FS – Call Centre Solution

Call Distribution Management = Call Recording = Caller Queue Management = Agent Monitoring & Reporting = Statistics = IVR Integration = Music / Advert Integration = Customer Satisfaction Survey

The FS Call Center Solution can be hosted online or on the client's premises & consist of the following modules:

Agent Flexibility

The FS Call Center solution has great agent flexibility allowing 1 agent to log into multiple queues and support multiple products, companies and callers.

The Call Centre allows incoming & outgoing calls and can automate outgoing calls easily.

Another key feature of the FS Call Center solution is the call recording capability, which helps you label and tag recorded calls for future analysis. You can search for call recordings using agent name or ID, time and date, or incoming phone number.

Customizable Reporting

The FS Call Center solution enables comprehensive reporting based on any selected parameter. Managers can analyze, sort and display reports based on phone caller ID, agent ID, queue name, called number, call length, time and date or any other parameter. Reports can be customized with a few mouse clicks and can easily be exported in CVS format for use with Microsoft Excel, a database or any other software application on your personal computer or hosted web application (i.e. CRM/salesforce.com, documentation/Word/Excel and presentation/Power Point/PDF).

Real Time Monitoring, Management & Configuration

Call center managers can monitor, track and configure call center operations in real time using the:

- **Call queue management module**: determine which calls are routed to which queue
- **Support representative call routing:** Determine which calls are routed to individual agents

The FS Call Center Solution also allows managers to listen to calls, see call statistics and change call routing and configure various operational parameters.

You can also view shows real time agent utilization, monitor activity and get reports on agent time utilization, time management and overall accomplishment.

Interactive Voice Response IVR

The FS Call Center Solution is integrated with Interactive Voice Response (IVR) that allows for customer self service and caller ID gathering. IVR programming can also be used for routing, prioritization and other crucial call parameters. With accurate call information you can route to the best available agent, best fitting queue or other required action.

The Futuresoft Call Center Solution helps you manage your call center & self service portals using the above modules that are broken down into the following features:

AGENT FLEXIBILITY

- **Survey system** – Automatic customer satisfaction survey report for quality feedback.
- **Automatic call Back** to the caller's phone for better results and less agent resources.
- **Built-in Auto Dialer** - Ensures minimum idle time and maximum call results by filtering fax/invalid/voicemail.
- **Agent computer screen recording** – Allows consecutive recording or on demand recording, enabling better recording control for both agents and supervisors.
- **Set up alerts** - supervisor has full control over alerts this enables a more productive supervisor and agent workflow
- **Incoming & Outgoing call Modes** - Call Centre can operate in either mode or a blended operation.
- **Automatic Call Distribution** - Agents can log on to multiple queues & support multiple products, type of callers or even different companies clients.
- **Built in call recording system** – Allows real time call recording using consecutive recording or on demand recording.
- **Retrieve Recordings** - Retrieve any recording tagged with: date; hour; agent ID; Caller ID using the recording search panel.
- **Agent toolbar** – A simple agent toolbar enables agents to easily login/logout, displays the number of calls waiting in queue and other important features. The toolbar is customizable.
- **Unlimited scalability** – The call center's size, performance and features are not limited by the software, hardware or network resources. You can scale up by adding more servers, storage and network bandwidth, agents etc. any time.

CONFIGURABLE REPORTING

- **Real Time statistic** - continuously updated statistics for each agent, queue, type of caller or any other tagged parameter.
- **Detailed reports** – Reports about queues and agents activity can be scheduled daily, weekly or monthly and can be export to Excel or CSV format.

A positive experience calling a call center means satisfied customers….

REAL TIME MONITORING, MANAGEMENT & CONFIGURATION

- **Remote Login** - Supervisor can remotely login & out of each agent's profile, thus the supervisor has more control over each agent's activity & performance.
- **Supervisor Interception** - Supervisors can intercept calls from the queue & transfer calls away from agent(s).
- VIP Caller Configuration - VIP callers can be set up and will automatically bypass the queue. Caller prioritization can be done on different levels.
- **Real time displays** – Supervisors have a real time overview of all operational parameters like queues and active agents.
- **Detailed call records** – Date, time queue name, call source, call termination status, hold time until answered, call duration & link to call recording are stored for each caller. Call logs are automatically called up when already logged callers call back using same number.
- **Efficiency Monitoring** - Supervisors have direct access to real time performance figures.
- **Centralized control** - Supervisor can control everything from one dashboard.
- Agent Monitoring – Supervisors can listen and whisper to the Agent – this helps them monitor, motivate and train agents in real time by taping into agent conversations.

INTERACTIVE VOICE RECORDING & MUSIC INTEGRATION

- **Setup Holding Message -** Upload and set music or commercial messages for holding queue Simple user control of music or messages. Real time control of music by supervisors.
- **IVR -** Interactive Voice Response (IVR) allows for customer self-service and caller ID gathering. IVR programming can also be used for routing, prioritization and other crucial call parameters. With accurate call information you can route to the best available agent, best fitting queue or other required action.
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