

nCloud Call Distribution Solutions

Identifying Needs

Hunt & Ring Groups:

Purpose: Simple distribution to ensure that all incoming calls are answered in a relatively low call volume environment

Features:

- Choice of linear or cyclical call flow for hunt groups
- Simultaneous ringing on all phones within a ring group
- Optional fallback destination if call is not answered

Recommended Size: 2 -10 users

nCloud Contact Center Lite:

Purpose: NetCarrier Contact Center Lite is a feature of the nCloud Connect Hosted PBX designed to enhance the inbound call center environment with queues, "intelligent" routing strategies, standard reports, inbound queue call recording, supervisor roles, and more.

Features:

- Organize Incoming Calls
- Play Custom Audio Files
- Intelligent Routing Strategies
- Historical Reports
- Agents Log into Queue Through Star Code on Phone
- Inbound queue Call Recording*

nCloud Contact Center Lite Supervisor:

- Monitor Agents' Calls Directly with Listen, Barge or Whisper/Coaching Ability *
- Live Queue & Agent Monitoring *

Recommended For: 3 -15 users
Call Centers with or a Need for:

- Moderate Call Volume
- Standard Reporting Needs
- Minimal Routing Strategies
- Some Supervisor Functionality

nCloud Contact Center Enterprise:

Purpose: All features of nCloud Connect Contact Center Lite either exist or are enhanced in this option. Contact Center Enterprise is capable of handling a much higher call volume with ability to have multiple media type queues (voice, e-mail, chat), data-rich dashboards, geo-routing, CRM integration, outbound campaigns, and more.

Features:

- E-mail Queues/Website Chat Queues
- Queue Prioritization
- Call-Back Functionality (Save Your Place in Line)
- Skills Based Routing
- Advanced Call Reporting
- Call Recording, Search, and Screen Recording Capability
- Supervisor Role with Enhanced Dashboard to Display Call Metrics
- Barge/Coaching or Whisper Ability
- Desktop Application, Chat, CRM integration, Caller ID Selection

Recommended For: 15+ Users

Call Centers with or a Need for:

- Moderate to Very High Call Volume
- Extensive Reporting
- Skills Based Routing Strategies
- Supervisor/Manager Portal

*Feature Requires a Supervisor Seat

NCloud CONTACT CENTER LITE FEATURES

Intelligent Routing Strategies:

- Each queue has an individual routing strategy which determines how the system delivers the call
- Available Strategies Are:
 - Agent with the most talk time
 - Agent with the least talk time
 - Agent longest idle
 - Agent with most calls
 - Random
 - Ring-all agents not currently on queue call
 - Round robin

Play Custom Audio Files:

- Music on hold
- Queue welcome audio
- Queue goodbye audio when transferred out of a queue
- Queue break-out message audio

Agent Experience:

- Agent will log into the queue system by pressing a star code on their phone or mobile app
- Agents will receive calls based on their queue assignment and routing strategy assigned to those queues
- When a call comes into an agent's phone, the name of the queue or the inbound caller ID and number will appear on the phone
- Administrators can configure agent wrap up timers

Supervisor Features:

- The Supervisor Of The Call Queue System Will Have the Ability To
 - Oversee All Call Queue Activity, Inbound Queue Recordings, And Agent Status through their user portal
 - Monitor Agents' Calls Directly With Listen, Barge, Or Whisper (Coaching) Ability

Supervisor Reports:

- Contact Center Lite can produce downloadable reports (Excel or PDF) with the following criteria:
 - Average hold time
 - Abandon %
 - Average abandoned wait
 - Agent statistics: filter by agent to pull: total calls offered, calls answered, calls unanswered, average call processing time, and average occupancy rate
 - Max wait time reached
 - Total calls inbound
 - Talk time
 - Count for breakaway digit

NCloud CONTACT CENTER ENTERPRISE FEATURES

Features:

- Includes all Contact Center Lite features, plus the following add-ons:
 - Custom audio messages
 - Skills based routing (e.g. Language or department)
 - Seamless integrations of multiple locations & employee categories
 - Integrations with your data source
 - Email, chat, voice and social media queues
 - Caller ID selection for outbound calling
 - CRM integration (screen pop to customer database)
 - Remote agent access

Intelligent Routing Strategies:

- Includes all Contact Center Lite features plus:
 - Skills Based Routing: The Call Center ACD allows the attribution of Skills to each individual Agent. This allows for a much more granular routing structure. For example, an Agent who is not good at translating Spanish to English, but can still do it in case of emergency would have both the Spanish and English skill. The Spanish Skill would be set at (Priority "Low") and that Agent would only receive a Spanish Queue call should all other Agents be busy.

Call Recording & Reporting:

- Each queue has an option to "record all calls"
- Administrator determines who has access to the recordings
- Recordings are displayed in an easily accessible manner
- Recording space is determined by purchase option
- FTP to customer server option available
- The ability to search for recordings based on agent notes
- The ability to include screen recording to monitor agent screen activity during the recording of the call.
- Reports include, but not limited to:
 - Daily queue productivity
 - Agent activity
 - Call tracking
 - Talk time intervals
 - Billing reports
 - Workforce management

Agent Experience:

Agents will handle calls within an application on their desktop or web. This application will be used to control active calls (transfer, hold etc.), display details related to the caller and allow them to set disposition codes among other information by using the "classify" function for each call they handle. Agents will also be able to see the status of all queues they are logged into.

Supervisor Features:

- A portal to oversee all Call Queue Activity, Recordings, and Agent Status
- Ability to Remove/Add Agents to Specific Queues
- Force Log In/Log Out of Agents
- Monitor Agent's Calls Directly with Barge/Coaching or Whisper Ability
- Enhanced Dashboard System to Display the Metrics of the Call Center