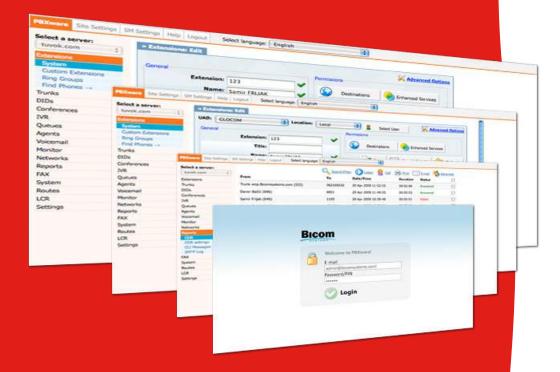# HostMyCalls

Hosted and Premise Based VoIP Services

Call Center

The Call Center offers a set of features needed for an organization to effectively start and manage inbound or outbound call campaigns.

Call Center features include unlimited ACD Queues, unlimited call agents, comprehensive reporting, real time queue statistics, real time queue monitoring, soft phone, and more.

HostMyCalls

Call Center

ACD Queues

- Unlimited Agents and Queues
- Ringing Strategy
- Call Recording
- Queue Call Back

Call Center Statistics

- Queues/Agents statistics and real time status
- Inbound/Outbound Graphs
- CSV and PDF Data Export
- Windows, Mac and Linux Desktop Applications

Real Time Agent Monitoring

- Barging
- Listening
- Monitoring

CRM/CTI Integration

- Sugar CRM
- Sales Force
- Bullhorn
- Zendesk
- Zoho
- MicrosoftCRM

Personal Account Manager

- Experience Pre-Sales Consultation to ensure the 'right' solution
- Post-Sales Responsibility to Ensure Project is delivered
- A friendly voice
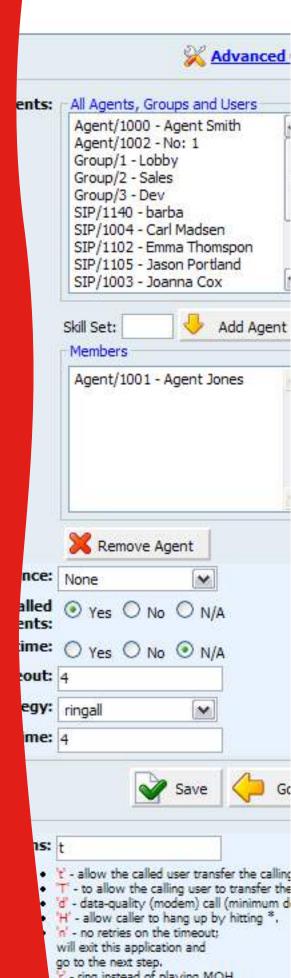
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Call Center

ACD Queues

The intelligent ACD queuing in call center provides the user with easy to create queues. Whether it is giving music on hold, random announcements, or even just assigning agents to queues, call center's advantage is that it provides all these complex features in an easy to use, user-friendly interface.

ACD Queue Features

- Easy Queue Setup
- Music on Hold
- Periodic Announcements
- Agent Announcements
- Agent Whisper
- Call Recording
- Agent Auto-Fill
- Queue Statistics
- Agent Groups

Ring Strategies

- Ring All - Ring all assigned phones
- Round Robin - Ring Agents in succession, one after another
- Least Recent - The agent with the longest wait time
- Fewest Calls - The agent that has taken the least calls
- Random - Randomly distribute calls
- Round Robin Memory - Remember where one left off

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Call Center

Queue Statistics

The Call Center includes comprehensive queue statistics reports. These reports will help you achieve better customer service by forecasting call volumes, calculating agent requirements, and comparing results with expectations.

Statistics data is opened in a separate pop-up window and displays:

Queue Features

- All calls
- Answered calls
- Unanswered calls
- Call time
- Hold time
- Queue entry
- Exit position

- Minimum time
- Maximum time
- Average time
- Total time

Agents Statistics

- Number of calls
- Calls per minute
- Calls percentage
- Talk time

- Idle time
- Session time
- Number of hangups

The call center statistics functionality is designed to give you ad-hoc reporting when and where you need it. Simply select your date range and the required information, and the call cente presents you with comprehensive data that is flexible enough to dive through and filter by simple clicking on the areas of interest.

9 00:00 - 06-Aug-09 23:59
9 10:35

	All Calls [4 calls
Total	**Min**
0h 00m 09s	00d 00h 00m 00s
0h 00m 38s	00d 00h 00m 05s
-	1

	Answered Calls [1 (25 %
otal	**Min**
00m 09s	00d 00h 00m 09s
00m 10s	00d 00h 00m 10s
-	1
00%	100%	100%
30 sec	40 sec	50 sec

	Unanswered Calls [3 (75
otal	**Min**
h 00m 28s	00d 00h 00m 00s
-	1
-	1
	Inclusive
75%	75%	75%
30 sec	40 sec	50 sec

	Entry position sta
	Mean
	1

Graph	Performanc
Calls	
hour	Percent	Total
000	0%	00d 00h 00m 00s 00d
094	100%	00d 00h 00m 09s

HostMyCalls

Call Center

Real Time Displays

Real time queue - agent monitoring allows authorized user to keep track of status and traffic in each queue. Data is automatically refreshed every 3-60 seconds. The following details are displayed:

Queue Monitoring

- Name
- Total Calls
- Maximum Calls
- Calls Unanswered
- Calls Waiting
- VIP Calls Waiting

gloCOM Supervisor

gloCOM Supervisor is a call center application designed to help an entire organization have a better view of calls in progress and to provide adequate management tools to call center supervisors.

Supervisors can view all agent activity, hang-up and transfer their calls as well as monitor queues, the number of calls waiting, agents status, etc.

An entire organizaton can use the included wall board facility which displays major real tme call statistics on a large LCD screen.

gloCOM Agent

gloCOM Agent is a call center application designed to help the agent have a better view of the activity in the call queues as well as the status of other agents logged into their queues.

gloCOM Agent can pause recordings for PCI compliance, request help from supervisors and IM with company personnel.

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Call Center

Call Recording

Call Center allows you to record all incoming and outgoing calls made by any extension or call agent. Audio format supported: gsm, wav, wav49 and ogg.

Important part of every call recording solution is storage and easy access to recordings. The center builds your call recordings right call reports. By combining two major functions such as reporting and call recording, the center gives you the ease of clicking on a Queue/Agent/Caller ID and seeing call by call all your recorded calls. Then simply click to download.

- **System Recording**
  Records all calls on the system.
- **Extension Recording**
  Records calls from a specific extension on the system.
- **Instant Recording**
  This service records calls from the point that the activation code is entered (*159). From that point, the call will be recorded until one of the parties hangs up.
- **Ring Group Recording**
  Records calls answered by any extension being a member of the Ring Group where Call Recording is enabled.
- **Agent Recording**
  Records calls answered by any agent that is a member of a given queue.
- **Queue Recording**
  Records calls answered by agents regardless of whether they are static, dynamic, or callback agent call into your call.

Status	Rate	Duration	Duration	Timestamp	Number	Number
Answered	0.01404	00:00:36	00:00:55	20 Feb 2013 13:49:44	00923018561111	442086654670
Answered		00:00:06	00:00:15	20 Feb 2013 13:49:17	9020	02086404248
Not Answered		00:00:01	0	20 Feb 2013 13:49:11	0018297452994	6506444606
Not Answered		00:00:29	0	20 Feb 2013 13:49:07	0092512287440	442086654670
Answered		00:00:20	00:00:05	20 Feb 2013 13:48:48	9020	02086404248
Answered	0.07446	00:00:44	00:00:59	20 Feb 2013 13:48:25	0018097021304	8095638395
Not Answered		00:00:00	0	20 Feb 2013 13:48:25	0018097021304	8095638395
Answered		00:00:08		20 Feb 2013 13:48:18	9020	02086404248

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Vision Statement
We Unify Communications

Mission Statement
We provide the Communication World with the most Complete Turnkey Communication Systems available by Creating, Unifying and Supporting the Most Advanced of Current Technologies.

Contact Information

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HostMyCalls™
AUTHORIZED AGENT

Contact your HostMyCalls Agent for additional information

Or call Sales at HostMyCalls 866-242-6262