



Creating Virtual Contact Centres

What it is

intelligent Contact Centre (iCC) handles in-bound customer enquiries like a well-run call centre but without the need to have staff at a single location and without investment in centralised call centre equipment.

The proposition

Agents spread across a wide geographic area can handle incoming calls as a virtual team, with the flexibility of using a wide variety of standard telephone handsets; internal, external, fixed or mobile, on any network at any worldwide location.

The ability to support wide area call distribution makes this contact centre solution a particularly attractive proposition for small departmental contact centre and helpdesks and for handling contact centre overflow situations or providing an out-of-hours service using home-based workers.

The solution supports a wide range of standard call centre functions, including call queuing and announcements, call routing that can allow for agent wrap up time and longest waiting agent, supervisor mode and wallboard support for monitoring and control, call recording and statistical reports for management cost accounting and performance evaluation.

How it works

iCC can be configured to allow agents to register their availability to receive calls at any location, over any network, to any telephone handset.

The size of the contact centre can be scaled around the number of concurrently available agents.

Calls can be dynamically queued with the ability to customise queue details as announcements. An option to incorporate the position-in-queue of the caller is supported. Maximum queue length and additional time parameters can be applied.

Supervisor options include the ability to listen to an agent's call, whisper to the agent and join the call at any point. There is also a web-based application that displays productivity statistics for each team and team members.

All calls or calls for specific agent teams or inbound numbers can be recorded in conjunction with the TeleWare intelligent Call Recording (iCR) application.

Key Benefits

Dynamically supports small professional contact teams **without investment in complex call centre solutions**

Works with **existing phone systems** – no new hardware needed

Increasing choice and **supporting flexible working**

Location, network and device independent contact teams

Supervisory functions for information and control

Supports physical **wallboards** and 'virtual' wallboards via browser interface

Delivery / Upgrade

All applications are scalable and can be integrated into the customer's existing infrastructure or provided as a hosted service on a pay-as-you-go basis.

Features and Benefits of intelligent Contact Centre

Feature	Description	Benefit
Wide Area Call Distribution	Calls are distributed to an available agent who may be registered at any location. The service is particularly suited to providing out-of-hours and emergency service cover utilising home-based staff.	Allows the customer to optimise costs by making best use of available resources.
Flexible Teams	Agents may be members of more than one team. Agents can log in and out of a team as required. Creates virtual teams without any restriction on geographical location.	Allows the customer to optimise costs by making best use of available resources.
Call Queuing	Calls can be held in a queue until an agent becomes available.	Avoids caller getting 'busy' tone. Reduces the risk of callers hanging up if not connected to an agent immediately.
Announcements	Customised service announcements and position-in-queue announcements can be played to callers while waiting.	Helps reassure callers that their call will be answered. Reduces the risk of callers hanging up if not connected to an agent immediately.
Music-on-Hold	Music can be played to callers while waiting. A number of royalty-free tracks are provided as standard and custom tracks can be added.	Helps reassure callers that their call is still connected and will be answered. Reduces the risk of callers hanging up if not connected to an agent immediately.
Call Handling Controls	Calls are distributed to agents using a variety of methods, including longest available agent, and agents can be members of multiple skill groups.	Ensures calls are handled efficiently and effectively in the way that best suits the business.
Wrap Up	Processing time after each call can be configured for team members with the flexibility of overriding if not required.	Allows agents time to complete tasks associated with each call before answering the next call.
Supervisor Functions	A web interface allows the team supervisor to listen to an agent's call, to whisper to the agent or to join the call.	Allows the team supervisor to monitor agents calls and offer assistance if needed.
Call Recording	Used in conjunction with the intelligent Call Recording application (iCR), calls can be recorded, even when agents are 'off-site'. No remote equipment required.	Cost effective solution to satisfying statutory requirements and corporate needs.
Management Reporting	A wide range of real-time management information and statistical data is available. Data can be displayed on virtual wallboards on any PC using a browser interface.	Enables managers to monitor and optimise performance levels to meet performance targets.
Customised Solutions	iCC can be front-ended with interactive voice response and auto attendant services, customised using the TeleWare intelligent Application Builder suite.	Solutions can be implemented and easily modified to meet changing operational requirements.

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