

IP Office Customer Service for Agents and Supervisors

Improve Agent Productivity and Customer Intelligence

Overview

Businesses that understand how communications can enhance customer service and productivity will appreciate the powerful information IP Office Customer Service applications for Agents and Supervisors can deliver.

Whether a business has a traditional call center or simply people who answer phones, valuable data in customer calls can help improve customers' experiences and deliver greater revenue and more satisfied and loyal customers.

Available with IP Office Advanced Edition, Customer Service for Agents and Supervisors provides a wealth of information through intuitive, easy-to-use interfaces and tools

Capabilities

Real-time Access to Information – Supervisors get point and click, drag and drop convenience for real-time information by agent or group of agents or to set alarm notifications and automatically deliver customized reports.

Through customizable views set by their supervisor, agents can see a wide range of information to help them budget their time based on workload, call queues and agent availability, including number of calls on hold or in progress, lost calls, number of agents logged in/out, and more.

When an agent knows that no callers are waiting in queue, he or she can spend more time with customers building relationships, generating more revenue, and enhancing overall customer satisfaction and loyalty.

Customizable Reports – Customer Service Supervisor offers easily customized reports to display specific information that is most relevant to the business:

- Create a caller identification report to see where the most (or fewest) calls originate from (by area code, country code, prefix, etc.)
- See how many calls have been taken over a period of time, the length of calls, and more
- Set and adjust thresholds to trigger alarms to suit changing objectives and campaign targets
- Schedule automatic report delivery in preferred formats



Detailed, actionable data helps Supervisors schedule staffing for peak times, provide relevant agent training (including recording and archiving of calls for later review) and to improve overall business performance.

Benefits

- Improve customer experience provide highly personalized customer service with speed and efficiency
- Manage staff more effectively understand the peaks and valleys of call volumes so you can staff accordingly
- Improve training make better use of agent call recordings to enhance sales techniques and service skills
- Grow revenue detailed data on calling patterns helps drive more effective sales campaigns and day-to-day selling performance

Specifications	
Format	Included with IP Office Advanced Edition
System Requirements	IP Office 500
	 The following Server Operating system (32 bit) Microsoft Windows Small Business Server 2003 R2, Microsoft Windows Server 2003 SP2, Microsoft Windows Server 2003 R2
	• Intel Pentium D945 core/AMD Athlon 64 4000+; with 2GB RAM and 30 GB free hard disk space
User Requirements	Any IP Office telephone
	Microsoft Internet Explorer, version 7.0 and above
	Mozilla Firefox, version 3.0 and above
	Apple Safari, version 2.0 and above
Feature Detail	Browser Based, Drag & Drop application
	 View statistics: Agent States, Agent ACW, Agents Available, Agents Logged On, gents Present, Agents Ringing, Answered Calls, Answered External (non-queue), Answered Internal (non-queue and queue), Average Answer %, Average Answer Time, Average Wait Time, Busy Not Available, Calls Waiting, Current Wait Time, Grade of Service, Longest Wait Time, Lost Calls, New Messages, No Answer, Outbound Calls (external), Overflowed Answered, Overflowed Calls, Overflowed Calls Waiting, Overflowed Lost, Queue State, Queue State Time, Routed to Other, Routed to Voicemail, Transferred
	Supervisor Alarm setting and Notification by agent and group
	Change in color indicates state of Alarm: White for Normal state, Yellow for Caution, Red for Alarm, Blue for Alarm Acknowledge
	Historical Call Reporting using templates: Agent Summary Report, Call Details Report, Call Summary Report, Trace Reports, Alarm Reports, Voicemail Reports
	Customize over 100 reports using common fields (Name, Subject, Call Type, Reporting Period, etc) and through use of wildcards
	Report format (Adobe, Word, Excel, Rich Text, or Crystal)
	Email report in format of recipients choice

About Avaya

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