



SERVICES  
**ENHANCED**  
CALL CENTER



Economically upgrade to a feature-rich hosted Call Center without all of the CAP-EX.

IPitimi's Enhanced Call Center delivers an innovative and extensive feature set that remarkably surpasses other older legacy services allowing business of all sizes to their full comprehensive solution and provide excellent service.

IPitimi Call Center Solution can be utilized as a stand-alone product or a fully integrated solution with our Hosted IP PBX or Unified Communications platform. Our enhanced Call Center Solution simplifies service installation and speeds up service rollout - without the burden of complex customer premise equipment and related capital expenses.

KEY FEATURES	WHAT TO EXPECT
Automatic Call Distributor (ACD)	Intelligent call routing and queuing
Enhanced ACD	Advanced queuing, call routing, and wrap-up timer settings
Agent and Supervisor Clients	Intuitive client interface for greater agent productivity and management oversight
ACD State Synchronization through the web agent or IP phone interface	Option to set ACD state either on web agent or on IP phone base at the agent's convenience
Call Center Reporting	Preset real-time and historical reports in graphical and tabular form
Music On Hold	Callers are provided with a greeting, followed by music or advertisements and periodic comfort announcements in audio

**BENEFITS**

- ✓ Improve Customer Service - Ensure all incoming calls are serviced efficiently under any network condition.
- ✓ Create Virtual Call Centers - Establish call centers just with a broadband connection without additional hardware or traditional phone lines.
- ✓ Offer 24x7x365 Customer Care - Ubiquitous services with a single number for distributed call center locations and follow the sun deployments.
- ✓ Manage Calls Effectively - Choose from a range of call distribution policies, including weighted call distribution.
- ✓ Economic Benefits - Minimize capital outlay, real estate expenditures, and other economic expenses associated with IP communications.

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CALL CENTER AGENTS

KEY FEATURES	WHAT TO EXPECT
Call Control Functions	Auto Answer, Hold, Transfer, Conference and Supervisor Escalation
Agent State Control Functions	Agent Login/Logout, Ready, Not Ready and Wrap Up
Auto Screen Pop-Ups	Intuitive client interface for greater agent productivity and management oversight
ACD State Synchronization through the web agent or IP phone interface	Incoming calls pop up on a Web interface showing information associated with the incoming call
Click-to-Dial	Click-to-Dial Integration with Outlook Directory
Escalation to supervisors for assistance or coaching	
Agent Activity Report	Agents can see real-time statistics directly on their desktop

IPitimi's Call Center Agent client application lets call center agents perform call-control and agent state control functions directly from their desktops for IP phones, IP-configured analog phones (with ATA) or compatible softphones. Our simplified interfaces allow Enhanced Call Center agents to answer, direct, and complete calls more quickly.

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CALL CENTER SUPERVISORS

With the Enhanced Call Center Supervisor client application, supervisors gain superior management capabilities to monitor an agent's activity, service level requirements, and determine training gaps.

With the advanced reports available through the Enhanced Call Center, supervisors can determine appropriate staffing levels to manage costs and service levels in order to effectively handle busy hours.

The Enhanced Call Center main interface is generic for both client applications. Some of the functionality is available only to the supervisor.

KEY FEATURES	WHAT TO EXPECT
Access to a Call Center Dashboard	Provides an overview of the health of all monitored Call Center queues
Access to a Queue Monitoring tab	Provides the call state of all monitored agents and calls in queue for all monitored queues
Ability to retrieve, transfer or reorder calls in queue	Intuitive client interface for greater agent productivity and management oversight
Ability to barge-in to monitor any active calls to agents	Incoming calls pop up on a Web interface showing information associated with the incoming call
Click-to-Dial Integration	Integration with Outlook Directory
Access to extensive statistical reports	Covering both agent activity and queue performance

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