

SCOPTTEL CALL CENTER

OUR OFFERING

ScopServ provides software and services that improve performance from the contact center to the enterprise. Our solutions enable our clients to consistently deliver legendary customer experiences by improving agent effectiveness, contact-centre and enterprise performance



TOP FEATURES

QUEUES

Virtual queuing is a concept used in inbound call centers. Call centers use an Automatic Call Distributor (ACD) to distribute incoming calls to specific resources (agents) in the centre

ScopTel Queue features include a myriad of functions like:

- Parking of incoming calls
- Hold music
- Fallback destinations
- Personalized script
- Voicemail
- Notify the caller's position in the queue
- Pooling (taking calls from a queue without waiting for them to be distributed by the router)

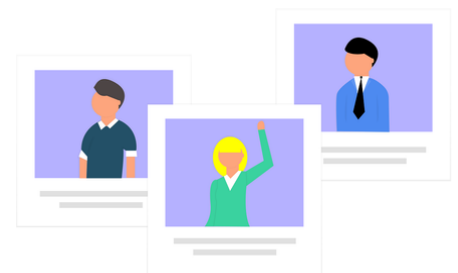


ROUTING

Routing by skills is a distribution strategy used in call centres to assign an incoming call to the most appropriate agent for the request. This is an enhancement over existing distribution systems. Routing can also be done by caller number or privileged agents.

The ACD will distribute the calls in a completely dynamic manner, taking into account variations in call flow and ensuring that a maximum number of incoming calls are handled without a total loss of response quality

Upstream from the call distribution engine, ScopTEL can be used to route the incoming calls, based on the caller's number, ensuring a pre-qualification



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AGENTS

Hiring an excellent call center agent is just as important as having the right call center software.

Functionalities that help your agents do their job more efficiently include:

- Agent management tools
- Live Chat
- Qualification codes / Pause
- Call Recording
- Agent Authentication
- Agent Groups
- Agent Web Portal
- ACD Announcements (Entry, Periodic, Agent, Caller/Callee)



REPORTING AND ACD WALLBOARDS

ScopSTATS is the interface developed by ScopServ to ensure real-time monitoring of the IP PBX and, in particular, its ACD activity.

ScopSTATS offers call centre supervisors and agents real-time graphic interfaces for monitoring the call panel activity.

The supervisor can also use action buttons to act on the status of the agents he supervises. In this way, he can force each of his agents to connect, disconnect and pause.



SCOPSTATS FEATURES

- Incoming
- Outgoing
- Internal
- Distribution (date, hour, weekday, month, year)
- Source / Destination
- Tag Code
- Hangup Cause
- Concurrency
- Billing
- Detailed

ACD FEATURES

In addition to the real-time supervision tools, ScopTEL also includes a reporting engine that delivers an entire series of statistics on the use of the ACD and the queues.

ScopTel ACD includes an extensive reporting engine (ScopStats) that delivers an entire series of statistical data on the communication solution including CDR, ACD, FAX, IVR and Real-Time reporting options