

Call Center Solution

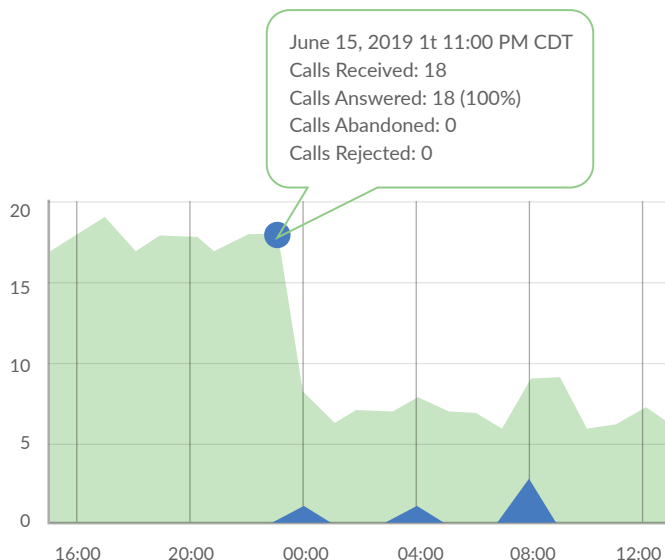


PRTC Auto Call Distribution (ACD) draws many of its capabilities from Hosted Unified Communications features such as hunt groups, auto attendant, and music-on-hold.

These core functions provide Interactive Voice Response (IVR) and queuing functions through both Easy Attendant and Premium Auto Attendant. Routing algorithms include longest idle time or round-robin.

Music-on-hold enables music or announcements to be played while customers are waiting. All of these capabilities can be configured through an easy-to-use web portal.

Agent-level features provide helpful information about the caller and allow agents to monitor performance against KPIs and set what "state" they are in. Supervisors and administrators have a number of powerful features that enable them to coach agents and assist in calls. The supervisor dashboard allows administration of call queues and performance. Detailed standardized or ad-hoc report generation is available to track trends over time.



Features

- ✓ Multi-Line Hunt Group Call Routing - ring all, linear, circular, round robin, longest idle
- ✓ Configurable Agent States
- ✓ Configurable Call Disposition Codes
- ✓ Monitor, Barge-in, and Whisper Actions for Supervisors
- ✓ Supervisor Dashboard - statistical data and reporting
- ✓ Agent Dashboard
- ✓ Multi-Queue Membership
- ✓ Call Wrap-Up with Configurable Timer
- ✓ Multiple Language Support (English, French, Spanish)
- ✓ Ad-Hoc and Standardized Reporting with Emailed Reports
- ✓ Caller ID Lookup with URL-Based CRM Integration (with Accession Desktop Clients)
- ✓ Time of Day/Day of Week Routing (Premium Attendant)
- ✓ Music on Hold/Messages on Hold
- ✓ Zero Out of Queue

MORE QUESTIONS?

If you have any additional questions about our Call Center Solution, call us at **843-538-7253** or email busdirect@prtc.us.