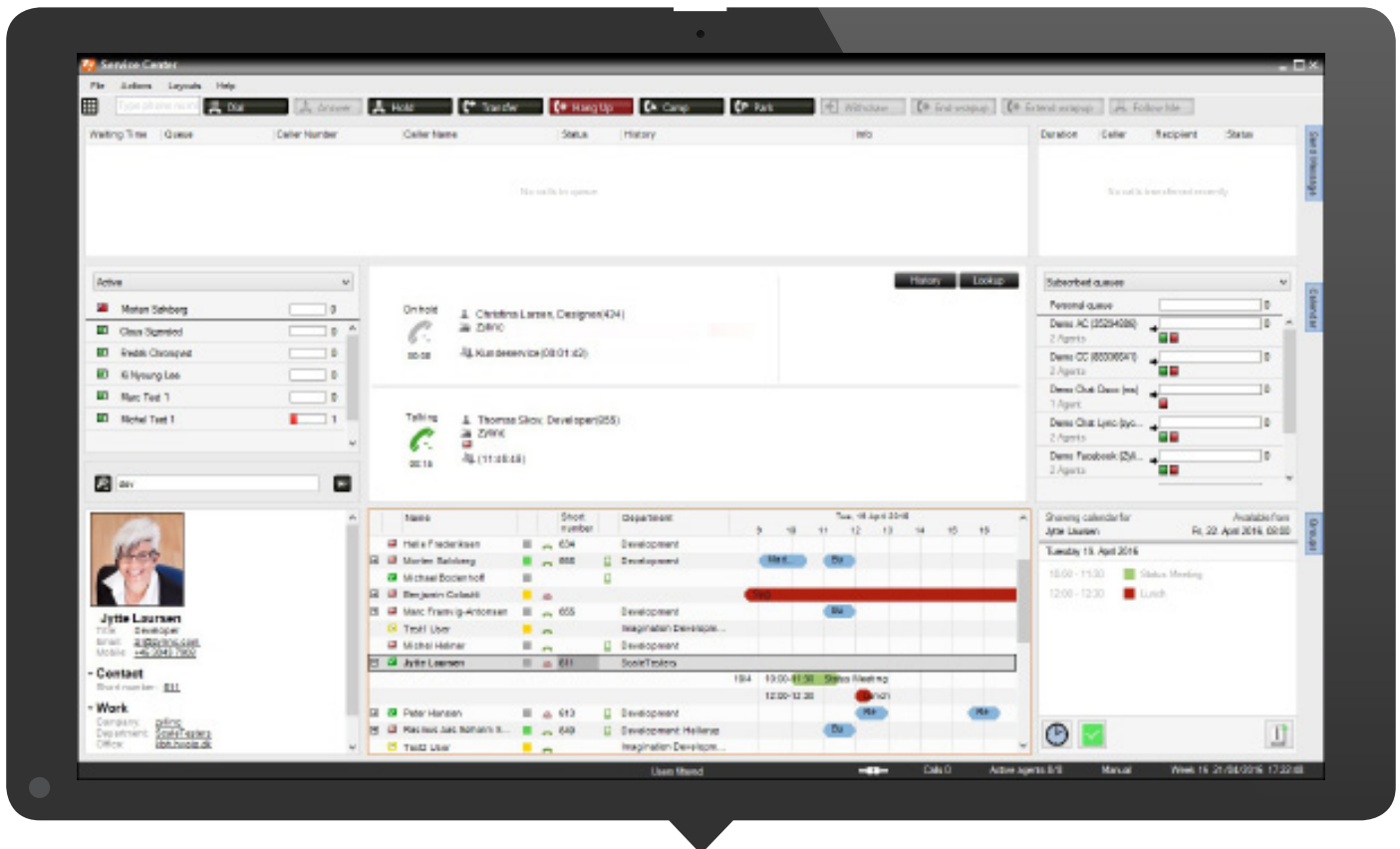


THE FUSION BETWEEN ATTENDANT CONSOLE AND CONTACT CENTER

ZYLINC SERVICE CENTER

Complete overview, efficient switching and case-work. Zylinec Service Center unifies the best from two worlds: The Attendant Console and the advanced Contact Center. Zylinec Service Center is developed to give a complete overview of colleagues

and queues as well as efficient call distribution and quick search function. In addition the Service Center gives an overview of employee availability and control of the entire call management process.



Supported platforms



GENERIC SIP

- Business Trunks
- Direct SIP
- Q-Sig or ISDN through SIP Gateway



Contact us directly and let us tell you how we can adjust our solutions to your company!

FACILITIES

Advanced distribution of incoming calls, chats and e-mails.

Advanced call-back.

Multimedia agents, distribution of chat and e-mail.

Audio and text messages informing customers of their number in the queue, alternative service options, advertisements etc.

Agent cooperation – dividing Service Centre agents into primary and secondary call-receivers (skill-based routing).

Integration to enterprise CRM or other systems.

History of the customer (last three calls).

Supervisor features for efficiency monitoring as well as report and statistics.

Integrates e-mail, text messages and instant messaging.

Real-time calendar updates and unique search features.

See status on colleagues chat-clients, softphones, IP phones and cell phones.

Monitored call-handling, gives the receptionist full control over waiting -, served -, and returned calls.

Extended control enables the receptionist to regret and withdraw calls.

Historic routing.

VIP routing.

IVR.



■ Statistics module

Statistics module with report function and overview of:

- Call handling.
- Efficiency of agents.
- Information for workforce planning.
- Adjustment of call flow in order to use Service Center resources efficiently.



■ Wallboard

Wallboard enables all agents to see:

- Calls in queue.
- Number of agents signed in out. Queue time and service level.

The browser-based wallboard also allows agents to sign in and out of individual queues.



■ Administration portal

With the Administration portal you can:

- Set up groups.
- Calibrate call flow.
- Assign roles.
- Establish overflow, call back and audio messages.
- Set service targets and record messages for peak periods.

CHANNELS

Voice



E-mail



Chat



Social media

