

Fewer Abandons	Better Agent productivity
Calls are passed to most qualified agent available	Easy PC log on
Know which agents are already on a call	Agents know which queue or skill set the call is for
Allows agents to mark themselves unavailable	Agent knows how long caller was in queue
Smart routing only to available agents	Agent can see caller ID on desktop PC
Agent who walk away are logged off and callers are put to the head of the queue	Agent can view how many other agents are available
Faster call answers	Agent can prerecord greetings per skill set
Less idle time for agents	Agent conversations can be recorded
Greater Teamwork	Agent PC screens can be recorded along with the conversation
Routing options-menu choices, caller ID or DNIS	Agent can see how many messages in queue
Load Balancing	Agent call back w/o giving up DN
Even distribution of calls	Send automatic trouble tickets to T-Metrics Help Desk
Equal use of all agents	Agent can view # calls & messages in Q
Skills based routing	Easy integration into home environments
Agent preference level per skill set	CTI screen pop
More first and final call resolution	Truly professional image for your company
Date, time or holiday routing	Better Management
Allow managers and others to help when busy	Presence management
Overflow queues	Agents can control their own Status
Allow groups to assist each other when load is heavy	Supervisor can control agent Status
More Customization	Supervisor can view agents desktop over the IP
Adjustable limits for caller hold times	Supervisor can listen over the IP
Set call treatment for number of people on hold	Automatic routing based on agent presence
Lower costs with less holding	Reduce caller hold time
Custom recordings, different for each queue	Real time queue monitoring
Hidden message of the day	See real time SLA's per skill set
Hidden menus can be activated	See telephone number of who the agent is talking with
Custom music for each queue	See ASA per skill set real time
Custom Greeting for every queue	Know which agents are taking calls
Announce estimated wait time	Find out how long callers have been on hold
Let caller leave message in Queue	See how long agents have been waiting for a call
Announce Time before agent is available	Agents can see a list of missed & abandoned calls with caller ID
Messages left in queue are pushed to agents (no need to retrieve)	Reports and charts to help manage your business
Messages hold their place in queue along with live calls	Browser based reporting
Multi-Media features	On line description of each report
IP softphone	Export reports to EXCEL
IP Softphone recording	Easy graphing of report
Web Chat	Caller ID entry to determine history of caller
LCD TV or PC monitoring unlimited	View historical SLA's
Sight and sound triggers for defined thresholds	Canned reports/custom reports
E-Mail routing	Work Force Management