

ITS Cloud UC Contact Center



Call Center Features

Auto-Attendant
with Multiple Entry Points



Call Queues

Call queues optimize performance by holding callers in a queue when all agents are busy. Most call center software solutions allow managers to configure unique call queues for each agent, department, team or tags (for skills-based routing purposes). Agents with metrics on their dashboards can view call queue statistics to make informed decisions based on real-time data.

Location in Queue Announcement

Multiple Queue Assignment

Queue-Based Routing

Skills-Based Routing

Skills-based routing sends calls to specific departments, agents or teams based on customized rules. Skills-based routing is an excellent way to ensure that callers are routed to the agent who is most qualified to meet their needs.

Queue Callback

Auto Answer

Disposition Codes

Disposition codes are descriptions for the final outcome of a call (i.e., “Not Interested”, “Follow-up required”, “Escalated to Manager”, “Transferred to Tech Support”), allowing managers to view & report on metrics for each code. Disposition codes keep an entire team on the same page about the outcome of the call.

Call-Recording

Records & saves live calls so they can be played at a later time for agents to reference before contacting a customer or for managers to check in on performance when they can’t monitor live calls.

Click-to-Dial

Click-to-dial allows agents to just click on any phone number within any business tool or website to make outbound calls.

Voicemail Transcription & Notifications

Voicemails are transcribed, stored in the caller’s activity feed, & an email with the voicemail transcription can be sent to agents and managers to keep entire teams in the loop.

Supervisor Features

Real-Time Management



Contact History Details

Configurable Call Monitoring

Listen



With call monitoring, managers can listen in on live calls without the agent or caller knowing. This is great for making sure that newly hired agents are up-to-speed and for keeping an eye on the performance of an entire team.

Whisper



Whisper or Coach allows managers to whisper or coach on a live call by speaking with the agent without the caller knowing. It is extremely helpful for training new agents & for assisting agents on challenging calls.

Barge



Barge allows managers to drop in on live calls to speak with both the agent and the caller. This is helpful to optimize agent training or when callers ask that their call be escalated to a manager.

Enhanced Reporting & Dashboard



Real-time Reporting

Real-time reporting displays call center metrics in the manager dashboard instantly. These metrics can be customized to include the service level, number of calls in the queue, average abandonment time, longest wait time, and more. Real-time reporting is invaluable for managers to directly address issues based on up-to-date information & shift strategies accordingly.



Historical Reporting

Historical reporting displays call center metrics from any defined time point in the past. These metrics include call volume, service level, handle time, abandonment time, wait time, etc. Historical reporting is essential when making staffing decisions, scheduling agents & assessing the performance of agents, teams, departments and the call center as a whole.