



IP TELECOM

IPT Call Centre

Customer Overview

A person is seated at a desk in a modern office, working on multiple computer monitors. The office has large floor-to-ceiling windows that offer a panoramic view of a city skyline at night. The interior is dimly lit, with light from the monitors and a desk lamp. Potted plants are visible on the desk and near the windows. The overall atmosphere is professional and high-tech.

IPT Call Centre is not another piece of call centre software. It is a sophisticated, highly flexible solution that offers businesses from SMB to Enterprise a powerful experience with all the functionality expected of **industry leading** solutions.



The Call Centre Solution built for modern business

IPT Call Centre is the perfect addition to your hosted phone solution for businesses of any scale with call centre needs.

IPT Call Centre easily handles the everyday features and functionality that call centres need such as **dashboards, wallboards, quality control, skill-based routing, eavesdrop/whisper/barge**, etc., but also offers unbeatable resiliency, centre based or **diverse locations** and the capability to fully integrate with top **CRM systems** such as Salesforce and Zoho.



IPT for Call Centres



Why IPT Call Centre is different

Easy, Seamless and Fully Integrated

IPT Call Centre is designed to be rapidly deployed and offer a seamless end user experience for all. Easy-to-use features and functionality save time, give you scope to offer the highest quality service to customers, and improve agent productivity all within an easy to use, intuitive interface.

Call handling made simple

With IPT Call Centre, Inbound calls are handled just as you'd expect them; calls are added to a queue, callers can hear on-hold music or other in stream messaging, and then are routed to one of the available Agents on the queue according to a routing strategy that best suits your and your customer's needs.



IPT for Call Centres



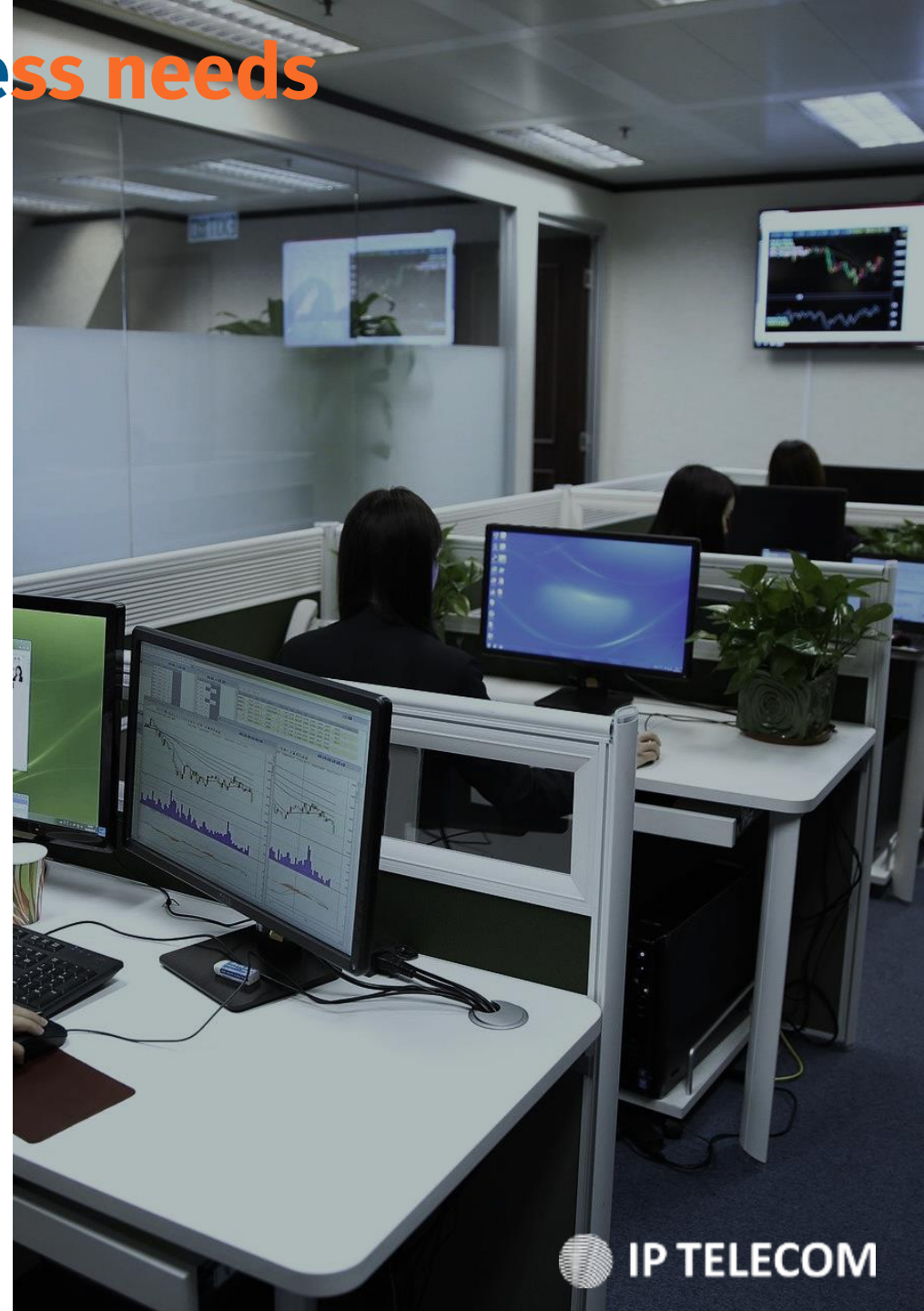
IP TELECOM



Queue Routing to suit your business needs

With IPT Call Centre you can choose the type of call routing you need to best handle your calls:

- ✓ **Round Robin** will offer the calls to the agents in a Round Robin fashion. Order is determined by the order that agents logged in to the queue.
- ✓ **Least Calls** will offer the call to the agent that has the least completed calls since logging in.
- ✓ **Least Offers** will offer the call to the agent that has the least call offers since logging in.
- ✓ **Most Idle** will offer the call to the agent that has not had a call the longest.
- ✓ **Skill based** - agents with capabilities/expertise can be assigned specific call types
- ✓ **VIP** based on caller intelligence; calls can be assigned by inbound dialing number allowing you the capability to route calls from specific customers to certain queues/agents





Full Control, Anytime, Anywhere

IPT Call Centre allows you full control of all your call queues, agent settings and analytics. Because our portal is web based you can update routing, update agent status, create and automate reports from anywhere. Use IPT Call Centre to act as a central point of control for Centre based and remote working agents simultaneously.

You can control what analytics agents themselves see including:

- ✓ **received calls**
- ✓ **missed calls**
- ✓ **total call percentage handled**
- ✓ **average handle time**
- ✓ **total agent session duration**
- ✓ **total calls for their queue**
- ✓ **volume of current logged in agents**
- ✓ **average wait time**
- ✓ **count of calls in the queue waiting to be answered**
- ✓ **count of abandoned calls.**



IPT for Call Centres





Intelligent management features

Agents

With IPT Call Centre each agent can manage their status through Feature Access Codes or through the webportal. Agent Status allows the agent to log in/out of the queues they are assigned to and the capability to set themselves as Away when they are not able to answer calls. Any agents can be assigned to multiple queues, their status will be synced across the queues. Agents see only their own Queue and own details.

Queues

Administrators can assign queue managers who receive full oversight of all call statuses of all Agents in the Queues they are assigned to. Managers can monitor all Agents statuses, visualise live Agent statistics, and the Queue overall statistics. Queue managers can also log in/log out agents to their queue at any point as well as adjust elements such as agent recovery time, call limits and timeout settings.





All the Analytics at your fingertips

Being able to have oversight of, set, and **analyse metrics** is key to successful call centre management. The **Stats Centre** module of IPT Call Centre gives you just that with editable views of all key statistics for queues **as live** and comparatively against call centre, agent or queue **historical data**.





**Need to learn more? Talk to our
Sales Team**

sales@iptelecom.ie

or call us on 01 687 7777

