

Integrated Contact Centre on MDS PBX

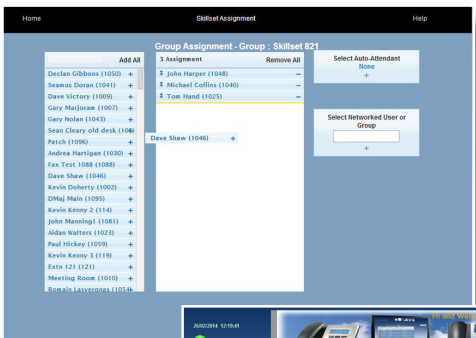
- 240 Agents
- 20 Skill sets
- 300 Automated attendant announcements
- Call Transfer and Overflow
- Agent and Supervisor Log In/Log Out
- Agent Wrap-up time
- Peak-time cover, with agent drag and drop on the fly
- Silent intrude
- Smartphone integration
- Home-based agents
- Skill-based routing
- Priority routing, based on incoming number dialled
- Queue Status Wallboards
- Supervisor wall board
- Colour thresholds for key performance indicators, per skill set
- Agent Priority on Skill level
- Skill set Mailboxes
- Agent and Skill set real time and historic reports
- Scheduled, customised reports generated and sent automatically
- Highly secure AES encrypted comms

Typical applications:

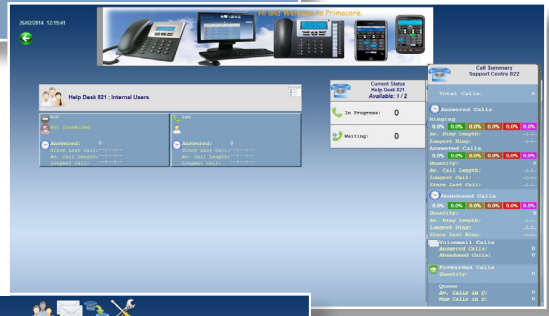
- Tele-Sales
- Service Calls
- Reservations
- Order Desk
- Multiple Receptionists



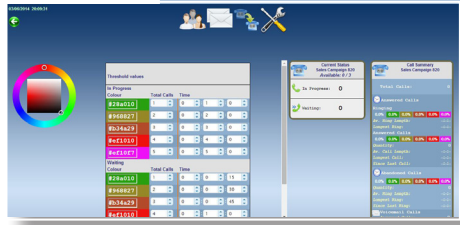
Smart phone apps, Windows PC softphones and desk-top system phones



Drag-and-drop agents into a skill set



Skill set wall board with banner display area and real-time KPIs



Set colour-coded thresholds for KPIs

Add a new Scheduled Report						
Enabled	Delete	Report Name	First Report Date	First Report Time	Repeat Period	Email Report to:
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Sales Weekly	06/06/2014	23:59	7 Days	bob.jones@acme.com
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Sales Monthly	31/05/2014	23:59	1 Month	bob.jones@acme.com
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Support Daily	06/06/2014	23:59	24 Hours	john.smith@acme.com ; bob.jones@acme.com

Flexible report scheduling

Increased agent productivity:

- Agent browser-based portal
- Smartphone app
- Call recording
- Home working
- Programmable wrap-up periods.

Faster first contact resolution:

- Programmable call distribution per queue
- Scripts for call routing based on incoming calling number identity
- 300 programmable auto attendants

Reduced handling time:

- Response times and average handling times on wall display
- Silent listen-in for coaching

Programmable Call Distribution within a skill set

Calls presented to a skill set pool may be distributed in a number of ways

- Ring All
- Cyclic Start
- Priority Routing
- Longest Idle

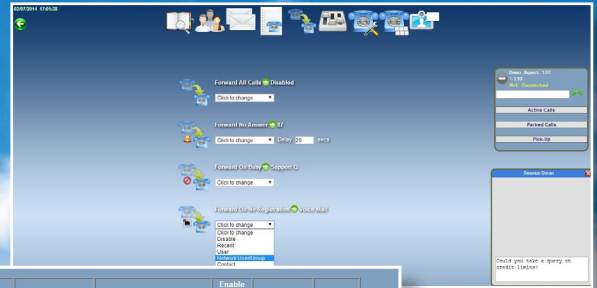
Skill set Reporting

The skill set supervisor can generate customised, automatic, historic reports based on over-all skill set statistics and on a per agent basis.

- Longest / average customer wait times
- Longest / average call times
- Max number of calls
- Number of call per day
- Number of abandoned calls

The skill set Supervisor has full control over the skill set pool, and can react to levels of calls into the skill set by adding agents using a simple drag and drop interface.

- Live status over-view of the skill set and all its agents.
- Reports regarding the performance of the skill set and its agents
- Quickly add, remove, login, logout, using drag & drop portal interface
- Add a message to the main wall display
- Customised display information on main wall displays
- Call Record (can be emailed to Agent and Supervisor as wav file)
- Live listen-in (silently, with un-mute option)
- Supervisor takeover of a call from an agent



▲ Agent portal with forwarding and chat box

Group	Name	Leader	Hunting	Enable Voicemail Association (AV)	Messages	PIN Code
820	Sales Campaign 820	None	Cyclic Start	<input checked="" type="checkbox"/>	20	****
821	Sales Standard 821	Nils van Dam	Priority Routing	<input checked="" type="checkbox"/>	20	
822	Support Team 822	None	Longest Idle	<input checked="" type="checkbox"/>	20	
823	Skillset 823	None	Cyclic Start	<input checked="" type="checkbox"/>	20	
824	Skillset 824	None	Longest Idle Internal	<input checked="" type="checkbox"/>	20	
825	Team 825	None	Cyclic Start	<input checked="" type="checkbox"/>	20	
826	Team 826	None	Priority Routing	<input checked="" type="checkbox"/>	20	
827	Team 827	None	Priority Routing	<input checked="" type="checkbox"/>	20	
828	Skillset 828	None	Longest Idle	<input checked="" type="checkbox"/>	20	
829	Skillset 829	None	Cyclic Start	<input checked="" type="checkbox"/>	20	
830	Skillset 830	None	Cyclic Start	<input checked="" type="checkbox"/>	20	
831	Skillset 831	None	Longest Idle	<input checked="" type="checkbox"/>	20	
832	Skillset 832	None	Longest Idle	<input checked="" type="checkbox"/>	20	
833	Skillset 833	None	Cyclic Start	<input checked="" type="checkbox"/>	20	

▲ Optimum call hunting for each queue

Time	Date	Agent	Available	Action
08:30:00	01/07/2014	Extn 125	yes	Log-in to Support
08:31:00	01/07/2014	Extn 126	yes	Log-in to Sales
09:27:17	01/07/2014	Extn 125	no	Enables DND (Wrap-up)
09:27:47	01/07/2014	Extn 125	yes	Disables DND (Wrap-up)
10:43:00	01/07/2014	Extn 125	no	Enables DND (on Break)
10:55:00	01/07/2014	Extn 125	yes	Disables DND (on Break)
17:30:00	01/07/2014	Extn 125	no	Log-out of Support
		Extn 126	no	Log-out of Sales

Enabled	Delete	Variable Name	Auto-Attendant	Digit/Action
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	AIB FAQ 1	Auto-Attendant 7000	1
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	AIB FAQ 2	Auto-Attendant 7000	2
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	AIB FAQ 3	Auto-Attendant 7000	3
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	AIB FAQ 4	Auto-Attendant 7000	4
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	AIB FAQ 5	Auto-Attendant 7000	5
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	AIB option 8	Auto-Attendant 7000	8
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	AIB No Action	Auto-Attendant 7000	

▲ Agent event database

▲ Add IVR variable selections to skill set reports

Period Start	Time	HH	MM	Date
Period Start	Time	20	26	11/02/2014
Period End	Time	20	26	13/03/2014

Skillset Report : Output Columns	
Total Calls	
Answered Calls	
Av. Call Length	
Longest Call	
Last Call (Answered Calls)	
Av. Ring Length (Answered Calls)	
Longest Ring (Answered Calls)	
Abandoned Calls	
Av. Ring Length (Abandoned Calls)	
Longest Ring (Abandoned Calls)	
Last Call (Abandoned Calls)	

▲ Supervisor reports of key performance indicators

▲ Customisable display and caption for Master wall board



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