



Supporting staff working in virtual teams

What it is

TeamCall distributes incoming calls to available members of a team. Members of a team can be co-located within the same working environment but will, typically, be geographically dispersed.

The proposition

TeamCall is an ideal solution for professional staff who are not part of a call or contact centre in the usual sense but who work as part of a departmental, project-based or specialist team. A key benefits of the solution is that staff can belong to multiple teams and receive team calls irrespective of their work location.

How it works

TeleWare intelligent Number users (or intelligent Assistant users) may belong to one or more team, each team being associated with its own telephone number. Calls to a team number are distributed on either a linear or circular basis to an available team member and announced as being for that particular team. Users may make themselves available for team calls, in addition to personal calls, at any telephone, thereby forming a virtual team with calls distributed over the wide area.

Call Distribution Options

Priority (Linear) Call Distribution - Each team member is assigned a priority level. The person with the highest priority will always receive team calls if they are available. The person with the lowest priority will only receive a team call if no other team member is available.

Round Robin (Circular) Call Distribution - Calls are shared evenly between team members. When a team member has answered a team call they become last in line for the next call and will only be passed the call if no other team member is available.

Team Mailbox

If a call is unanswered by a team member it passes to the team's voice mailbox, enabling the caller to leave a message. Team members can be alerted and can access messages.

TeamCall Plus

TeamCall Plus includes all the features of TeamCall plus plus the ability to hold calls in a queue when no-one is immediately available to take them. Comfort announcements, including position-in-queue, are played to callers waiting and music-on-hold can also be provided. TeamCall Plus also enables calls to be recorded in conjunction with the TeleWare intelligent Call Recording product.

Key Benefits

Distributes calls to staff within a **Virtual Team** - team members can be at any location, using **any network** and **any telephony device**

Ideal for supporting **departmental, project-based** or **specialist teams**

Calls **distributed** on a priority or round robin basis

TeamCall Plus provides a basic level of contact centre functionality, including **call queuing** with **announcements, music-on-hold** and the option to **record calls**

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 TeamCall

Feature	Description	Benefit
Virtual Team Working	Team members are intelligent Number (iN) or intelligent Assistant (iA) users and are able to work as part of a team irrespective of their location.	Supports flexible, location independent working. Operates over any network to any device.
Distribution of Calls	Calls can be distributed to a team member in one of two ways: priority (linear) or round robin (circular).	The way in which calls are allocated can be matched to a team's particular requirements.
Support for Multiple Team Numbers	Any number of teams can be set up, each team being associated with its own telephone number for inbound calls.	Enables unlimited number of teams to be created to support organisations of any size and structure.
Multiple Team Memberships	iN or iA users can be members of any number of teams. They can be automatically registered to their teams when registering available to their personal number or can register available to specific teams as appropriate.	Provides an adaptable solution to fit specific needs of the organisation.
Whisper Transfer	On answering a call for a team, the team member is informed of the name of the team called.	Allows users to distinguish between calls to their personal number and a team, enabling them to answer appropriately.
Team Mailbox	Where call queuing is not available and calls remain unanswered, the caller is able to leave a message in the team voice mailbox. Team members can be alerted to the arrival of new messages and access the team mailbox using TeleWare Web Assistant.	Ensures all calls are dealt with and saves callers from having to call back again.

Additional Features Supported By Teamcall Plus

Call Queuing	Calls can be held in a queue when no team member is available to answer immediately. Announcements, including position-in-queue, can be played to the caller. The option to leave a message is available to the caller.	Announcements help reassure callers. Helps avoid missed calls and reduces dropped calls.
Music-on-Hold	Music can be played to callers who are waiting for their call to be answered personally. A number of royalty-free tracks are provided and custom tracks may be added.	Helps reassure callers that they are still connected and reduces dropped calls.
Recording of Team Calls	Calls can be recorded for future reference irrespective of users' locations, even when on a mobile or home telephone, and without requiring any remote recording equipment.	Provides an accurate record of what was said during a call.

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