

# ENABLE YOUR REMOTE AGENTS

Provide a better customer experience (and make your life easier) with TelNet Cloud Contact Center. This cloud-based solution makes it easier to manage and distribute incoming calls to available agents, and acts as a voice traffic controller for your business phone system.



### Improve Customer Experience

Prevent customers from reaching a busy signal or voicemail.



### Promote Your Brand

Record custom messages to promote products, specials, store hours or FAQs.



### Work From Anywhere

Agents can answer calls from their Webex desktop app to ensure mobility.

## Key Features



### Call Distribution

The queue will know which agents are available and distribute calls accordingly.



### Automated Attendant / IVR

Customize call flow to route to various departments or queues. Alternate routing for after hours and holidays.



### Announcements

Upload custom announcements and music on hold. Play periodic messages to alert caller that agents are assisting other customers.



### Agent Phone Access

Sign-in / Sign-out of queues via phone or Webex app.



### Call Presentation

Present incoming call information to agent. Differentiate queue and personal calls with distinctive ring.



### Advanced Call Routing

Controls are available to automatically handle overflow conditions, bounced calls, stranded calls, emergency forwarding, etc.

Enhance Your Customer Experience



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# Optional Add-Ons

Optimize agent and supervisor performance with these applications

## Contact Center Agent App

This desktop application empowers agents by simplifying call handling and providing visibility of queue details.

### Enhanced Call Control

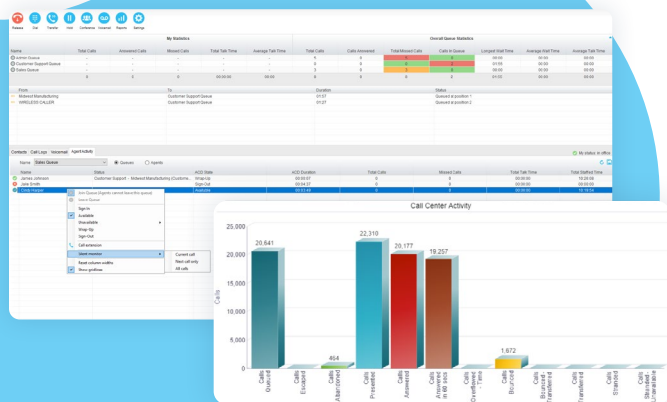
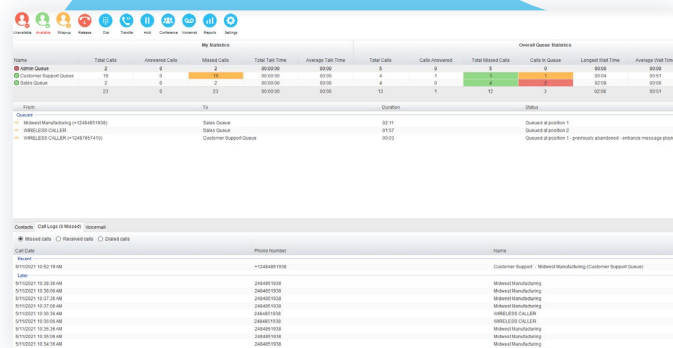
- Toggle agent availability state (available, unavailable, wrap-up)
- Place and receive calls, hold, transfer, drag and drop, and more

### Dashboard

- Display current queue conditions (caller ID, duration, status, etc.)
- Display personal call metrics, calls in queue and abandoned calls

### Improved Visibility

- View and search company directory
- View ACD state of fellow agents (available, unavailable, wrap-up, idle, DND, forwarded)



## Contact Center Supervisor App

The supervisor application is a powerful reporting and management engine that gives supervisors and team leaders relevant, real-time performance information on agents and queues.

### Manage Call Queues

- View activity of all queues and staffing ratios based on busy hours
- Display quantity of calls in queue

### Greater Visibility

- View queue state of all agents and details of calls in progress
- View all calls in queue and dynamically assign to agents
- Silent monitoring of active or next call; barge in to active call.

### Useful Reporting

- View dashboard with overall queue and agent metrics
- View summary reports by date range

## Get to Know TelNet Worldwide

Too many businesses struggle with communication technology that's ineffective and frustrating. **We're changing that.** Our empowering, cloud-based solutions simplify the way you communicate and collaborate.

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