

VOIPEX TEAM 2.0 / Customer Call Centre



DATASHEET

VOIPEX TEAM 2.0 Customer Call Centre is intended for handling incoming calls on a customer line. Calls are placed in a queue; the line is never busy and incoming calls can be handled by multiple agents.

The Call Centre can have a welcome message, incl. information on working hours according to the set time conditions. Calls are routed to multiple call queues according to the Interactive Voice Response (IVR).

Agents are logged on to each queue through Agent Panel. The Call Centre selects, according to the set rule, the most suitable agent to which a call held in the queue is routed. The Call Centre manager tracks real-time CC traffic and statistics via Supervisor Panel.

A standard feature of a corporate call centre is the ability to record calls or record unsolved calls. An above-standard feature is a link to the customer's CRM system.

Our Call Centre is provided in the form of a service, such as a cloud solution. Its acquisition does not involve investment in expensive equipment. And the service includes free maintenance and upgrade to the latest version. Control panels are accessible through a web browser and work in real-time with WebSockets.

User interface



- Telephone Agent Panel
- Supervisor Panel
- Statistics relating to queues, users and calls

What the user needs



- PC or VoIP telephone and internet connection
- We also recommend a headset

Call centre features



- Call queue setting
- Transferring a call to a free agent
- IVR
- Traffic statistics and customer waiting time
- Displaying missed calls
- Monitoring agent quality
- Recording of calls
- Displaying Call Centre traffic on the wallboard
- Link to the customer database (CRM, ERP, Excel)

Agent Panel

Agent Panel enables:

- Agent login to queues and lines, pause setting
- Displaying missed calls
- Dial a missed call (others are signalled that a missed call is being handled and who is solving it)
- Flagging the call as solved (signalling to other agents)

The screenshot shows the IPeX Agent Panel interface for 'Call center v4' in 'OPERATOR' mode. The interface includes a 'QUEUES' table, an 'AGENTS' list, and a 'STATISTICS' panel. Callouts point to various features:

- Table of unsolved calls**: Points to the 'UNUNSOLVED' tab.
- Table of ongoing calls**: Points to the 'CALLS IN PROGRESS' tab.
- Agent's pause setting**: Points to the 'No pause' indicator.
- Agents' table**: Points to the list of agents and their current queue.
- Queues' statistics**: Points to the 'QUEUES' table.
- Agent's name and telephone line**: Points to an agent's profile in the 'AGENTS' list.
- Queue to which the agent is logged in**: Points to the queue name next to an agent's name.
- Agent's daily statistics**: Points to the 'STATISTICS' panel.

Queue	Agents	Lines	Unsol	In Prog	Hold	Missed	Other
Obchod	2	2	0	0	0	0	1
Reklam...	1	1	0	0	0	0	1
Technic...	2	1	1	0	1	0	2

AGENT	QUEUE
Nikola Malá Offline	Obchod
Michaela Pokorná 12 - Hovorů	Obchod Technicka_Podpora
Petr Rychlý 10 - Volný	Technicka_Podpora Obchod
Linda Slaviková 11 - Volný	Obchod Reklamace
Magda Šťastná Offline	Reklamace

2	Solved calls
1	Returned calls
00:04:28	Call time
9:59	Login time
0	Missed calls
00:00:00	Work pauses
00:01:27	Personal pauses

Unresolved calls

The screenshot shows the 'UNRESOLVED' tab of the IPeX interface. The table displays call details, and callouts highlight specific information:

- Unresolved call from a caller**: Points to the phone number '777771736'.
- Incoming call time**: Points to the time '10:18'.
- Waiting time**: Points to the '24 s' wait time.
- Unresolved call is already being handled by an agent**: Points to the 'X' icon in the state column.
- Name of the agent who is handling the call**: Points to the agent name 'Petr Rychlý'.

STATE	PHONE NUMBER	TIME	WAITED	AGENT	QUEUE
<input type="checkbox"/>	777771736 Luboš Kaplan - IPEX a.s.	10:18	24 s		Obchod
<input checked="" type="checkbox"/>	544528936	12:44(23.1.)	18 s	Petr Rychlý 10 - Volný	Obchod

Supervisor Panel

Real-time panel enables tracking of current events across the whole Call Centre, logging into/out of queues by agents, listening by an agent, setting of KPIs for agents and queues, ...

The screenshot shows the Xpert Supervisor Panel interface. Callouts point to various features:

- Missed rings**: Points to the 'M' column in the agents table.
- Work breaks**: Points to the 'W' column in the agents table.
- Solved calls**: Points to the 'S' column in the agents table.
- Talk time**: Points to the 'T' column in the agents table.
- Login time to CC**: Points to the 'L' column in the agents table.
- Agent's daily statistics**: Points to the entire agents table.
- Indication that KPI status „Critical” is reached (agent not available for too long)**: Points to a red '19:30' indicator in the 'W' column for agent L. Slaviková.

AGENT	QUEUES	M	S	T	W	L
N. Malá	0	0	0:00	0:00	-:--	-:--
M. Pokorná	1	0	0:03	0:00	9:37	
P. Rychlý	2	1	0:04	0:01	9:59	
L. Slaviková	0	1	0:00	19:30	9:37	
M. Štátná	0	0	0:00	0:00	-:--	

Call centre statistics

The basic Call Centre statistics include an overview of the number of **Queues**, an overview of **Agents** logged in and an overview of **Calls** dealt with.

Interesting statistics for the supervisor:

- Meeting SLAs
- Number of solved calls
- Number of unsolved calls
- Waiting time
- Call duration

The screenshot shows the Xpert Statistics panel. It includes the following sections:

- Templates**: Queues, Agents, Calls, Settings
- Reports of incoming calls:**
 - Hourly** - The summary of calls in a call center spread into hours throughout the day. It contains SLA, waiting times, call durations and graphs of availability (SLA).
 - Daily** - The summary of calls in a call center spread into days throughout the month. It contains SLA, waiting times, call durations and graphs of availability (SLA).
 - Weekly** - The summary of calls in a call center spread into days throughout the week. It contains SLA, waiting times, call durations and graphs of availability (SLA).
 - Monthly** - The summary of calls in a call center spread into months throughout the year. It contains SLA, waiting times, call durations and graphs of availability (SLA).
 - Availability** - Times of answering incoming calls.
 - Reasons for hanging up** - For information about which party received the call ended.
 - Incoming Numbers** - Phone numbers through which customers call the call center.
- Reports of incoming and outgoing calls:**
 - Daily** - The summary of input and output calls in a call center spread into days throughout the month.
 - Weekly** - The summary of input and output calls in a call center spread into days throughout the week.
 - Monthly** - The summary of input and output calls in a call center spread into months throughout the year.
 - Organization** - The summary of input and output calls in a call center by the organization.
 - Customer Satisfaction Score** - List of call scoring for each user.
 - Listing** - Call center call history with an option to view details of a call, including playing back recorded calls.
 - Extended listing** - Call center call history with an option to view details of a call, including playing back recorded calls.

CC Wallboard

Panel showing an overview of incoming calls located in the Customer Call Center (for example, on a large-format TV).

Agents see how many calls each of them solved, how long they have had a break, and the number of queued calls. It supports the performance of Call Centre agents.

FRONTY - AKTUÁLNÍ INFORMACE						FRONTY - DNESNÍ STATISTIKY							
Fronta						Fronta							
844_A	0	0	1	0	5	Noc_A	14	14	0	100	100	0:10	2:25
Demo_CC	0	0	2	0	12	844_A	10	5	5	50	50	0:12	2:54
Noc_A	0	0	1	0	9	Noc_B	14	5	9	36	36	0:11	2:08
OP - PAUZY						OP - ZODPOVĚZENÉ HOVORY							
OP	OP					OP							
Plichta	1:34	Navrátil	9	0:21	Švestková	5						15:46:05	
Janeček	0:00	Plichta	5	0:12	Svozilová	1						7. 6. 2018	
		Švestková	5	0:14	Kárný	1							
		Svozilová	2	0:03									
		Kárný	1	0:05									
KRÁTKÉ INFORMÁČNÍ ZPRÁVY													
Testovací_wallboard :)													

Integration of Call Centre with CRM

By connecting Call Centre to a customer database (CRM, ERP), **access to the customer information is enabled during a call**. During ringing, a smart window will automatically pop up on the PC, which will display the name of the caller + company and other useful information about the company (e.g. turnover,

outstanding invoices, last customer contact, etc.). Calls are automatically recorded in CRM.

Call Centre interconnection with the customer database is enabled by IPEX with the aid of integration connectors. Usually, connection is carried out

via well-known CRM systems such as Salesforce, Microsoft Dynamics, SugarCRM, Raynet; however, we are able to integrate with others.

The first call centre in the Czech Republic with WebRTC technology

As the first Czech company, we managed to apply the new WebRTC technology in the Call Centre for commercial purposes. It relates to the API that provides support for telephone calls, video chatting and peer-to-peer

file sharing applications that may run in a web browser without the need for plug-in modules. Consequently, with WebRTC, calls may be carried out directly from the browser without having to install anything.

