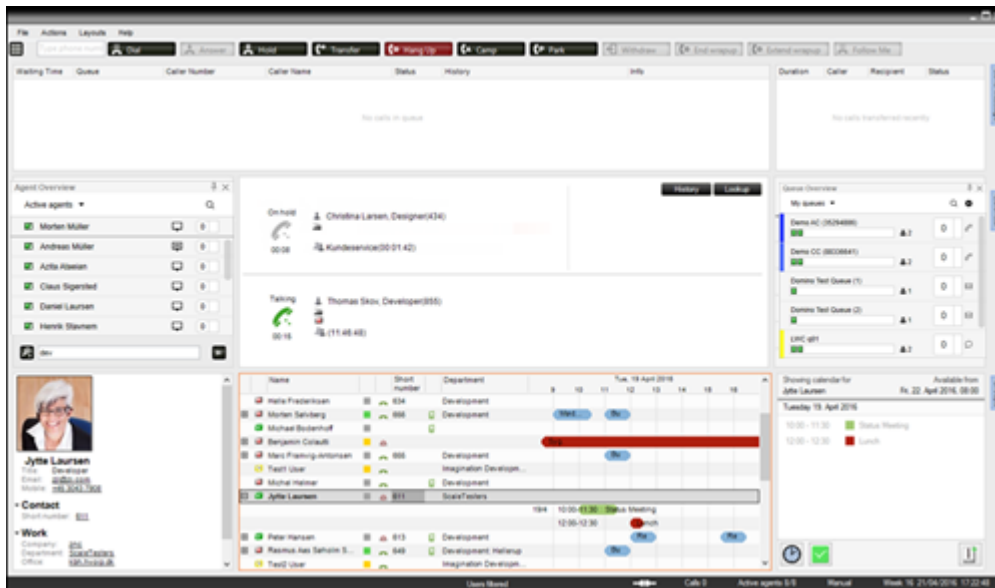




Zylinec Service Center

Product overview

Zylinec Service Center feature highlights

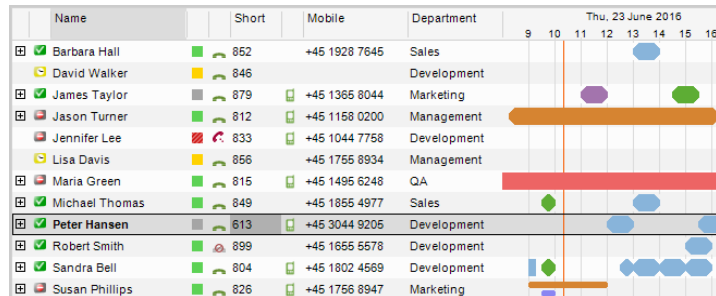


- Multi-channel support lets you answer inquiries from phone queues, chat queues, and e-mail queues in a single workflow. In Zylinec Service Center, agents get a similar experience across communication channels, no matter whether they handle a call, a chat inquiry, or an e-mail inquiry.
- Full-screen client for the ultimate overview of all types of inquiries (calls, chat, and e-mail), queues, agents, and colleagues as well as resources (meeting rooms, projectors, etc.).
- All Zylinec features in a single product: knowledge workers, receptionists who transfer calls, and agents working in call centers can all use Service Center.
- Advanced call center features, such as callback with voice messaging, dial list campaigns, wrapup, and categorized statistics.
- Automatic inquiry distribution works across all channels: you don't need to worry about which inquiry to manually pick from the queues—but, if necessary, you can still pick a specific inquiry.
- Quickly search for available colleagues, and get an instant overview of their availability and calendar appointments.
- Integration to other systems, for example CRM, ERP, or helpdesk systems, lets you look up information about inquirers.
- Web-based Administration Portal.
- Made together with experienced agents and operators, based on their user experience from busy enterprises, and continuously optimized together with the most experienced users in the business.
- Because a Zylinec solution stores and processes phone numbers, e-mail addresses, and other data that can be used to uniquely identify a person, people who use the Zylinec solution are affected by GDPR. That's why you get a number of features with which you can safely use your Zylinec solution under the GDPR requirements. The Zylinec solution also has audit logging features.


Ultimate overview of co-worker availability

- Synchronized directory integration makes it easy to find the right people and transfer inquiries to them. Search in organization-wide directories from all major vendors. Users can change their personal data and change presence/forwarding settings.

- Search results combine users' calendar status, phone line states, mobile line states, and IM presence. You can view multiple users' calendars together in a Gantt diagram.



- Use the calendar integration to search for available time, and schedule meetings for groups of people. Quickly create new calendar entries for specific people or resources. The calendar integration supports Microsoft Exchange and Office 365, IBM Notes, Google, and CalDAV.
- View the line states of co-workers, just like they can view your line state. Line state overview works with Cisco, BroadWorks, Skype for Business, generic SIP, and many leading mobile service providers.
- View IM presence of co-workers, just like they can view your IM presence. IM presence overview works with Cisco Jabber, Skype for Business, BroadSoft UC-One, and IBM Sametime.

 For more information about the Zylinec Service Center user experience, including interactive try-it-out video simulations, also try the prize-winning Zylinec Unified help on help.zylinec.com.

Great set of features for handling calls

When agents answer calls, the Zylinec solution gives them a great set of tools for handling the calls in the best possible way:

- Transfer calls
- Put calls on hold
- Park calls
- Camp calls, so that it's automatically transferred to the required person when their extension becomes available
- Withdraw calls if they don't get answered as expected
- Follow calls' status from the moment they're received right until they're completed
- Consult a colleague via chat while speaking with the caller
- Leave a colleague a message about the call via e-mail or SMS text—both methods offer time-saving message input templates
- Ability to view the status of queues and other agents, especially relevant for environments with less central supervision

Automate lookup of relevant information about callers

Optional integration between the Zylinec client and third-party systems, like CRM, ERP, helpdesk, or case management systems lets agents view relevant information while they handle calls.

The lookup of relevant information can be based on callers' phone numbers, or on account numbers or similar that callers have entered while waiting in the phone queue.

The Zylinec solution can automatically do the lookup, for example when agents answer or end calls, or agents can manually look up details with a single click while they handle calls.

You can use many types of system calls for triggering the actual lookup, for example DDE interfaces, command line execution, Windows links, custom DLLs, network invocation, or specific URLs that open in a browser.

The integration lets you use multiple type of inquiry parameters in the third-party systems. For example, you can use an agent's e-mail address to create a new case in a third-party support system, and automatically assign the new support case to the agent when they answer the call.

Automate call distribution and call flow

With the Zylinec solution's rich feature set, you can tailor your organization's call flows and call distribution to suit your exact needs.

- Use multiple phone numbers, country code detection, IVR menu selections, caller number lookup in a database, or manual call transfer to place incoming calls in the correct phone queue with the correct language and priority.
- Route calls to the most appropriate agent or queues based on caller priorities, agent skills, language, A-number, available agents, agent priority, queue priority, or how long the call or the agents have been waiting.

- Callers can request callbacks, so that they don't need to keep their lines open while they're waiting in the queue. You can set up callback so that callers can leave voice messages that agents can listen to before they call back the original callers.
- Use VIP routing to create a database with phone numbers that should receive a higher or lower priority compared with normal inquiries.
- If a caller makes more than one inquiry within a specified time frame, you can use historical routing to route their inquiries to the same agent, if the agent is available.
- Assign skills to agents and queues to automatically route calls to the most relevant agent.
- You can choose to disable the automatic call distribution, so that agents can cherry-pick any call that they want, from any of your queues.
- Agents can be on standby and not receive calls unless queues get very busy, or unless they're the only agent left on a queue.
- Play audio messages, queue position, music on hold, estimated waiting time announcements, and an option to be called back while callers wait in queues.
- Specify queue opening days and hours, and play different audio messages or transfer calls to other queues during closing hours.
- Calls that have waited too long, or wait in queue where no agents are logged in, can automatically fail over to other queues, phone numbers, or voicemail.
- When callers are transferred from one queue to another, they can be credited on the new queue with the amount of time that they've spent waiting in the first queue.
- The Zylinec solution supports not only IVR (Interactive Voice Response) menus, but also in-queue IVR so that you can offer callers special options if they've waited in a queue for more than, for example, 30 seconds.

Monitor your team's service level

Get a comprehensive overview of all logged-in agents, and the number of calls that wait for their attention, in all of your organization's phone queues.

View how long inquiries have been waiting in queues, and monitor your organization's ability to meet agreed service levels.

Statistics, combined with the Zylinec solution's supervisor tools, help manage your workforce efficiently. Supervisors can:

- Listen in (listen to the conversation between agent and caller)
- Whisper (give the agent short pieces of advice for training or problem solving)
- Barge in (enter, and take part in, the conversation between the agent and the caller)

Wrapup, call category statistics, dialout campaigns, and surveys

- Wrapup is a short amount of time when agents don't receive any new calls. You can use wrapup to allow agents time to finish administrative work after they end calls. Agents can extend the wrapup once, or end it if they don't need the extra time.
- You can use reason codes to let agents select one or more predefined call categories after they end

calls. You can also let agents specify reasons for going inactive, for going standby, or for leaving their seats.

This will enrich statistics data, which you can later export to CSV formats or extract via custom templates or third-party APIs.

- You can import phone numbers from .csv files, Excel files, or via third party APIs from CRM systems to create and plan dialout campaigns.
- You can set up caller surveys with the third-party survey tool RecordIt.

Tailor the solution to suit your needs

Use keyboard shortcuts, and change shortcuts if required to match any other software that you use.

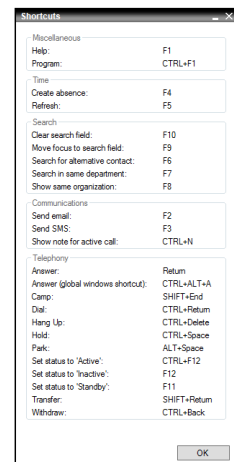
Customize the appearance and behavior of the Zylinec program to match individual users' needs and work habits. Windows, individual user interface components, and functions can be customized per user or profile.

The Zylinec solution comes with standard music on hold and standard system voice prompts in different languages. You can also use your own audio files, or record audio messages directly from your phone by calling a special number.

Time zones support your global organization.

Calendar-based forwarding can automatically forward calls to specific phones to other phones during meetings or other activities in users' calendars.

Spoken absence can automatically play audio messages to inform callers about when busy colleagues will become available again.



Integrate Zylinec dial and transfer features into websites, etc.

With the Zylinec Click to Dial and Click to Transfer features, you can integrate Zylinec functionality into other applications, websites, etc.

Say that your agents frequently use a database-driven website for looking up information when they advise callers. Sometimes the website may tell the agents to contact another department, queue, or person for further advice.

With Click to Dial and Click to Transfer, the agents can simply click the required name or number *inside the relevant web page* to call, or transfer the caller to, the relevant target.

In addition to a note from the agent, the person who receives a transferred call from an agent can automatically get information about which of the website's pages the agent has used when initially handling the call.

That can be extremely helpful for quickly getting an overview of complex cases and avoid repeating things that the first agent has already covered.

Rich support for different phone types



- Use any Cisco-compatible device that supports JTAPI call control.
- Use any BroadWorks-certified device that supports Advanced Call Control.
- Use any Microsoft Skype-certified USB-connected device that supports the SfB client API.
- Use the built-in Zylinc soft phone to connect a USB or Bluetooth headset to your computer, and then receive calls as an agent without even having a phone or phone number.
Jabra or Plantronics headsets provide additional features, for example you can answer, end, or mute calls with buttons on the headset, hear the ring tone in the headset, and if you mute the headset, the caller will hear music on hold instead of silence.
- Use a third-party softphone together with the Zylinc client, and get additional features. For example you can click-to-chat, initiate an outgoing call, or answer a call in the softphone via the Zylinc client user interface.
Compatible third-party softphones include Skype for Business, BroadSoft UC-One, and Cisco Jabber.
- Use any SIP-connected IP device with support for auto-pickup. It's a special kind of phone integration known as Call Offer Mode, where the call is always offered in the client before it's routed to the phone.
- Receive calls as an agent with Zylinc Mobile Agent and get a rich set of agent features in the mobile app. The app is available for iOS and Android.
- Receive calls as an agent with the clientless voice queue member feature. You don't need to have client software installed. Instead, you simply call a special number, and press 1 to log in to your queues, press 2 to log out, etc. The feature is so powerful that it even lets you handle callbacks.
- Use the Follow Me function to receive your calls on an external phone, and then use the phone keypad to transfer calls. This way, an agent can leave their seat and still receive and transfer calls from another phone, typically a mobile phone.
- Use Mobile Operator to get a phone book in a mobile app, where you can find your co-workers and view their availability via real-time line state and calendar data. The app is available for iOS and Android.

Record calls

If you use Zylinc softphones as agent devices, you can record calls without the need for third-party software. When you use Zylinc softphones, you get these call recording features:

- Even if you begin to record in the middle of a conversation, the call will be recorded from the beginning
- The recording will contain both directions of the call
- When you end the last active call, the recording automatically stops
- After the recording ends, agents can be asked to provide information about why they recorded the call
- Recordings will be available to selected people, such as supervisors

If you don't use Zylinc softphones, the Zylinc solution works with third-party call recording solutions from Apresa, BroadWorks, or Recordit.

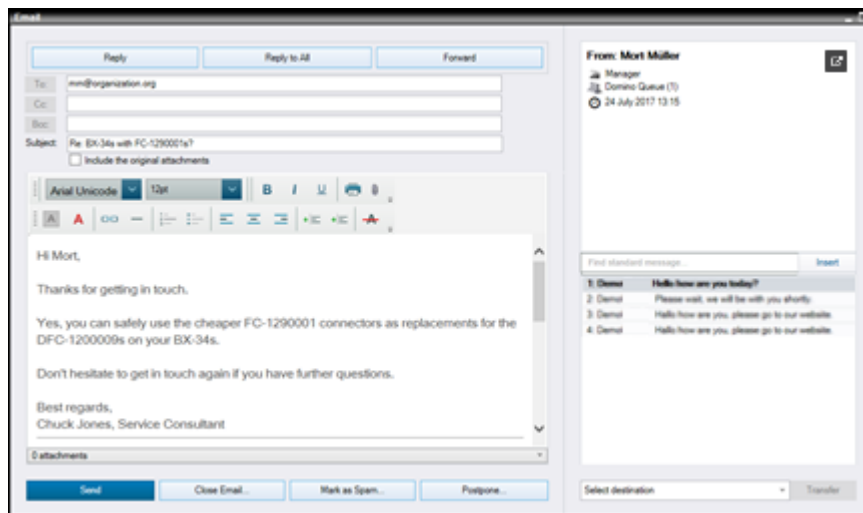
Answer e-mail and chat inquiries in a single workflow

When an inquiry arrives to an e-mail queue or chat queue, the system uses the same automatic call distribution logic as for voice calls to find the most relevant available agent.

The agent's client software will seamlessly switch to the relevant channel type.

Handle e-mail inquiries

Agents work with e-mail inquiries in a special window that's optimized for this purpose.



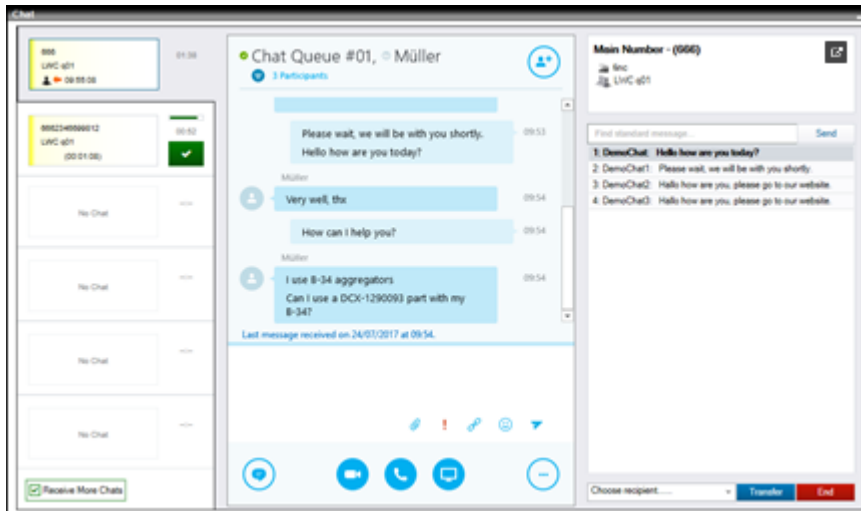
When agents answer an e-mail inquiry, they can view all the information they need in a single window.

- They can insert predefined phrases quickly; ideal for greetings or when agents answer common questions.
- A rich text editor lets agents view and use images, web links, HTML, text styles, etc. A spell checker is also available.
- They can transfer e-mail inquiries to another agent or to another e-mail queue.
- They can close e-mails without sending an answer, or they can mark them as spam.

Handle multiple chat inquiries

Similar to e-mail inquiries, agents work with chat inquiries in a special window that's optimized for the purpose.

- In the chat window, agents can handle multiple chats at the same time, and they can easily switch between each chat session.
- As with e-mail queues, agents can insert predefined phrases quickly when they greet people or answer common questions.



Your organization can use the following chat servers:

- **Skype for Business:** Initiate chats from a Skype for Business endpoint, or from a web page based on the Skype for Business web API. The agent's Skype for Business client is docked into the Zyline client, so that advanced features of Skype for Business become available:
 - » Escalate chat inquiries to voice or video
 - » Screen sharing

Place a chat plug-in on a web page

You can use a web chat plug-in (delivered as a reference implementation) to integrate chat queues into a website.

The reference implementation includes the following features:

- You can have multiple chat queues, for example for Sales, Support, and Finance
- Handle if the queue is open or closed, and optionally show opening hours

If you use the web chat plug-in in a Skype for Business installation with Microsoft Skype for Business web API, you'll also be able to escalate the chat to an audio or video call, or use screen sharing.

Get in touch with Zylinc

The Zylinc sales team will be happy to help you assess your needs and recommend the right implementation for you. Contact the Zylinc sales team on info@zylinc.com or on +45 7023 2328.



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