

HostMyCalls

.. Advanced Simplicity

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.



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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



	Total	Min		
Call Time	00d 12h 45m 44s	00d 00h 00m		
Hold Time	00d 00h 30m 01s	00d 00h 00m		
Entry Position	-	1		
75.26%	88.66%	89.69%	90.72%	9
10 sec	20 sec	30 sec	40 sec	5
Unanswered Calls [4				
Wait Time	Total	Min		
	00d 00h 00m 00s	00d 00h 00m		



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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

Advanced

Agents: All Agents, Groups and Users

- Agent/1000 - Agent Smith
- Agent/1002 - No: 1
- Group/1 - Lobby
- Group/2 - Sales
- Group/3 - Dev
- SIP/1140 - barba
- SIP/1004 - Carl Madsen
- SIP/1102 - Emma Thomspen
- SIP/1105 - Jason Portland
- SIP/1003 - Joanna Cox

Skill Set: Add Agent

Members

- Agent/1001 - Agent Jones

Remove Agent

None

Called: Yes No N/A

Agents:

Time: Yes No N/A

Timeout:

Strategy:

Time:

Save Go

ns:

- 'Y' - allow the called user transfer the calling
- 'T' - to allow the calling user to transfer the
- 'd' - data-quality (modem) call (minimum d
- 'H' - allow caller to hang up by hitting *
- 'n' - no retries on the timeout; will exit this application and go to the next step.
- 'r' - ring instead of playing MOH

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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 center presents you with comprehensive data that is flexible enough to dive through and filter by simple clicking on the areas of interest.

09 00:00 - 06-Aug-09 23:59
09 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 %			
Total	Min		
0h 00m 09s	00d 00h 00m 09s		
0h 00m 10s	00d 00h 00m 10s		
-	1		

Inclusive	100%	100%	100%
0 sec	40 sec	50 sec	

Unanswered Calls [3 (75 %			
Total	Min		
0h 00m 28s	00d 00h 00m 00s		
-	1		
-	1		

Inclusive	75%	75%	75%
30 sec	40 sec	50 sec	

Entry position sta		
Mean		
1		

 [Graph](#)  [Performance](#)

Calls		Total	
Per hour	Percent	Total	
0.000	0%	00d 00h 00m 00s	00d
0.094	100%	00d 00h 00m 09s	00d

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Real-Time Displays

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 organization can use the included wall board facility which displays major real time 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.

Queue Name	Waiting	Avg. Wait	A. Logged
TestC	0 [0s]	0s	1
TestB	0 [0s]	0s	1
TestA	0 [0s]	0s	0
TechSupport	0 [0s]	0s	1
SalesA2101sr	0 [0s]	0s	0
SalesA2101pm	0 [0s]	0s	0
SalesA1621sw	0 [0s]	0s	1
SalesA1621sr	0 [0s]	0s	0
SalesA1621sj	0 [0s]	0s	0
SalesA1216sw	0 [0s]	0s	1

Agent Name	Agent ID	Status	Queue	Time	Call ID	Call Type	Call Status
Joseph Smith	Agent 0010	Available	Queue A	10:00:00	1000001	Transfer	Completed
Michael Smith	Agent 0011	Available	Queue A	10:00:00	1000002	Transfer	Completed
April Williams	Agent 0012	Available	Queue A	10:00:00	1000003	Transfer	Completed
Michelle Smith	Agent 0013	Available	Queue A	10:00:00	1000004	Transfer	Completed
Deborah Smith	Agent 0014	Available	Queue A	10:00:00	1000005	Transfer	Completed
Michelle Williams	Agent 0015	Available	Queue A	10:00:00	1000006	Transfer	Completed
Stephanie Smith	Agent 0016	Available	Queue A	10:00:00	1000007	Transfer	Completed
Lisa Green	Agent 0017	Available	Queue A	10:00:00	1000008	Transfer	Completed
David Thompson	Agent 0018	Available	Queue A	10:00:00	1000009	Transfer	Completed
Michelle Williams	Agent 0019	Available	Queue A	10:00:00	1000010	Transfer	Completed
Shirley Brown	Agent 0020	Available	Queue A	10:00:00	1000011	Transfer	Completed
Christina Williams	Agent 0021	Available	Queue A	10:00:00	1000012	Transfer	Completed
Cheryl Williams	Agent 0022	Available	Queue A	10:00:00	1000013	Transfer	Completed
Heather Williams	Agent 0023	Available	Queue A	10:00:00	1000014	Transfer	Completed

Total Calls	Answered Calls	Total Calls
234	230	64
Agents Logged In	Agents Busy	Agents Logged In
35	25	1
Agents Idle	Agents Not Ready	Agents Idle
1	9	1

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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.

442086654670	00923018561111	20 Feb 2013 13:49:44	00:00:55	00:00:36	0.01404	Answered	<input type="checkbox"/>	<input checked="" type="checkbox"/>
02086404248	9020	20 Feb 2013 13:49:17	00:00:15	00:00:06		Answered	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6506444606	0018297452994	20 Feb 2013 13:49:11	00:00:01	0		Not Answered	<input type="checkbox"/>	<input type="checkbox"/>
442086654670	0092512287440	20 Feb 2013 13:49:07	00:00:29	0		Not Answered	<input type="checkbox"/>	<input type="checkbox"/>
02086404248	9020	20 Feb 2013 13:48:48	00:00:20	00:00:06		Answered	<input type="checkbox"/>	<input checked="" type="checkbox"/>
8095638395	0018097021304	20 Feb 2013 13:48:25	00:00:59	00:00:44	0.07446	Answered	<input type="checkbox"/>	<input checked="" type="checkbox"/>
8095638395	0018097021304	20 Feb 2013 13:48:25	00:00:00	0		Not Answered	<input type="checkbox"/>	<input type="checkbox"/>
02086404248	9020	20 Feb 2013 13:48:18	00:00:20	00:00:08		Answered	<input type="checkbox"/>	<input type="checkbox"/>

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Contact Information



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.

HostMyCalls

4408 Middlebrook Pike
Knoxville, TN 37921

Tel: 865-588-5723

5500 Oakbrook Parkway, Suite 160
Norcross, Georgia 30093

Tel: 770- 541-0200

HostMyCalls.com



Contact your HostMyCalls Agent for additional information

Or call Sales at HostMyCalls 866-242-6262