**KEY FEATURES**

**WHAT TO EXPECT**

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

**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 24×7×365 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 - Intense capital outlay, real estate expenditures, and other economic expenses associated with IP communications.

**ENHANCED CALL CENTER AGENTS**

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.

**KEY FEATURES**

**WHAT TO EXPECT**

- Access to a Call Center Dashboard
- Access to a Queue Monitoring Tab
- Ability to retrieve, transfer or reorder calls in queue
- Ability to barge-in to monitor any active calls to agents
- Click-to-Dial Integration
- Access to extensive statistical reports

**ENHANCED 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 supervisor application, 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
- Incrementing 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.

**SERVICES ENHANCED CALL CENTER SUPERVISORS**

With the Enhanced Call Center Supervisor 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 supervisor application, 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.

**SERVICES ENHANCED CALL CENTER AGENTS**

- 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
- Incrementing 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.

**SERVICES ENHANCED CALL CENTER SUPERVISORS**

With the Enhanced Call Center Supervisor 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 supervisor application, 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.

**SERVICES ENHANCED CALL CENTER AGENTS**

- 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
- Incrementing 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.

**SERVICES ENHANCED CALL CENTER SUPERVISORS**

With the Enhanced Call Center Supervisor 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 supervisor application, 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.