

CALL CENTER

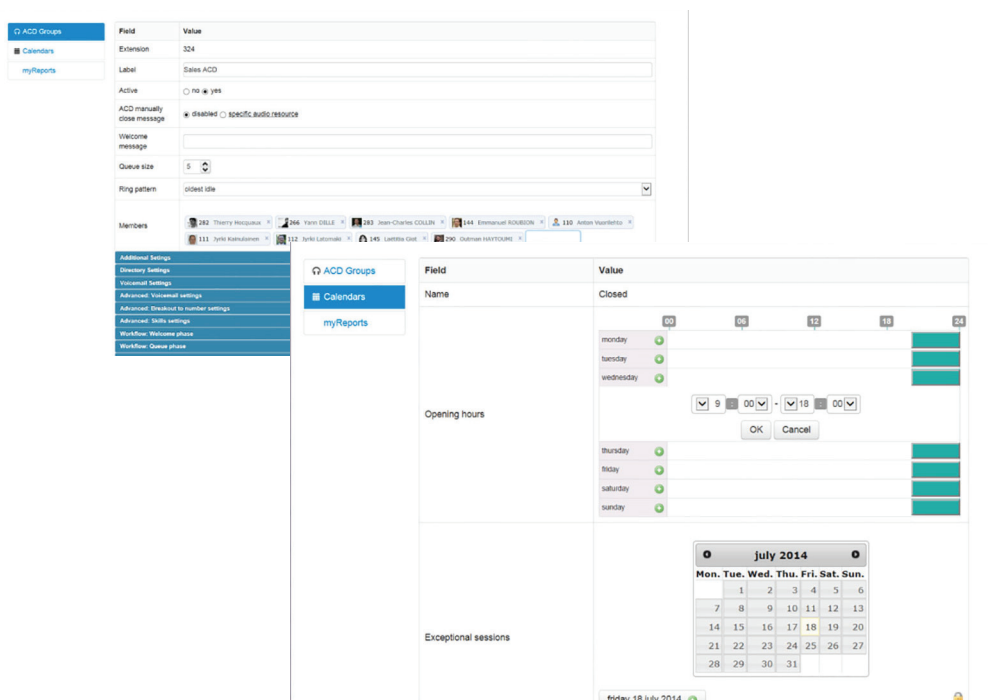
THE INTUITIVE FULL-FEATURED
CALL CENTER SOLUTION FOR BUSINESSES



THE XICALL CALL CENTER SOLUTION ENABLES A FULL RANGE OF ACD FEATURES AS WELL AS COMPREHENSIVE STATISTIC AND REPORTING TOOLS TO EFFECTIVELY MANAGE AND MONITOR AGENTS AND CALLS.

CALL CENTER

A web-based administration portal that enables full call center configuration including implementation, calendar assignments and specific configuration settings for groups.



Group Configuration Settings

- Adding & removing agents from groups
- Managing queues
- Callback
- Language skills
- Workflow
- Welcome announcement
- Message waiting announcement
- Directory access
- Group voice mail, etc.

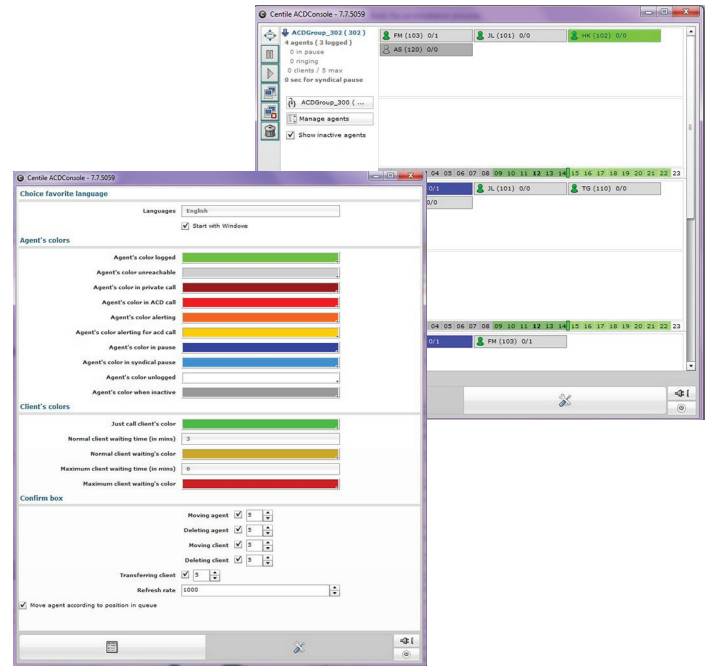
KEY FEATURES

- Web-based administration portal with advanced configuration and management capabilities for agents, ACD groups, and supervisors
- Intuitively customize ACD scenarios with a powerful web-provisioning tool
- Supervisor ACD console to manage agent interactions
- Feature-rich agent client application (web-based, native & softphone enabled)
- Web-based, real-time ACD statistics and reporting portal
- Call recording features and capabilities
- Customizable options for callers based on agent specialization (e.g. select an agent that speaks a particular language)
- Callback service that allows caller to hang up the call, but keep the “call position” waiting in the queue, and then automatically called back when an agent becomes available

SUPERVISOR CONSOLE

The Xicall ACD Supervisor Console is an intuitive, easy-to-use application that enables supervisors to monitor and manage agent interactions, ACD groups, call flows and access to real-time statistics and reporting activities in a single interface.

- Assign agents to ACD groups
- Log agents in and out at any time
- Supervise ACD agent status and customer presence for each queue (using customized colors)
- Drag & drop capabilities (mouse click or touchscreens)
- Move agents and waiting customers between queues
- Display group dashboard data: calls in queue, agent ringing, in call or paused, overflow calls, etc.
- Show the opening and closing hours for each queue
- Access to ACD groups and specific agent statistics
- Monitor calls and agents
- Barge in / steal calls



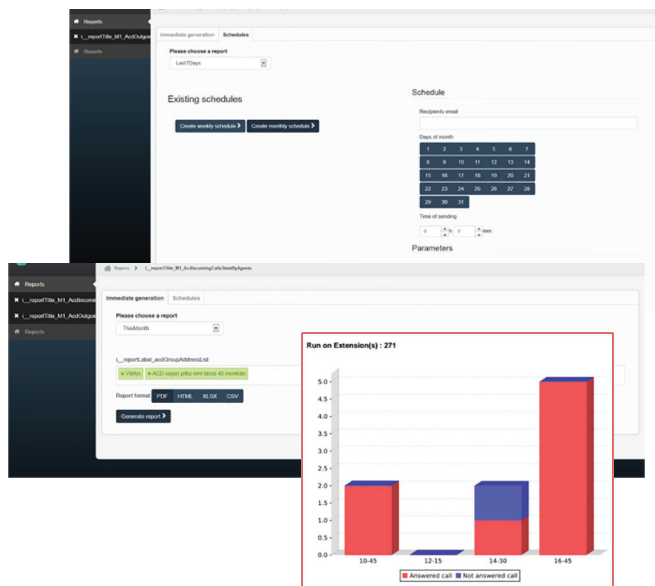
REPORTING

A web-based reporting and statistics tool enabling supervisors to monitor agent and queue performance in real-time and with in-depth historical data.

Analyze call data over time to see trends and better adapt group configurations and resources to maximize efficiencies.

Retrieve call statistics, logs and reports for groups and agents. These statistics are produced daily, scheduled for a given date, or periodically (weekly, monthly, etc.), and issued in multiple file formats (PDF, HTML, XLS, CSV). Email reports to specific distribution lists or specific recipients.

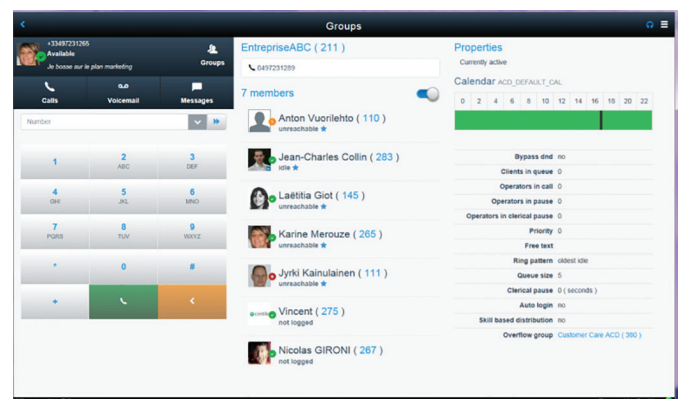
Reports are defined by specific time periods (today, yesterday, this week, last week, this month, last month, etc.) and scope (all groups, a particular group, or a single agent, etc.).



ACD AGENT CONSOLE

The Xicall ACD Agent Console is a full-featured application that provides total control of phone communications and a robust array of ACD features like priority and call queuing, call recording and call handling control.

Agents can also access corporate directories, contacts and special features designed to make them more efficient.



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