

Key Zylinec unified communications features

with examples based on the Zylinec Contact Center & Service Center clients

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1 Introduction

Zyline has established a strong position in the unified communications market, servicing mid-sized and large enterprises as well as public and government sector organizations. Zyline's market share is growing rapidly, and the company is one of the largest providers in Northern Europe, with rapid global expansion. Zyline's innovative business suite help organizations improve customer service levels, accelerate business processes, and improve employee efficiency and productivity.

Zyline's unified communications business suite offers the most comprehensive solution with the broadest appeal in the market, in terms of end-user roles and enterprise customer types. The unified communication modules, such as Zyline Attendant Console, Contact Center, Service Center, and the Zyline mobile apps, offer the highest degree of security, reliability, and operational efficiency, making the suite attractive for mission-critical applications.

Today, Zyline serves a wide audience of decision makers and influencers as well as a wide range of different organizations: Banking, service, industry, retail, government, etc. Zyline's top focus is to deliver a high-quality user experience across all devices and platforms. The Zyline unified communication modules are rich in functions and features, so that they satisfy a broad range of customer and user demands.

Zyline empowers all roles and employee functions in enterprises as well as public sector organizations, for example:

- Customer service agents can provide faster and more personal replies to customer requests
- Attendants in the reception can swiftly switch customers to the most relevant available employee who can provide a professional service to the customer
- Knowledge workers, whether stationary or mobile, can interact efficiently with each other and with inquirers, enhancing the customer service experience substantially and improving workforce productivity
- Supervisors get tools and statistics that help them manage their workforce efficiently



The Zyline unified communications business suite provides all the features that modern organizations require, and different departments, like Sales, Customer Service, IT Helpdesk, Accounting, Logistics, and Procurement can all use it. The graphical user interface is based on colleague and customer interaction, which means that agents can, for example, transfer calls to other agents' personal queues. Also, agents have a full presence overview of the organization.

When an inquirer is placed in a queue, the Zyline unified communications business suite contributes to a positive experience. For example, on phone queues, callers can request a callback when it's their turn, instead of having to wait in the queue. That saves the caller precious time, increases customer satisfaction, and helps the organization use resources efficiently. Also, automatic voice and text prompts can present greetings, waiting messages, real-time queue position information, etc.

To help you maintain efficiency and improve customer service, the Zyline unified communications business suite includes a third-party integration API that allows lookup of relevant information in third-party systems based on inquirer ID. This way, agents will be better prepared for handling inquiries.

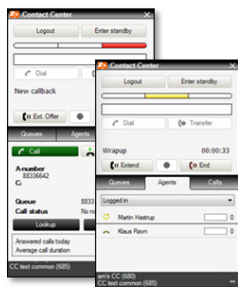
2 Two targeted clients

This document is a high-level description of key Zyline unified communications features, based on the popular Zyline Contact Center and Service Center client solutions.

When it comes to features, the two clients are equally strong, but while Zyline Contact Center is deliberately compact, Zyline Service Center gives agents a complete overview through a full-screen interface.

You can mix Contact Center and Service Center clients, for example if an IT Helpdesk agent prefers Contact Center's focus on finalizing the customer's request, while a Customer Service agent prefers Service Center's better overview of the availability of colleagues and resources.

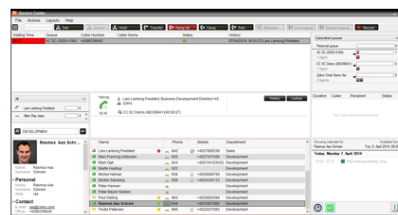
Contact Center



- Auto distribution
- Compact Client
- Focus on
 - Agents
- CRM integration
 - Wrapup & reason codes
 - Digit collection + lookup
- Multichannels support
 - Incoming voice
 - Call Backs
 - Dial lists
 - Chat
 - Email

*Typical:
Transfer 5% of calls*

Service Center



- Auto/Manual distribution
- Full screen client
- Focus on
 - Agents
 - Colleagues
- CRM integration
 - Wrapup & reason codes
 - Digit collection + looku
- Multichannels support
 - Incoming voice
 - CallBacks
 - Diallists
 - Chat
 - Email

*Typical:
Transfer 50% of calls*

Zyline Contact and Service Center come with ready-to-use features like:

- Integrated SIP softphone or external phone control
- Primary, secondary, and standby agents (skillsets)
- Easy to add, move, and change agents
- Automatic call distribution
- Advanced callback function with messaging feature
- Waiting music and voice prompts
- Searchable organizational user and resource directory with calendar presence

- Overview of agent and queue, regardless of physical locations
- Inquiry handling via personalized keyboard shortcuts
- Profile-based administration, allowing the solution to be customized for different departments
- Work at any location with a network connection to the system
- Combines multi-channel handling of phone, chat, and e-mail inquiries
- Full integration with Zylinc's product portfolio – true unified communication:
 - Attendant Console
 - Contact Center
 - Service Center
 - Voicemail
 - Employee Assistant
 - Mobile Operator & Mobile Agent
- Presence integration, including:
 - Calendar status
 - IM Presence
 - Line state
 - Mobile line state

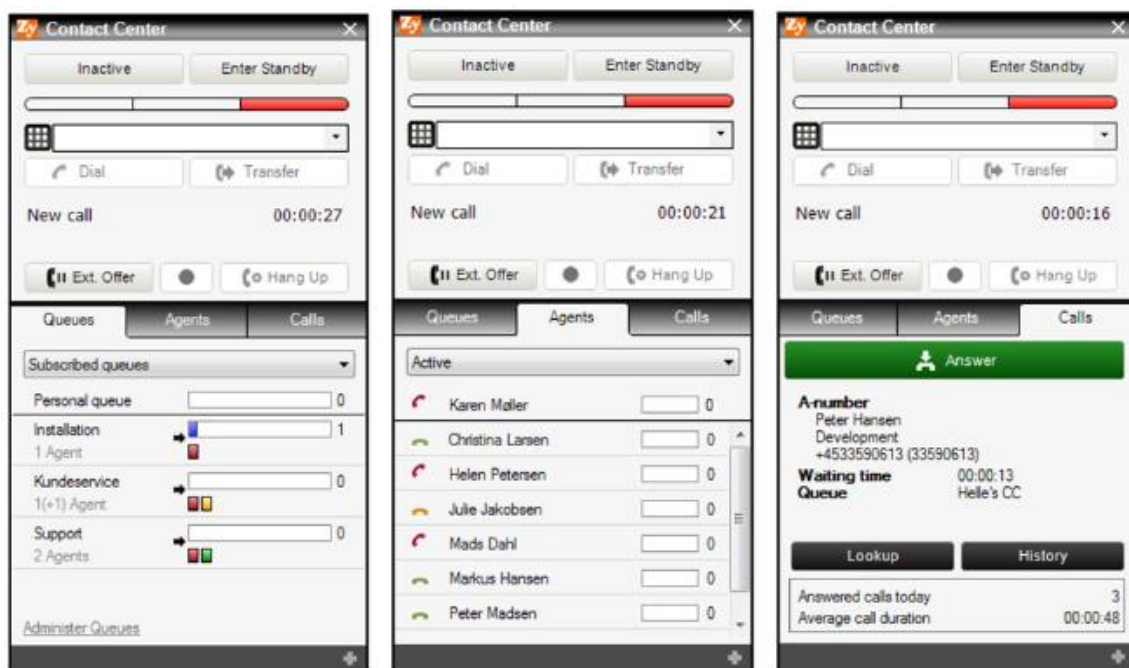
3 Applications

The Zylinc unified communications suite is designed for different user roles. In the following, we'll look at the two client applications, Zylinc Contact Center and Zylinc Service Center, from the agent perspective.

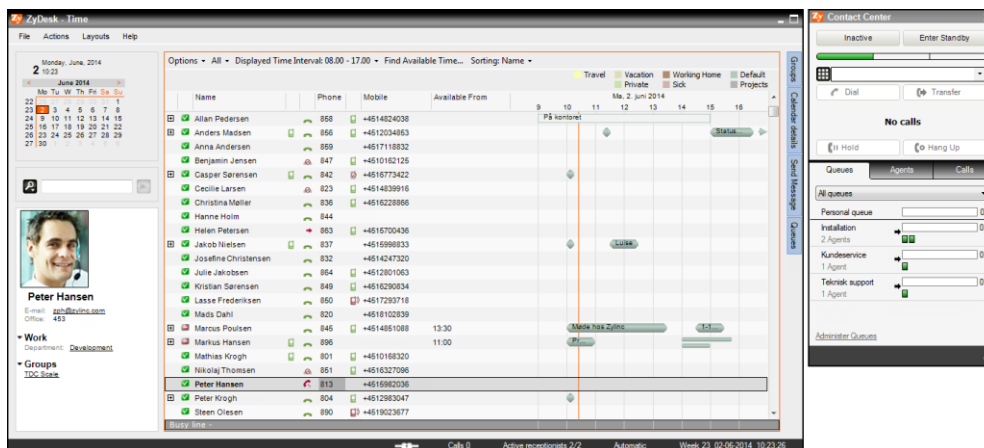
3.1 Zylinc Contact Center

The Contact Center client is a Windows application that's easy to install and to configure centrally. It's designed with usability in mind, taking into account that different end users and organizations have different processes.

The Contact Center client is designed to only take up a small amount of screen space, so agents can focus on other applications. The client includes three tabs with overviews of queues, communication channels, and agents:



However, agent always have access to a background window, which provides an overview of the availability of colleagues and resources:

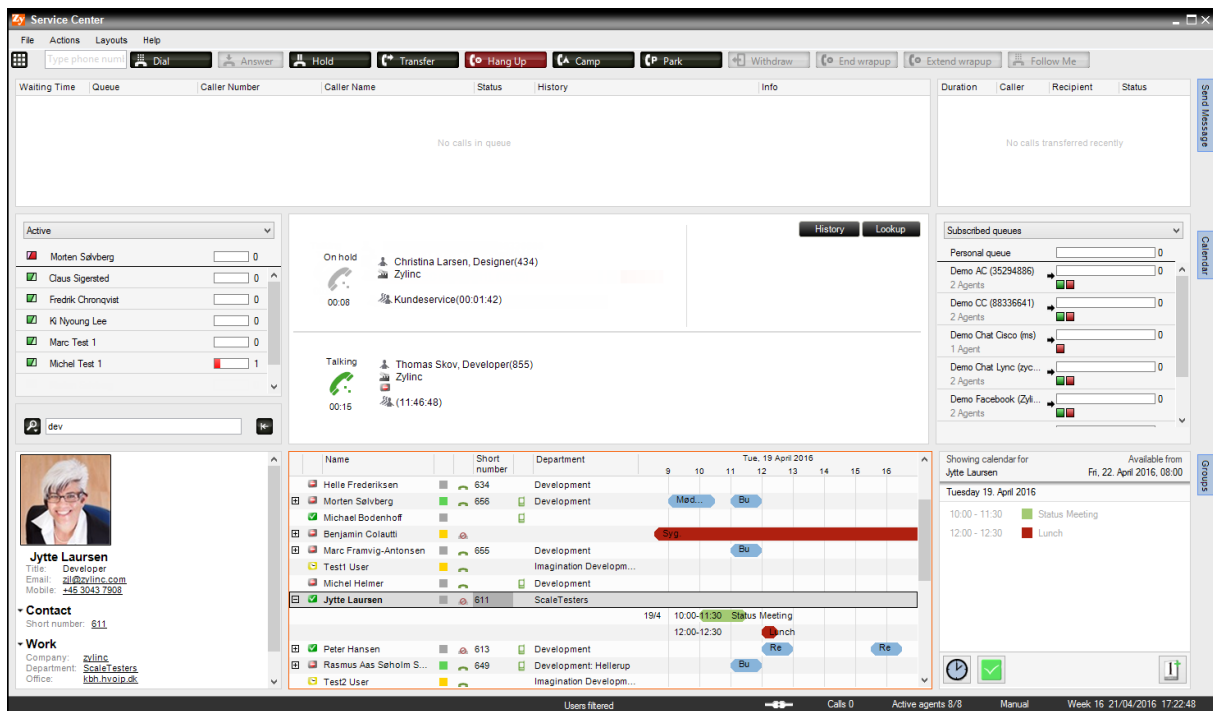


3.2 Zylinc Service Center

Like Zylinc Contact Center, the Service Center client is a Windows application that's easy to install and to configure centrally.

The Service Center client provides a complete overview of the organization. It's a full-screen client, so agents can focus on all the organization's communication streams.

The client includes overviews of queues and agents, a built-in softphone, and calendar and presence information:



4 Features

The features described in this chapter apply for both Contact Center and Service Center.

4.1 Channel handling

When the application has started, the agent can choose to stay active or go inactive. Only agents who are in active mode will receive inbound calls, e-mails, or chats.

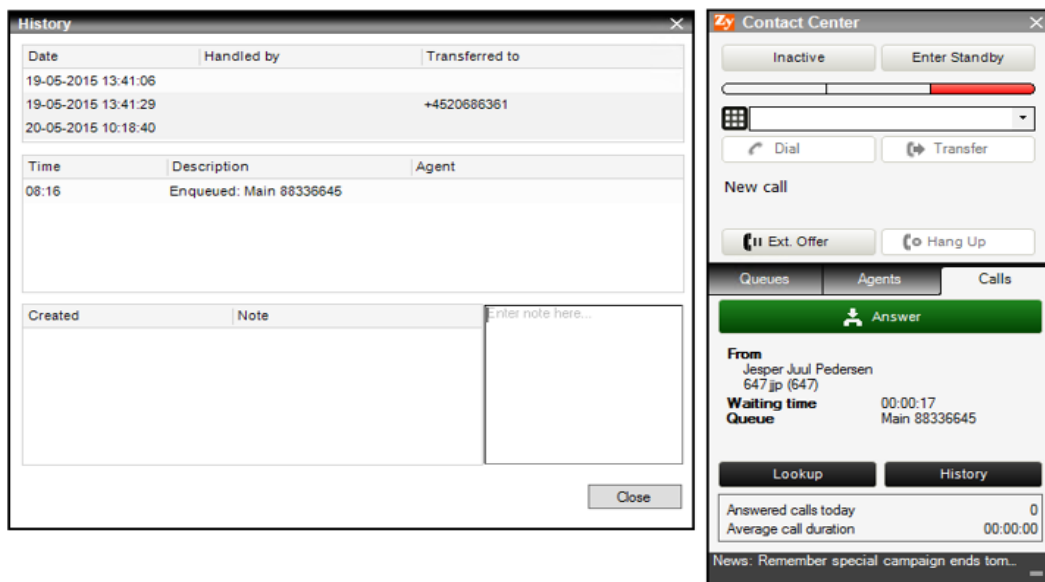
4.1.1 Phone inquiries – Contact Center client

When the inbound caller line ID is recognized, the caller's name, number, and other data are displayed to the agent before answering the call. The system recognizes numbers that are defined in the user database. Optionally, it can perform a lookup in external enterprise systems or public phonebooks, based on the caller ID.

If the agent needs to transfer a call, three transfer types are available:

- **Agent transfer:** Transfer of a call to another agent. The call will be moved to the selected agent's private queue and distributed when idle.
- **Queue transfer:** Transfer of a call to another queue.
- **Colleague transfer:** Using the availability overview, the agent can transfer the call to colleagues who don't themselves use Contact Center.

Agents can add a note to a call before they transfer it to another agent or queue.



When a call has been answered, the agent can handle it in different ways:

- **Transfer** the call
- **Consult** a colleague
- Put the call **on hold**

4.1.2 Phone inquiries – Service Center client

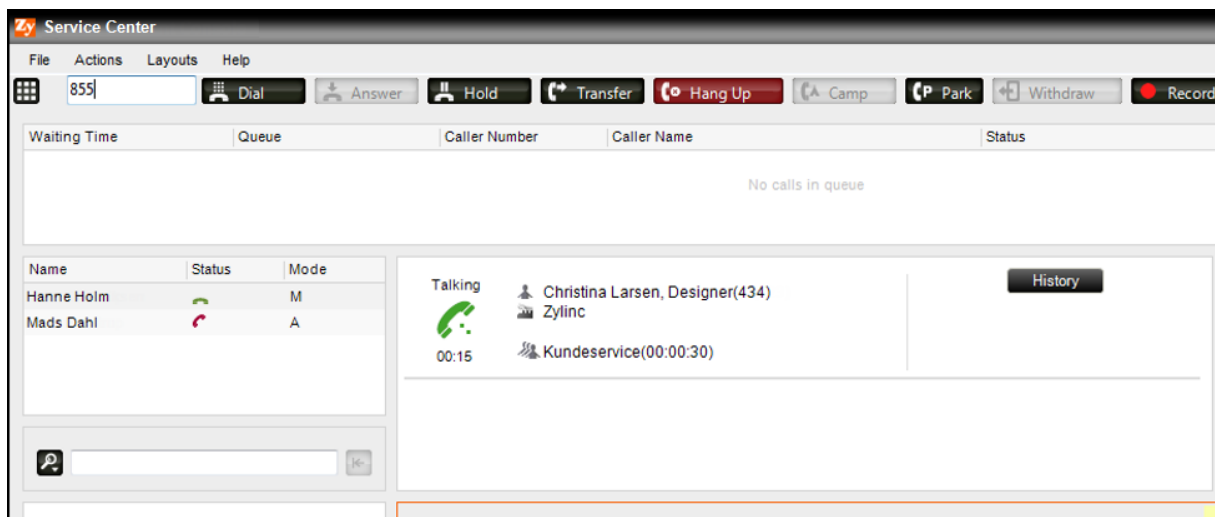
When the inbound caller line ID is recognized, the caller's name, number, and other data are displayed to the agent before answering the call. The system recognizes numbers that are defined in the user database. Optionally, it can perform a lookup in external enterprise systems or public phonebooks, based on the caller ID.

Agents who use the Service Center client can choose to work and handle calls in different ways:

- **Manually:** Receptionist selects calls (cherry picking) directly from the queue.
- **Automatic:** The System distributes calls.

When an agent answers a call, they can handle it as necessary:

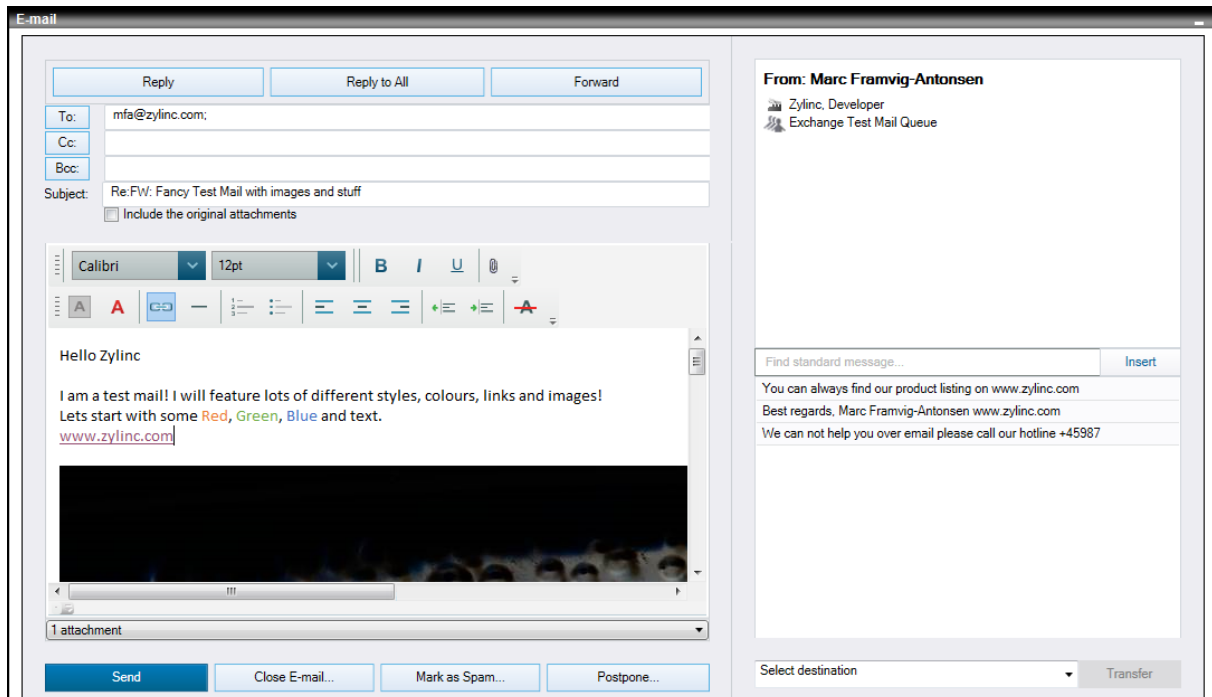
- Transfer the call
- Consult a colleague
- Put the call on hold
- Park the call.
- Camp the call if the receiving person is busy
- Withdraw a call that has not been answered
- Send an e-mail or SMS text message to the receiving person about returning the call
- Start a chat while speaking with the caller



4.1.3 E-mail inquiries

E-mails are handled in the same way as calls. When an e-mail is distributed to the agent, the e-mail is available and traceable in the Contact Center or Service Center client, just like when handling a phone call.

When the agent accepts an e-mail inquiry, it opens in a new window with an e-mail editor and information about the inquirer.



The e-mail window supports all the normal e-mail features, including a full rich text, images, web links, HTML, spell checker, etc.

The agent can quickly insert standard greetings and replies from a configurable list.

If the agent needs to transfer the e-mail, two options are available:

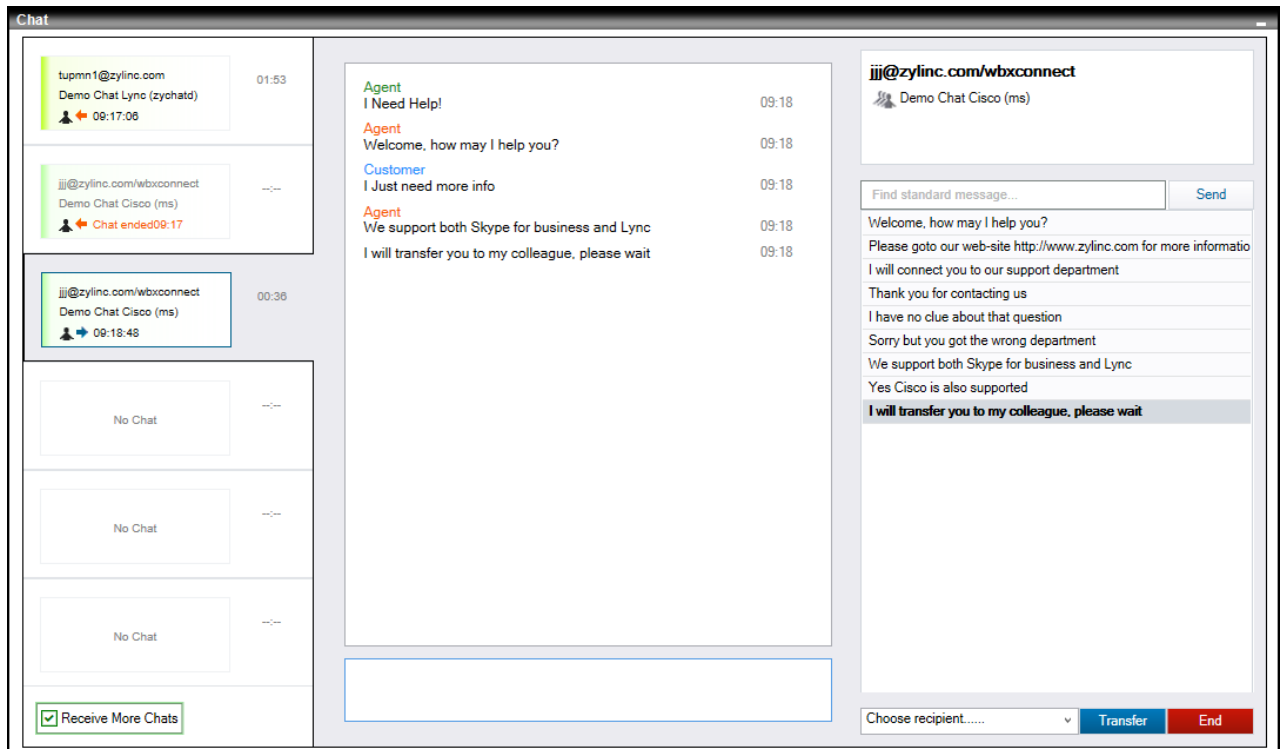
- **Agent transfer**
- **Queue transfer**

The e-mail can also be closed without a repl, or marked as spam.

4.1.4 Chat inquiries – Cisco and BroadWorks

The Zylinc Contact or Service Center client handles chat messaging from chat queues defined on an XMPP server. A chat is distributed in the same way as phone and e-mail inquiries.

When an agent accepts a new chat, a new window opens. The chat window differs from the two other media handling windows, because the agent can handle multiple chats at the same time.



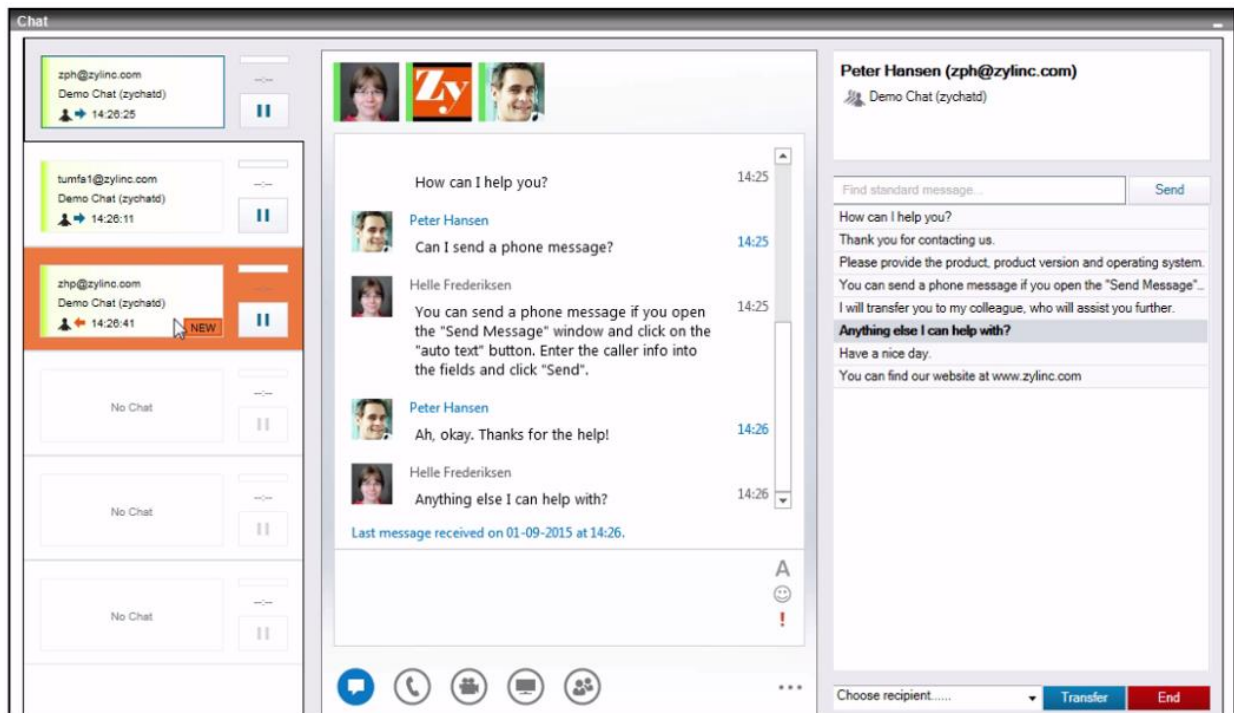
In the example, the agent handles three chats at the same time, and the agent can toggle between these as required. When a new message is received on one of the chats, it's highlighted in the list to inform the agent of new activity.

To limit the processing time and typing in general response messages, the agent can quickly insert standard chat text messages from a configurable list.

4.1.5 Chat inquiries – Skype for Business

The Zyline Contact or Service Center agent handles chat messaging from Skype for Business chat queues. A chat is distributed in the same way as phone and e-mail inquiries.

When an agent accepts a new chat, a new window opens. The chat window differs from the two other media handling windows, because the agent can handle multiple chats at the same time.



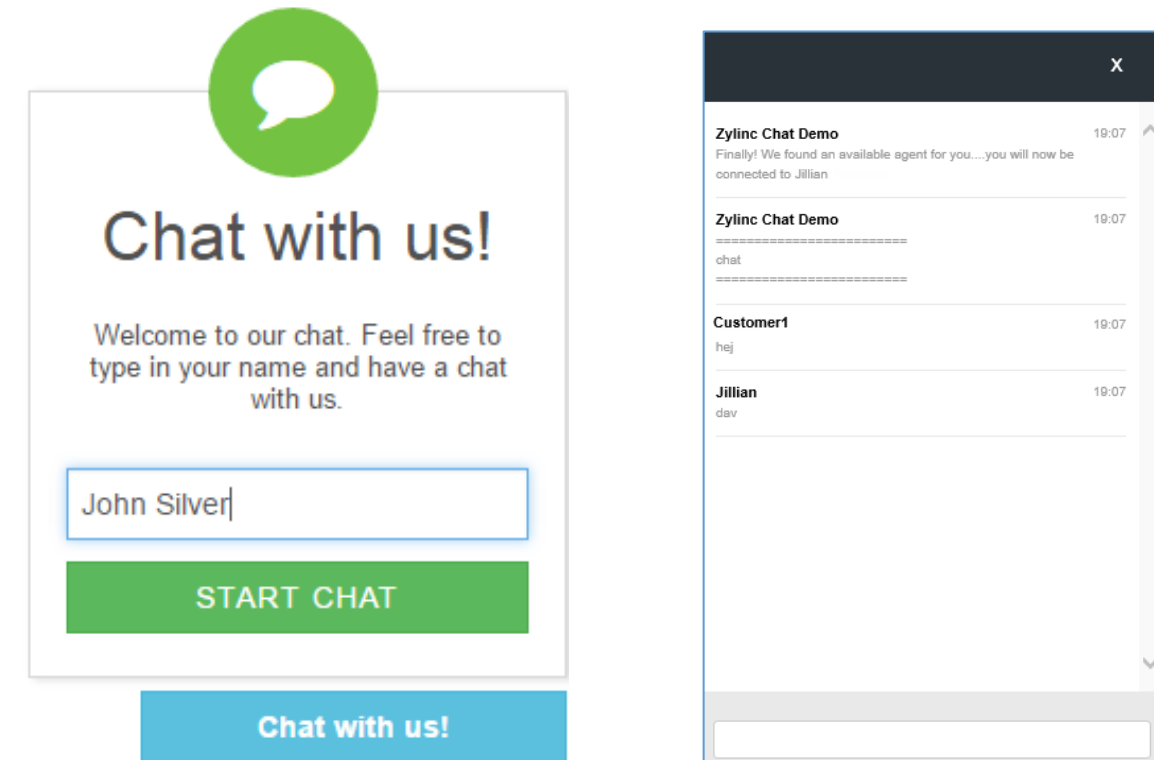
In the example, the agent handles three chats at the same time, and the agent can toggle between these as required. When a new message is received on one of the chats, it's highlighted in the list to inform the agent of new activity.

To limit the processing time and typing in general response messages, the agent can quickly insert standard chat text messages from a configurable list.

Chats initiated from a Skype for Business endpoint, or a webpage based on the Skype for Business Web API, can be escalated to video, voice, and/or screen sharing if permitted by the Skype for Business deployment.

4.1.6 Chat inquiries – Web plugin

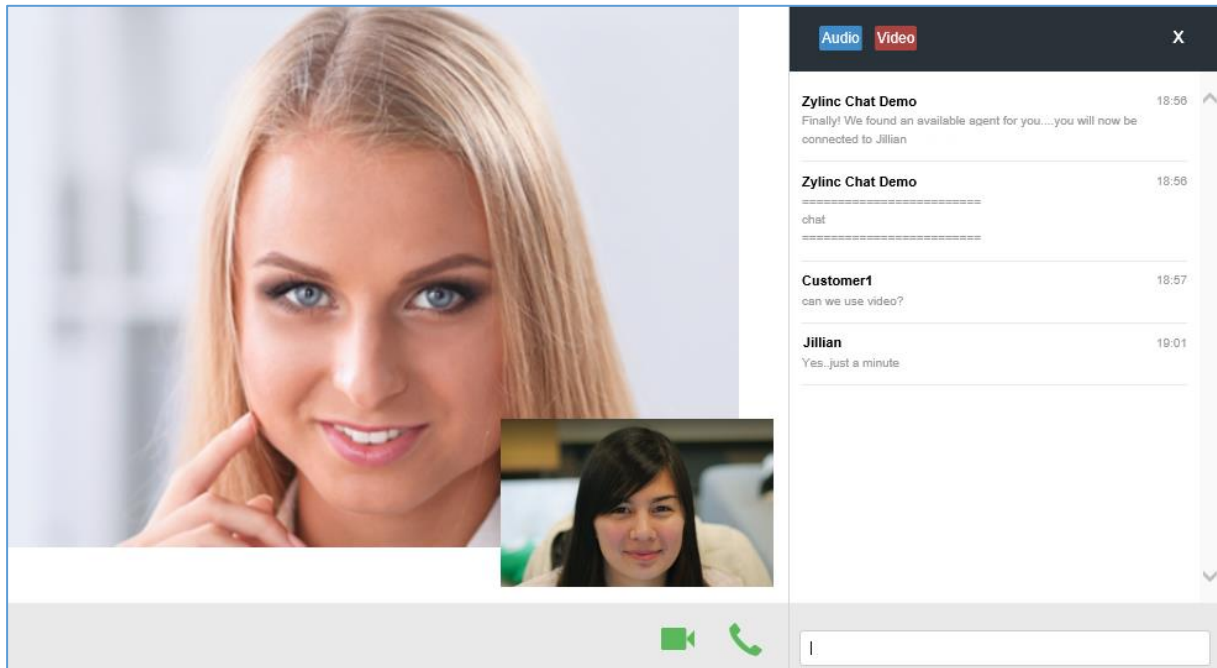
Zylinc delivers a web plugin reference implementation that can be integrated into the customer's website to allow their users to request a chat.



The reference implementation allows context preselection and display of opening hours and agent nickname to easily be implemented by a web developer on the customer's website.

4.1.7 Chat inquiries – Web plugin audio, video, and screen sharing

In a Skype for Business installation, the web plugin uses Skype for Business Web API, which offers users a way to communicate via audio and video through Zylinc client.



To offer audio and video escalation of a chat, agents must have Skype for Business installed together with Zylinc Contact Center or Service Center.

4.2 Agent features

4.2.1 Wrapup and reason codes

Zyline Contact and Service Center support wrapup time after each call. The wrapup time is set per queue, so that the agent has time to finish administrative work before getting the next call.

The agent can end or extend the wrapup time once if needed. Reason codes let the agent select one or more call categories for statistical purposes. A list will appear before wrapup when a call has ended. Selected codes are stored in the statistics database and can be extracted via:

- CSV export from the statistics portal
- Customizable templates from Zyline Advanced Statistics (add-on)
- Third-party APIs

Reason codes are defined per queue and can be set as mandatory for a queue. Reason codes can be grouped if many codes or multiple levels are required.

The screenshot displays the 'Wrapup' interface in the Zyline system. At the top, there are two tabs: 'Lookup' and 'History'. Below the tabs, the title 'WRAPUP' is centered. The main area contains a list of reason codes under the heading 'Support'. The codes are: 'Complaint', 'Private', 'Important', and 'No-Clue', each with an unchecked checkbox. Below these are two more categories, 'Sales' and 'Tech', each with a right-pointing triangle icon. At the bottom right of the main area is a blue 'Finish' button. At the very bottom, a statistics box shows 'Answered calls today' with a value of '1' and 'Average call duration' with a value of '00:00:07'.

Reason Code	Selected
Support	
Complaint	<input type="checkbox"/>
Private	<input type="checkbox"/>
Important	<input type="checkbox"/>
No-Clue	<input type="checkbox"/>
Sales	
Tech	

Finish

Answered calls today	1
Average call duration	00:00:07

4.2.2 Agent status codes

When agents log out, or change their status to standby, they can be prompted to provide a reason for doing so for statistical purposes.

Logout status code examples:

- Break
- Lunch
- Restroom
- Meeting
- Off work

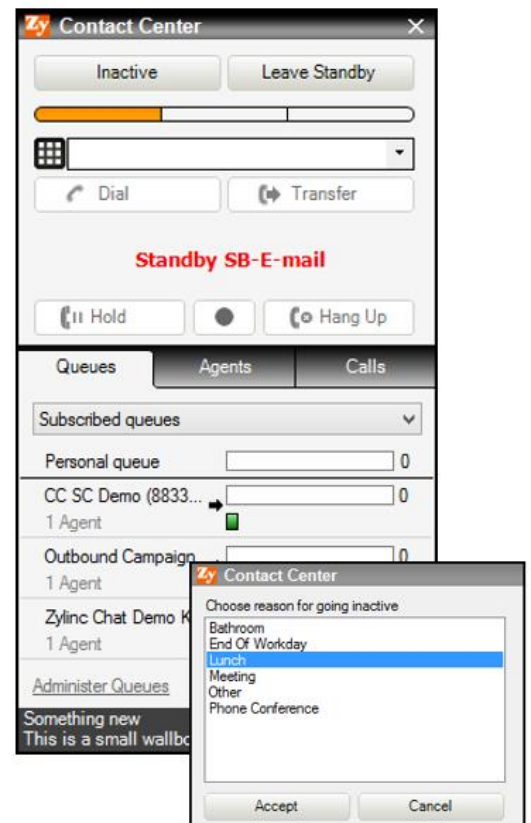
Standby status code examples:

- E-mail handling
- Extra wrap up time
- Follow up
- Outbound calls

The list of status codes is configurable by the administrator.

Status codes stored in the statistics database can be extracted via:

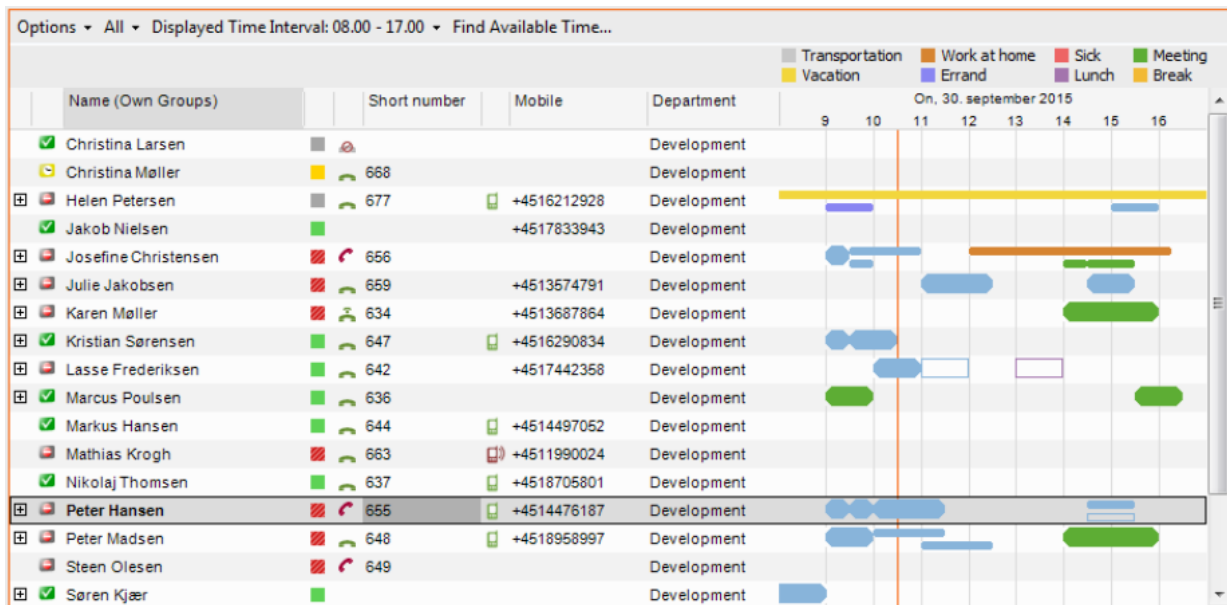
- CSV export from the statistics portal
- Customizable templates from Zyline Advanced Statistics (add-on)
- Third-party APIs



4.2.3 User search and calendars

The Gantt-based availability overview provides information about all staff calendars and appointments.

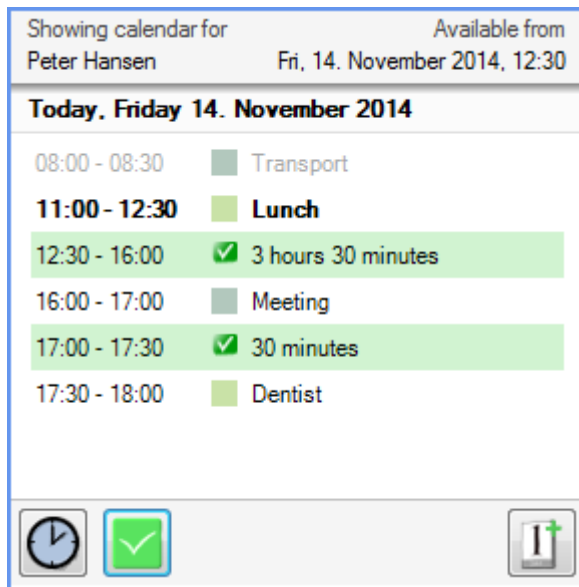
Focus is on colleagues' calendar information, but agents can also view information like extension line state (such as busy, idle, or call forwarding), employee data (from Active Directory) and status from instant messaging systems (such as Lync, Jabber, UC-One, BroadWorks, or Sametime).



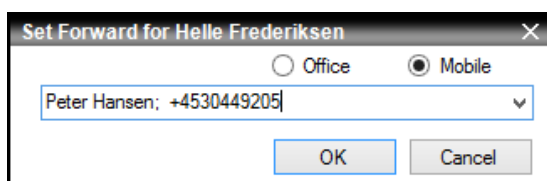
The calendar overview provides features like:

- **Search for available time:** Find available time in the schedule of one or across more employees.
- **Create Absence:** Pushes an absence appointment into the employee calendar.

Users' calendar appointments are visible in the overview. If needed, agents can view more details about a given user's appointments.



From the same interface, an agent with required user rights can also set up call forwarding and do-not-disturb:



4.2.4 Messages

From their clients, agents can send messages to colleagues or external people. The following features are available

- **SMS:** Send a text message directly from the client (requires agreement with CP-SMS or ClickATell.com)
- **E-mail:** Send E-mail through the e-mail application.

When the agent composes an e-mail or SMS message, the autotext feature inserts caller number and, if recognized, also caller name.

4.2.5 Line state presence and presence

Employees' line state and presence information is shown in the client.

Zylinc clients support line state information from Cisco and BroadWorks, and mobile line status from leading mobile service providers.

Mobile line state is a service that's provided by the mobile service provider.

Name	Line state		IM Presence		Mobile		Department
	Shor...						
✓ Claus Sigersted	662				+45 2446 4...		Services
✓ Dorte Groth					+45 2118 5...		Sales and Marketing
✓ Martin Knudsen	663				+45 2893 7...		Services
✓ Ina Pontoppidan					+45 2636 0...		Sales and Marketing
✓ Henning Nielsen					+45 3047 6...		Management
✓ Troels Petersen	665		Available		+45 2222 1...		
✓ Andreas Mueller (anm)	648		Away		+45 2016 3...		Area52a
✓ Camilla Lehn					+45 3168 1...		Administration
✓ Marc Framvig-Anton...	655		Available		+45 2734 7...		Development

Presence information from, for example, Microsoft Lync, Cisco Jabber, BroadSoft UC-One, or IBM Sametime is also available, and chat sessions can be initiated directly from the Zylinc client.

4.3 Agent devices

4.3.1 Desktop phones

Zylinc software supports remote control of a number of desktop phones. This means that if the agent uses one of the supported desktop phones, all call control features, such as answering and ending calls, is available directly in the Zylinc clients.

The following types of phones are supported for advanced call handling directly via vendor API:s

- **Cisco:** any newer Cisco desktop phone on Cisco JTAPI controlled list
- **BroadWorks:** any device available on BroadWorks Advanced Call Control Certification list
- **SfB:** any Microsoft-certified USB-connected device that supports the Skype for Business Client API

Zylinc also supports auto-answering of calls on phones that implement SIP auto-answering methods via either **call-info** or **alert-info** parameters. Different variations of these parameters are used for different hardware vendors. The following is a non-exhaustive list of hardware vendors known to work via this method:

- **Snom (newer), Yealink & Mitel** via call-info variant 1
- **Snom (older), Grandstream & Linksys** via call-info variant 2
- **Polycom & Mitel** via alert-info variant 1
- **Aastra** via alert-info variant 2

These examples are guidelines only, because different firmware might impact the support. Zylinc does not maintain a compatibility list.

In practice, any SIP-connected IP device can be used together with the Zylinc solution. Zylinc solutions support a special kind of phone integration, called Call Offer Mode, where the call is always offered in the client before it is routed to the phone. This allows phones with auto-pickup to be used.

4.3.2 Mobile phones

Mobile phone can also be used as agent devices. Mobile phones are best supported using Zylinc's Mobile Agent add-on. Similar limitations as stated in the previous section apply to mobile phones.

4.3.3 Agent softphone

The Zyline Contact and Service Center clients include a built-in SIP softphone, which agents can use with a headset, without using an external phone.

With headsets from supported vendors, like Jabra or Plantronics, the softphone can be controlled from the headset with the following features:

- Ring tone in headset
- Answer and end calls
- Mute on headset plays music on hold

With a laptop and a headset, the solution can be operated from a home office or similar.

4.3.3.1 Recording

On-demand recording is possible using the SIP Softphone. By pressing Record during the conversation, it will be recorded from beginning to end and will be e-mailed as a message to appointed administrators when the conversation ends. The softphone call recording feature can also be activated for all calls automatically.

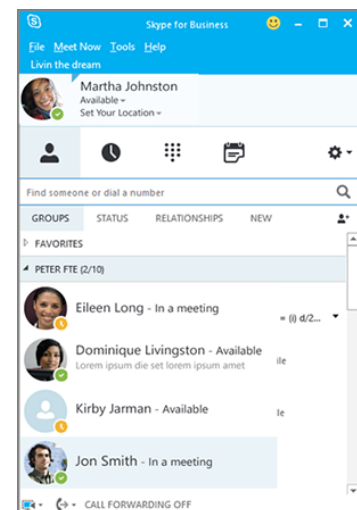
4.3.4 Skype for Business client

The agent can optionally use an installed Skype for Business client when using Zyline client software.

If installed on the same computer, Zyline communicates with the Skype for Business client, and offers the following features:

- Click-to-chat
- Dialout from Zyline client via the softphone
- Answer calls to Skype for Business client from Zyline client

Presence from other users' Skype for Business clients can also be displayed.



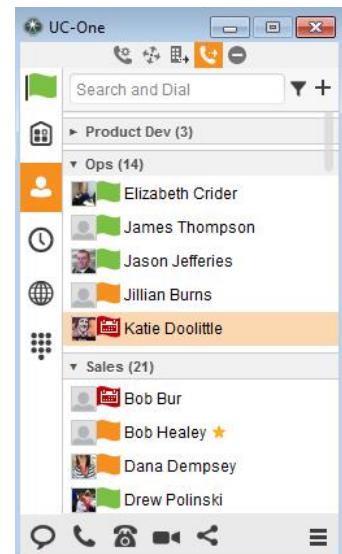
4.3.5 BroadSoft UC-One client

The agent can optionally use an installed BroadSoft UC-One client when using Zyline client software.

If installed on the same computer, Zyline communicates with the UC-One client and offers the following features:

- Click-to-chat
- Dialout from Zyline client via the Softphone
- Answer Calls to the UC-One client from Zyline client

Presence from other users' UC-One clients can also be displayed.



4.3.6 Cisco Jabber client

In Cisco environments, the built-in softphone is the preferred choice, if the agent wants to use a softphone.

If the Cisco Jabber client is installed on the agent's computer, the agent can double-click another agent or user in the availability overview to open up a chat session directly in their Jabber client

Presence from other users' Cisco Jabber clients can also be displayed.

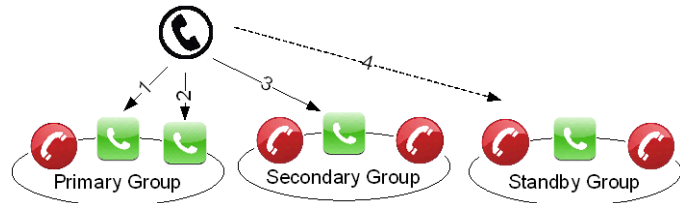
5 Distribution (ACD)

5.1 Distribution of channels

Zylinc Contact Center and Service Center have a complete set of call flow features, configurable per queue by the administrator. Agents can subscribe to different queues with different skill sets.

Some of the features are:

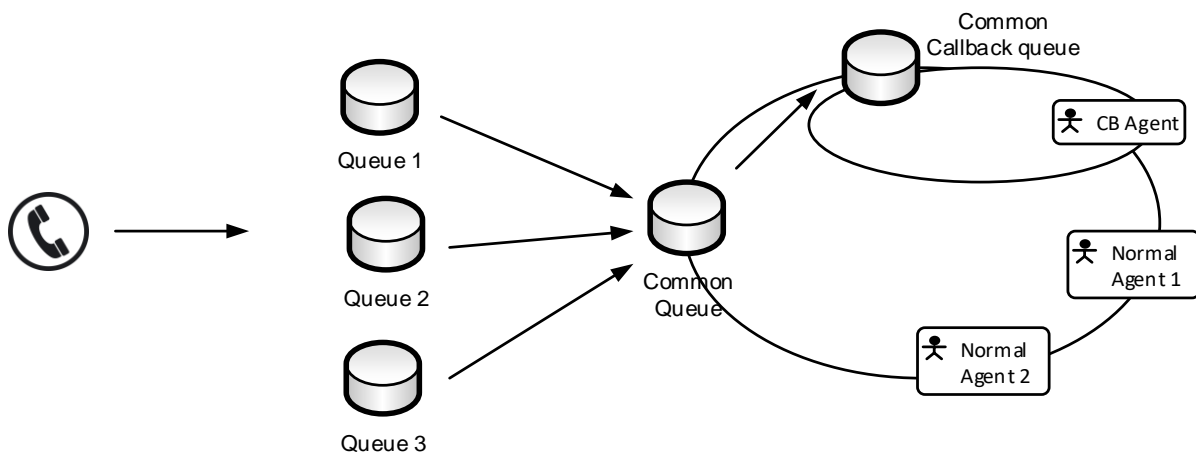
- Primary/secondary skill set & ACD
- Standby skill set
- Failover settings/backup queues
- System timeouts



This makes it possible to support different business processes and if necessary use standby agents during peak periods.

Calls are distributed either via longest idle or a round-robin distribution policy. If skill-based routing (see the following) is enabled, it will take precedence over these policies.

The call distribution mechanism also supports scenarios where you want to distribute calls from multiple queues to one common queue. This makes it possible to configure call distribution rules where calls are handled in the same queue, but with settings from the queue on which they came in.



5.1.1 Standby agents

You can define agents as standby agents on relevant queues. If allowed, agents can also choose to go into standby mode directly in the client interface.

Standby agents are only activated when:

- The agent in question is the only agent monitoring a queue
- A certain number of calls are waiting in the queue
- Waiting time in the queue exceeds a certain number of seconds

For statistical purposes, you can require agents to supply reason codes for going standby.

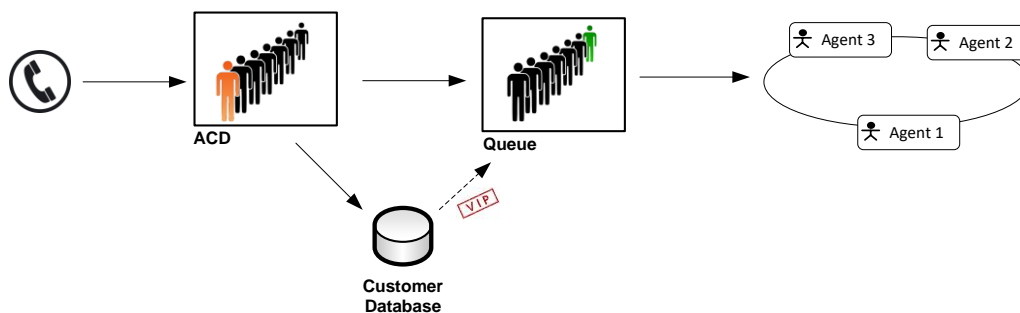
5.1.2 Skill-based routing

Skills can be associated with each agent to ensure that calls are directed to agents with special knowledge. You assign each agent a rating that indicates their skill level, and each relevant queue will then require a certain rating.

When you enable skill-based routing on a given queue, the system will first look for the agent in the primary group with the highest matching skill rating. If no agent is found, the secondary group will be searched, and if no relevant agent is found there either, the normal distribution method (for example longest idle) is used.

5.1.3 Caller-rated distribution

With caller-rated distribution, you can prioritize callers based on their phone numbers. Caller rating can, for example, be used to prioritize certain callers (VIP routing) as well as to de-prioritize others.



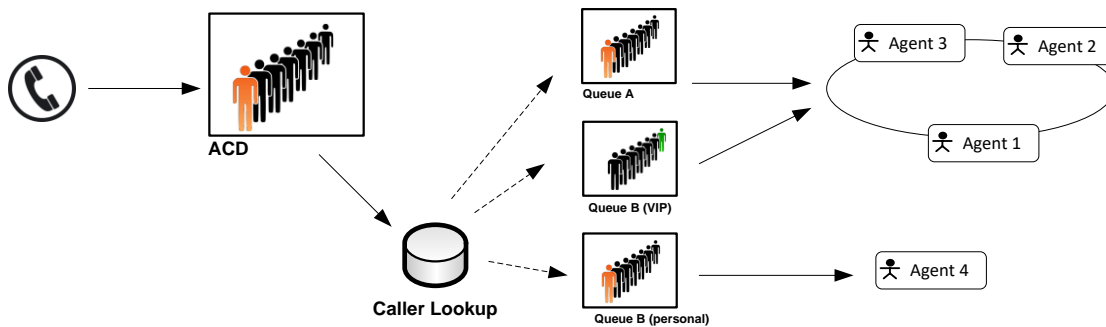
You can enable caller-rated distribution on a per-queue basis. When distributing calls, the A number rating is considered before waiting time, that is callers with higher rating will be placed in front of callers with lower rating, regardless of the waiting time. Calls are still prioritized based on the waiting time, but only when comparing calls with same rating.

If a caller's A number is not defined, the caller will get a rating of 0. Callers with a rating of a positive number will be prioritized over callers without a rating, which again will be prioritized over callers with a negative rating. The higher the number, the higher the priority.

To avoid starvation of de-prioritized callers, you can configure a timeout on the negative rating, after which those callers will be handled in the same way as callers without prioritization.

5.1.4 Caller-rated queuing

With caller-rated queuing, you can move callers to another queue based on their phone number.



You can enable this functionality on a per-queue basis, with the following settings:

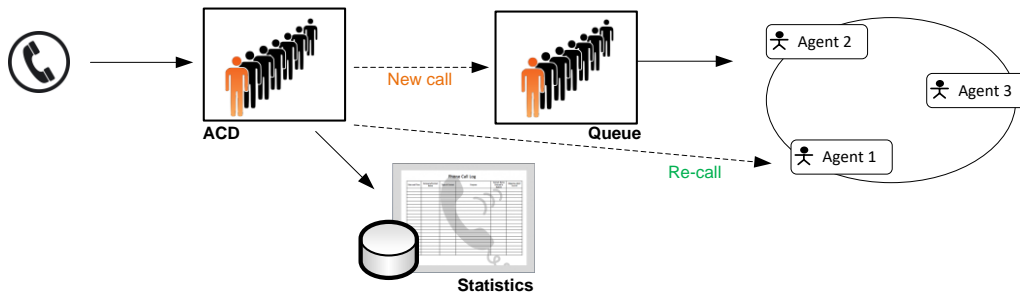
- **Never** - Functionality disabled
- **If Available** - Only move call, if the target queue is open and monitored
- **Always** - Always move the call, regardless of the status of the target queue

Caller ratings are retrieved from either:

- Web service lookup (real-time)
- Database lookup (real-time)
- File (.csv) lookup (real-time)
- Zyline Directory lookup, either:
 - .csv import as new contacts or as additional information to existing contacts/users
 - Edited from Zyline clients by, for example, a supervisor

5.1.5 Historical routing

With historical routing, you can route calls and e-mails from the same inquirer to the same agent who handled the previous inquiry.



For calls, the A number of the caller is used to identify the call – and if the previous agent is still logged in, the call is routed to that agent.

You can set a limit for how long back in time historical routing should be considered.

For e-mails, historical routing ensures that an e-mail conversation is possible. This is achieved either by using reference tags in the email header or by using the e-mail address of the inquirer.

5.2 Phone queues

5.2.1 Phone queue configuration

Zyline Contact Center and Service Center support an arbitrary number of queues that can be configured independently of each other. Functions supported include:

- Queue weight for prioritization of queues
- Music on hold
- Voice messages, including welcome messages, status information, caller queue position
- Opening days and hours
- Exceptions from standard opening hours for public holidays, special events, etc.
- Overflow and call forwarding to external numbers, back-up queues, hunt groups, voice prompts, or voicemail outside of opening hours or based on calendar exceptions
- Settings for automatic call distribution and round robin.
- Settings for handling calls in queues when either the number of calls or the waiting time exceeds a limit
- Thresholds on queues based on exceeded number of calls waiting
- Callback offering based on queue threshold, waiting time, or number of calls in queue

Zyline supplies both music on hold and standard system voice prompts. You can easily upload your own files, and you can record messages by calling a number defined in Zyline Administration Portal.

All Contact and Service Center queues can be prioritized with different weights according to their importance. Calls to queues with the highest priority (VIP) will get through to the subscribed agents first.

Since every queue has its own call flow settings, you can have different settings per branch or department.

In addition to queues, every agent has their own private queue, which is used for returned calls and calls transferred from other agents.

5.2.2 Voice prompts and music on hold

A Zyline solution comes with built-in music on hold and voice prompts in different languages.

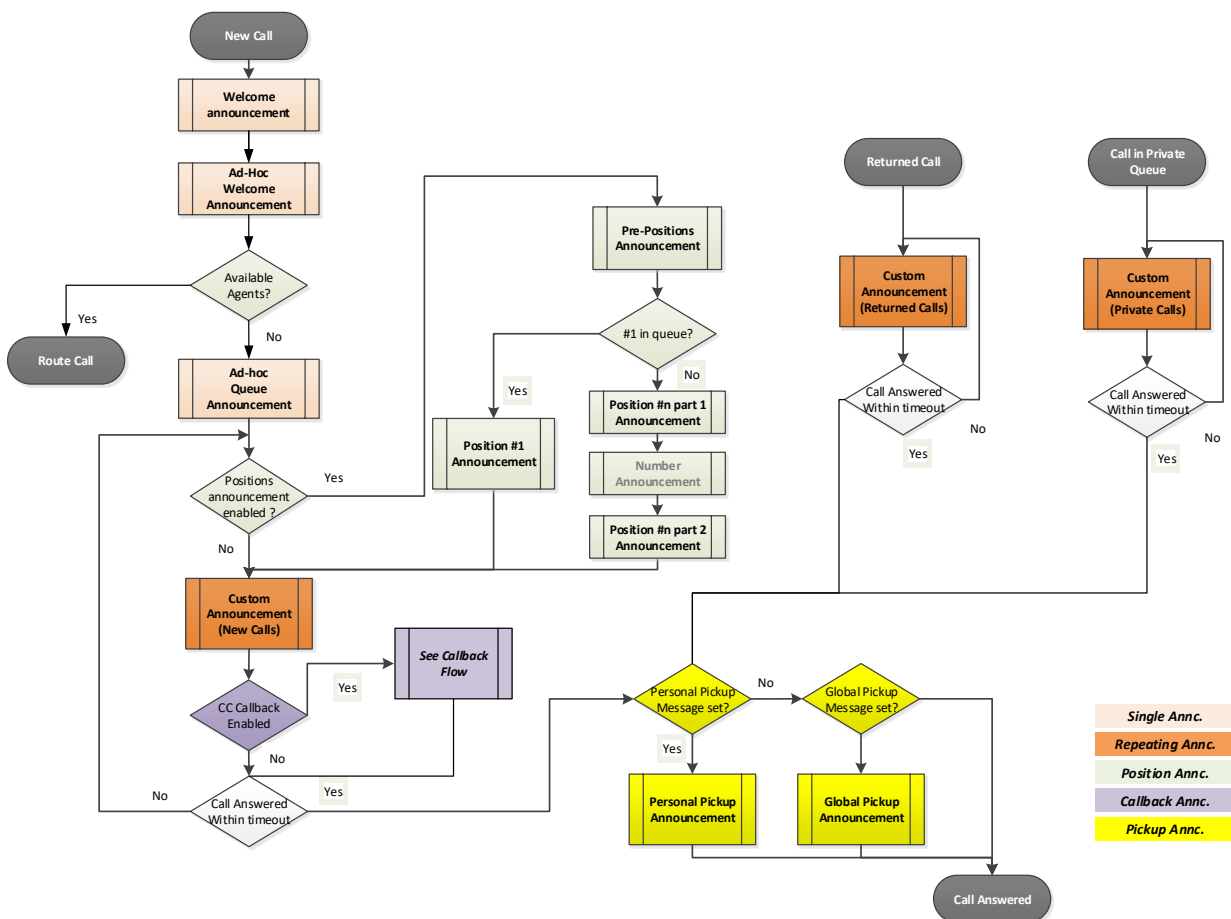
You can also upload your own music files and voice prompts to the system in either .wav or .mp3 file format.

For every queue, you can set a primary language, which the system uses to play prompts in the corresponding language. It is also possible to detect which language to use based on the country code on international calls.

The following prompts can be configured in the system per queue:

Announcements:			
Language, Primary:	English	Autodetect:	<input type="checkbox"/>
Music on hold:	default	Answered:	- no difference -
Welcome announcement:	- None -		
Adhoc announcement, Welcome:	- None -		
Adhoc announcement, Queue:	- None -		
Custom announcement, New Calls:	- None -	Frequency:	20 sec
Custom announcement, Returned Calls:	- None -	Frequency:	30 sec
Private announcement:	- None -	Frequency:	30 sec
Position Announcement:			
Enable Position Announcement:	<input type="checkbox"/> enable		
Pre-Position announcement:	- None -		
Position announcement #1:	- Default (simple) -		
Position announcement #n, Part 1:	- Default -	Part 2:	- Default -

Those prompts are used in the call flow as described in the following diagram:



5.2.3 Announcement recording

You can add, change, and remove queue announcements by calling a special number with an IVR menu and then using the IVR menu to record the required announcement. It is also an alternative to uploading announcements for general use via the Zyline Administration Portal.

5.2.4 IVR

You can set up each queue to prompt users for input that can be used in a CRM system lookup (digit collection) or to prompt for callback confirmation.

The web-based IVR configuration can be used to configure IVR scenarios, such as “Press 1 for Sales, Press 2 for support, ...”

The screenshot shows the 'MainIVR' configuration page. The 'Menu Settings' section includes fields for Name (MainIVR), Number (12345678), Queue Type (Zyline Media Server), Display Name (IVR for hovedenummer), Type (Prompt & Collect IVR), Language (- no change), Announcement (- none), and IVR Prompt (zyline-main-ivr (da,en)). The 'IVR Actions' table has columns for Default, Digit Start, Digit End, Language, Announcement, Action, and Settings. It lists four actions: 1 (Danish, - none -, Queue Call, Sales & Marketing), 2 (Danish, - none -, Queue Call, Support), 3 (Finnish, - none -, Queue Call, Administration og Bc), and 4 (German, - none -, Queue Call, Reception). Each action has a 'Delete' button. A 'Save' button is at the bottom right.

The web-based IVR configuration includes:

- Set Language dependent on IVR selection
- Play announcement when a selection is made
- Setup time-dependent rules
- Different actions dependent on IVR selection, for example
 - Queue call
 - Forward to number
 - Forward to other IVR
 - Hang up
 - Repeat
- Multilevel IVR support by connection multiple IVRs

For very advanced IVR solutions, you can use Zyline's script to make an unlimited number of IVR levels that use time, A numbers, and other parameters as input.

5.2.5 A number routing

With A number routing, you can handle a calls in different ways dependent on the callers' A numbers.

A number routing is a special type of IVR. In the same way as one IVR action can point to another IVR menu, A number routing actions can also point to A number routing actions.

5.2.6 Queue time zones

You can set up each queue to operate in a specific time zone.

By default, time zone logic is disabled, but for installations where the server resides in another time zone than the agents, we recommend enabling time zones.

5.3 Callback

Callback feature is a standard part of the solution.

You can enable callback per queue, and it will then be offered to waiting calls based on waiting time or number of calls waiting.

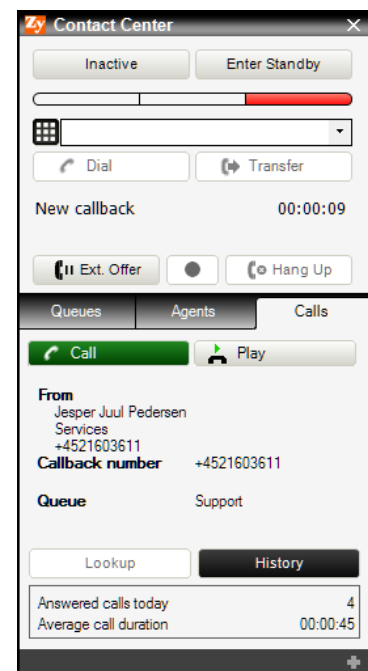
If a caller line ID is visible, the caller will be offered to be called back on that number or on a manually entered other number.

You can give the caller the option of leaving a recorded voice message with their callback request. Agents can then listen to the voice message before calling back.

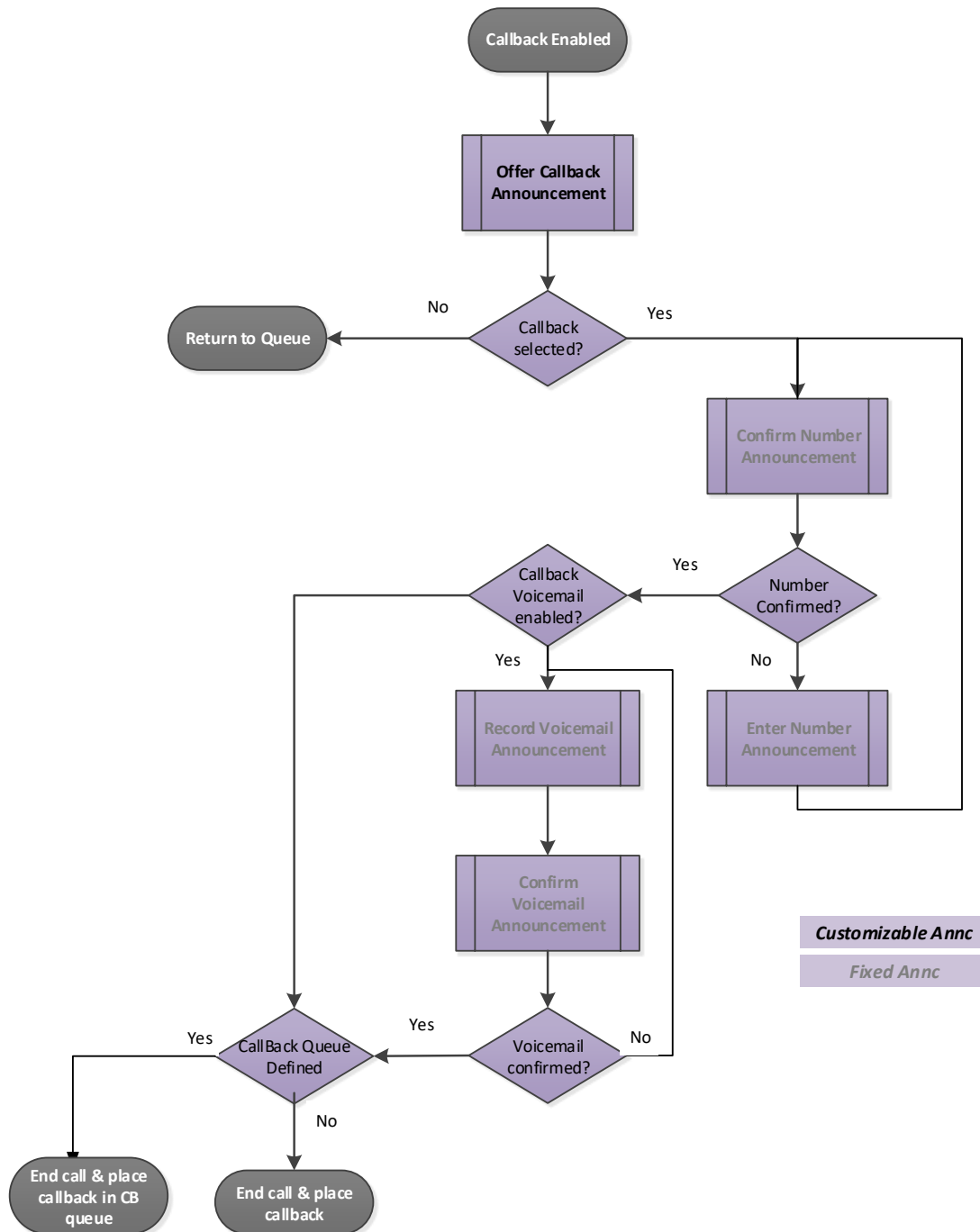
A callback is distributed to agents as a normal call. The agent that handles the callback can view the history of the call since it was placed in queue.

You can set up each queue with the following callback settings:

- When to offer callback
- When to stop offering callback before the queue closes
- Which queue to place a callback request in
- The callback offer announcement and repeat frequency
- The DTMF digit to use as callback queue breakout
- Ability to offer caller to record a voice message



This flowchart illustrates each step of a call entering a queue where callback is enabled:



5.4 Dialout campaigns

Zyline Contact Center and Service Center support outbound dialing and ad-hoc or scheduled campaigns.

You can schedule campaigns by uploading a .csv or Excel file in the Zyline Administration Portal, or you can create a single dialout in the portal.

Third-party APIs allow other campaign or CRM systems to integrate with Zyline's campaign module.

In the clients, dial-lists are presented in the same way as callbacks, with a preview mode where the agent can accept calls before they are routed.

5.5 Personal queues

An agent's personal queue is very similar to a regular phone queue. A personal queue only has one agent attached to it, and it does not have opening hours. It is simply open whenever the agent is online.

An optional setting allows direct calls to an agent's phone (Cisco, BroadWorks, or the internal softphone) to be redirected to the personal queue if the agent is logged in. This allows the agent to handle direct calls in the client, with the same feature set available as for ordinary calls distributed from a queue.

5.6 Chat queues

You set up chat queues almost in the same way as with phone queues, in the Zyline Administration Portal.

You can assign each agent to handle multiple chat queues. Chat sessions are prioritized using weight settings, like phone queues, but typically with a lower weighting.

Chat queue setup includes:

- Name, display name, chat address
- Standby settings
- Timeout settings
- Auto-text for use when queue is closed, unmonitored, connected, or disconnected
- Position texts
- Standard texts for quick insertion
- Opening hours
- Color coding

5.7 E-mail queues

You set up e-mail queues almost in the same way as with phone and chat queues, in the Zyline Administration Portal.

You can assign agents to handle any number of e-mail queues. E-mails are prioritized using weight settings, like phone queues, but typically with a lower weighting.

Each queue corresponds to an e-mail mailbox. Technically, the solution subscribes to a mailbox via IMAP, and then distributes e-mails to available agents.

Agents handle e-mails using an internal e-mail client in Zyline Contact center or Service Center.

E-mail queue setup includes:

- Name, display name, e-mail address, reply-to address
- Standby settings
- Timeout settings
- Auto-replies for use when queue is closed, unmonitored, connected, or disconnected
- Standard texts for quick insertion
- Spell checker

5.8 Caller lookup

Zylinc Contact Center and Service Center maintain their own user databases with information about all employees and contacts. Data in the database is synchronized from Active Directory, Domino Directory, .csv files, or from external telephony systems.

Agents can extend or modify this user information in their clients. They can also add custom users to the system, which are not synchronized from an external system. It is also possible to add keywords to the users and assign an alternative contact person.

All the stored database user information is used to look up and display colleague information in the on inbound calls based on the caller's A number.

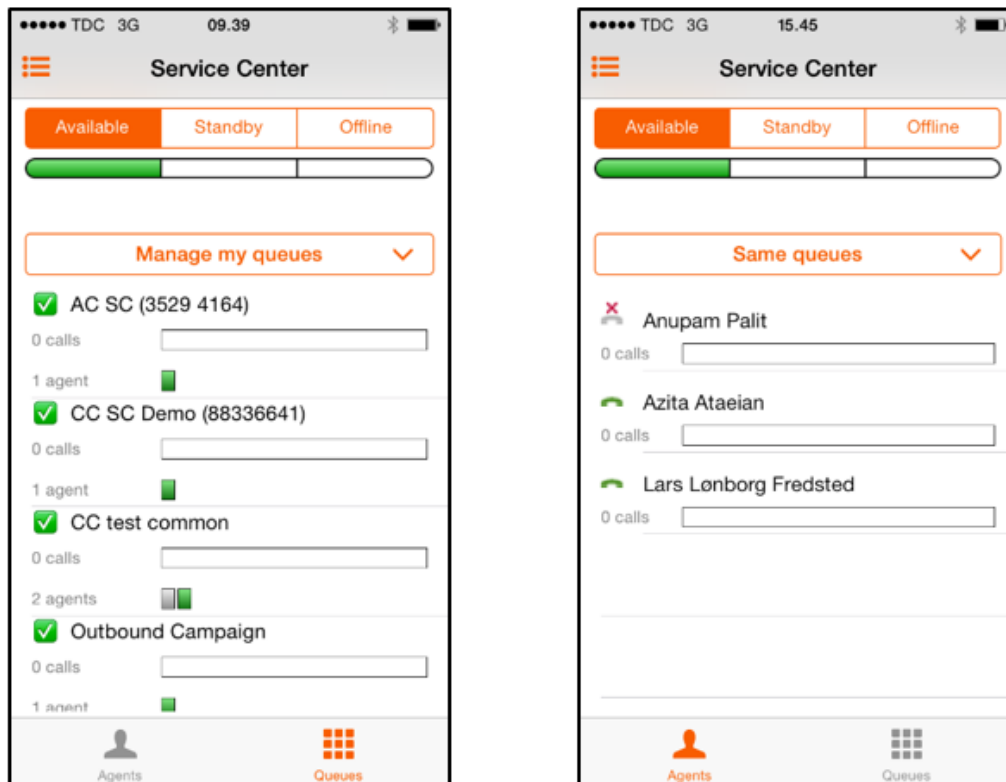
6 Add-on features

6.1 Zyline Mobile Agent

Zyline Mobile Agent is available for iOS and Android.

It gives users on the go a number of important features, such as:

- Login/logout and standby
- Queues overview
- Agents overview



When the agent is logged into the Mobile Agent, calls to queues are automatically sent to the agent's phone.

6.2 Voice queue member (clientless agents)

Voice queue member is a feature intended for users and employees who do not require a client application, but still need to answer the main number or hunt group of the specific company or department.

All the logic is pre-configured in the Zylinc interface, and it works with all the features normally associated with the queue logic in Zylinc.

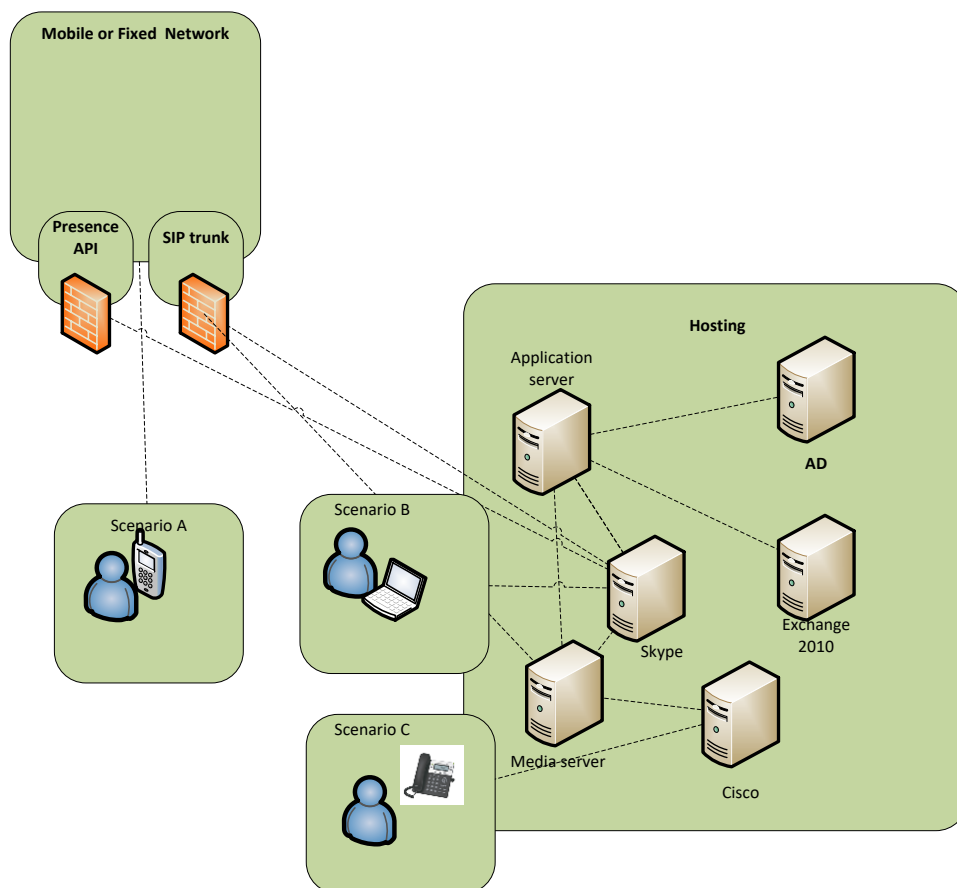
Zylinc has set up an IVR login for the agents. This IVR login is a number that you can configure in the Zylinc Administration Portal. Agents can then call the IVR and press 1 for login and 2 for logout. When the agents are logged in, all calls will be distributed based on the queues settings. All the calls will trombone from the Zylinc Media Server towards the specific A number of the agent.

Note that all authentication of agents depends on the Zylinc solution knowing the number of the agent, and that's why the agents can only use their mobile, Cisco, or Skype number to call the IVR.

Can voice queue members and regular agents work on the same queue? Yes, the only limitation is that the voice queue members do not have an application to interact through.

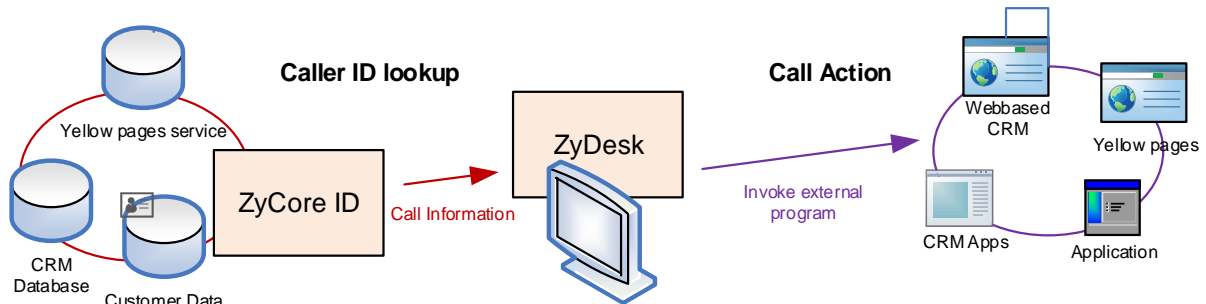
Zylinc recommends that voice queue members do not have more than one or two queues associated, because they have no interface where they can determine queue memberships.

Scenarios: A – login from mobile phone, B – login from Skype device, C – login from Cisco phone



6.3 External system integration

For integration with third-party systems and business processes, Zyline supports information lookup to identify the inquirer as well as inquirer invocation, where an external application or solution is invoked based on information from the call.



Caller invocation

Caller invocation invokes other programs based on data, such as A number, collected IVR digits, agent ID, etc. The Zyline solution supports the following interfaces for caller invocation:

- DDE interface
- Command line execution
- Windows link
- Custom DLL
- Network invocation

The interfaces can be triggered based on the status of the call, where the Zyline solution supports the following call state triggers:

- Call, chat, or e-mail offered
- Call, chat, or e-mail answered
- Call, chat, or e-mail ended
- Outgoing call, chat, or e-mail

It is therefore possible to invoke a CRM, ERP, other system, internet browser, or Windows application, and do a lookup directly in the application and hereby initiate the appropriate operation that fits to the current state.

In some cases, it may not be relevant or allowed to make such lookups. That's why the Zyline solution offers the ability to import a negative list of numbers that should not trigger caller lookup and application invocation.

Some CRM, ERP, and other systems can be accessed through a browser, and this makes it possible to open up a browser where relevant fields are pre-filled with relevant data.

By transferring a call to another agent, a new lookup, and/or application, invocation will be triggered for the receiving agent using the same parameters.

6.4 Call recording

In addition to the call recording functionality built in to the Zylinc softphone, the Zylinc solution also supports integration to external third-party recording systems.

If configured and installed, pressing the Record button in the client will initiate a recording of the current call on the external system.

For some systems, it is possible to store additional information about the call, such as agent ID, queue name, and a comment about the reason for recording the call.

Currently the system support integration to the following systems:

- Apresa / Recordit (<http://www.vidicode.com/products/call-recorders/call-recorder-apresa/>)
- BroadWorks

6.5 Surveys

Zylinc supports third-party integration to external survey systems.

If you have set up a survey, it can be activated on a per-queue basis.

If activated, the system will optionally prompt the caller before they enter the queue, and if the caller accepts to take part in the survey, the Zylinc solution will request the external survey system to dial the caller after the agent has finished handling the call.

Currently the system support integration to the following systems:

- RecordIt

7 System configuration

7.1 Zyline Administration Portal

You manage the Zyline solution through the browser-based Zyline Administration Portal. Because you can give relevant people different roles and feature sets, managers, supervisors, system administrators, and agents can all use the Administration Portal.


Users with access to the Administration Portal are able to:

- Add queues and connect numbers
- Configure queue settings, such as opening hours, backup queue, music, and voice prompts
- Add agents with skillsets in different queues
- Upload and manage music and voice prompts
- Add profiles and attach users or groups from Active Directory
- Perform general setup and adjustments (IP addresses, timeouts, etc.)

The screenshot displays the Zyline Administration Portal interface. At the top, there's a navigation bar with tabs: QUEUES, CLIENTS, AUDIO, USERS, FORWARDING, NETWORK, SYSTEM, and INSTALL. The 'QUEUES' tab is active. Below the navigation bar, the 'VOICE QUEUES' section is shown. It contains a table with columns: Display Name, Name, Number, Weight, Users, and Lang. The table lists several queues, including 'SomeDeleted Queue', 'Failover Test', 'gfgg', 'mgTest', 'ACSC Internal', 'Anupam CC', 'azi4 at', 'c3', 'c3a', 'c3b', 'Allan's CC', 'AZA's CC', 'Camilla's CC (683)', 'CC test common', 'Josley CC', 'Ki's CC', 'Ki's CC2', 'Kitesf's CC', and 'Marc's CB queue'. To the right of the table, there's a detailed configuration panel for the '1_delete' queue. This panel includes sections for 'Basic Settings' (Name, Number, Queue Display Name, Public Queue), 'Call Distribution' (Distribution, Caller Priority, Directory ID, Follow Me Priority, Update Connected Line ID, Standby User - Calls, Standby User - Sec.), 'Threshold Values' (Queue Limit - New Calls, Queue Limit - Waiting Calls, Service Goal, Warning Level), and 'Timers' (Public, Private (Moved), Private (Returned), Private (Callbacks)).

Department managers can easily re-configure and modify queues, set weighting on queues, add or remove people from groups, associate skillsets, upload new voice prompts etc.

You manage Zyline Contact Center and Service Center with dynamic roles and privileges, so you can distribute administrative rights in your organization.



[Logout jip@zyline.com](#) | **Administration Portal**
Version 5.6.42

QUEUES
CLIENTS
AUDIO
USERS
FORWARDING
NETWORK
SYSTEM
INSTALL

VOICE QUEUES
1_delete
BASIC | ADVANCED | USERS | OPENING HOURS

Basic Settings:

Name: ?

Number: ?

Queue Display Name: ?

Colour Code: ?

Public Queue: ☒ ?

Call Distribution:

Distribution: ?

Weight: ?

Caller Priority: ☐ Enable ?

Low prio expire: ?

Directory ID: ?

Follow Me Priority: ☐ Automatic ?

Update Connected Line ID: ?

Standby User - Calls: Activate: Deactivate: ?

Standby User - Sec.: Activate: Deactivate: ?

Threshold Values:

Queue Limit - New Calls: calls or ☐ No limit ?

Queue Limit - Waiting Calls: seconds or ☒ No limit ?

Service Goal: seconds ?

Warning Level: calls ?

Timers:

	Public	Private (Moved)	Private (Returned)	Private (Callbacks)
Timeout:	<input type="text" value="- default -"/> ?	<input type="text" value="- default -"/> ?	<input type="text" value="- default -"/> ?	<input type="text" value="- default -"/> ?

Announcements:

Language, Primary: ?

Autodetect: ☐ ?

Music on hold: ?

Answered: ?

Welcome announcement: ?

Adhoc announcement, Welcome: ?

Adhoc announcement, Queue: ?

Custom announcement, New Calls: ?

Frequency: ?

Custom announcement, Returned Calls: ?

Frequency: ?

Private announcement: ?

Frequency: ?

Position Announcement:

You can define agents per queue, either directly per agent or by using directory groups:

The screenshot displays the Zyline Administration Portal interface. At the top, the Zyline logo is on the left, and the 'Administration Portal' title with the version '5.6.59' is on the right. A navigation bar contains tabs: QUEUES, CLIENTS, AUDIO, USERS, FORWARDING, NETWORK, SYSTEM, and INSTALL. Below this, a sub-navigation bar shows 'VOICE QUEUES', 'GServices', and links for 'BASIC', 'ADVANCED', 'USERS', and 'OPENING HOURS'. The main content area is titled 'Queue Users' and shows a configuration for the 'GServices' queue. On the left, an 'Available' list contains 25 user names. In the center, there are four sections: 'Primary', 'Secondary', 'Standby', and 'Owners'. Each section has a 'Person' and a 'Group' list. On the right, there are 'Result' sections corresponding to each of the four categories. The 'Primary' section shows 'Kristian Sørensen' as a person and 'Development' as a group. The 'Secondary' section shows 'Casper Sørensen' and 'Jakob Nielsen'. The 'Standby' section shows 'Cecilie Larsen' and 'Mathias Krogh'. The 'Owners' section shows a list of 10 users, including 'Allan Pedersen' and 'Christina Larsen'.

7.2 System users, roles and profiles

Zyline Contact Center and Service Center users come with the following standards:

Administrator

- Full access to Administration Portal
- Full access to Statistics Portal
- Full access to settings in the Windows client

Supervisor

- Limited access to Administration Portal
- Full access to Statistics Portal
- Definable access to settings in the Windows client (can be limited by administrator)

User

- Basic access to the Windows client

Every user is granted access to one or more profiles that define which feature set and which client layout are available to the user.

Many customers use the standard roles, profiles and layout, but the roles, profiles, and layouts highly are flexible and can be changed by the administrator.

It is also possible to distribute a set of privileges or roles to special administrators. This means that the administrator can tailor roles by limiting or expanding access to features in the Administration Portal:

Available Privileges		Selected Privileges
Client Client Absence Client Full Control General Settings Global Timer - Routing Global Timers - Agent Timer Profiles	➔	Audio Audio Adhoc Control Audio Custom Control Audio Full Control Audio Lists Audio Moh Control Audio Recording Copy/Clear Audio Recording Define
Forwarding Add/Dell/Modify Forwarding Departments Change Spoken Absence rules Forwarding full control Modify Forwarding Departments Modify policies Set/Change forwarding	➔	Products ZyDesk Voice Queues Chat Queues
Network Network Full Control		Queues Adhoc announcements Announcements Calendar Edit Calendar Lists Callback Settings CallBacks View/Delete Call Lookup Change Members Change Opening Hours Change Users Dial Lists View/Upload/Delete Digit Collection Settings Display name Distribution Settings Failover Forwarding Failover Settings Language Change
Products Forwarding Mobile Operator Voicemail		
Statistics Statistics Portal All Data		
System System Full Control		
User Profile Lists Roles Control Security Rules/Access User Change Others CallerID/Displayname User Change Others Phone Number		

7.3 Queue alerts

In the Zyline Administration Portal, you can set up alerts for your queues. The alerts send out SMS text messages or e-mails to specific recipients based on queue performance:

- If the queue is unmonitored
- If call waiting time exceeds a limit
- If the number of calls waiting in the queue exceeds a limit
- If the number of agents on a queue is below a limit

7.4 GDPR Support

The Zyline solution lets you delete records based on events in the system.



Extension	Last Entry	Name	Total	
<input checked="" type="checkbox"/> 21603611	Apr 11 2018 12:54:42	Jesper Juul Pedersen	350	View

You can search and delete events based on:

- Calls
- E-mails
- Chats

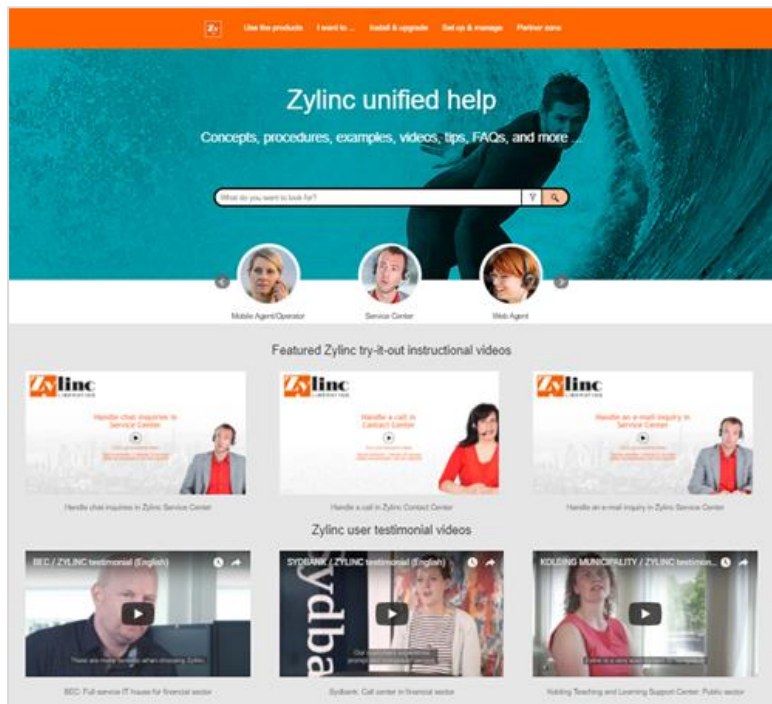
The system also supports that data about former users can be deleted if required.

8 Zyline unified help

For detailed information about how to set up, manage, and use a Zyline solution, use the award-winning online Zyline unified help.

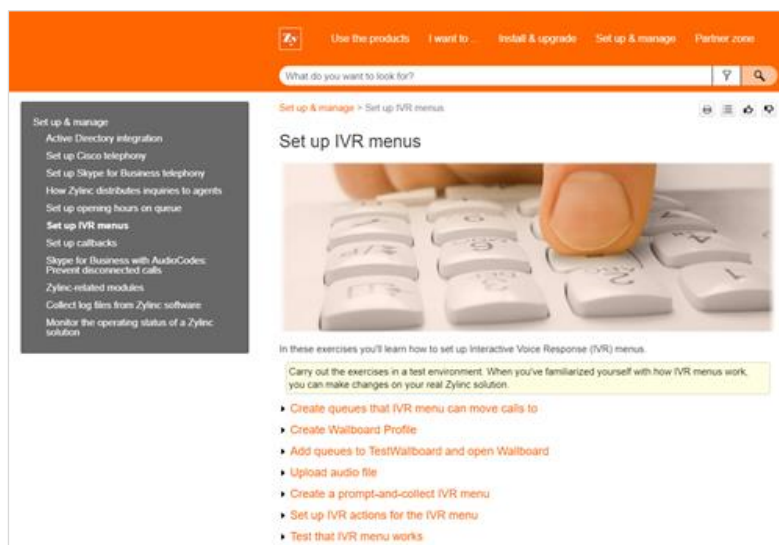
Zyline unified help covers myriads of Zyline-related concepts and procedures, and it contains interactive videos, useful tools, tips, examples, etc.

It's relevant no matter whether you're a Zyline end user, super user, administrator, technician, consultant, decision maker, or commercial partner.



All content on Zyline unified help is produced with the audiences' needs in mind. Say hello to help that matches your tasks, and wave goodbye to system-oriented documentation.

Go to help.zyline.com and request access. We'll deal with your request as quickly as possible.



9 Get in touch with Zyline

The Zyline sales team will be happy to help you assess your needs and recommend the right implementation for your organization.



Contact the Zyline sales team on info@zyline.com or on +45 7023 2328.

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