optionally send callers to voicemail after hours (after playing the night mode greeting).

### MONITORING:

- Monitor individual queues on all queues online in real time.
- Monitor rep status and call activity online in real time.
- Message Queue – Monitor messages left in high priority message boxes in the same place you monitor queue and rep activity.
- Monitor live queue calls in real time (restricted to reps with supervisor permissions).
- Retrieve call recordings online which have been captured by your reps while assisting customers.
- Utilize strategically positioned workstations/monitors to provide real time call waiting statistics for the entire group. Information displayed includes the number of calls waiting, longest call wait time and current system time.

### REP VIRTUALIZATION USING REP IDS:

- Reps can log in at any of the Virtual Office phones to take calls.
- Map reps to one queue, many queues or all queues. Calls are automatically distributed so reps get the oldest/most pertinent call from all of the queues they are logged in to.
- Reps can monitor their status and change their DND reason code online.
- Add/Customize do not disturb (DND) codes to match your organizations needs.

### REPORTING:

- Queue Reports – contain information on the number of incoming calls, number of answered calls, average time to answer, average call duration, total call duration, call abandon information and other vital statistics to manage the call center.
- Rep Reports – contain information on first login and last logout, shift time, total calls answered, average and total call duration, inbound and outbound (non-queue) call statistics, do not disturb time and other vital statistics for effective call center management.
- DND Reports – detail how do not disturb time was spent.