

MyCalls for UNIVERGE SV8100

What is MyCalls?

A complete call management system in a single solution. Some of your most expensive assets, ie your communications and staff can be managed effortlessly from a supervisor's desktop. The MyCalls range includes call monitoring, call centre management, call recording and call activity analysis. All this happens in REAL TIME allowing you to respond to changing conditions in your business quickly.

How much are missed calls costing your business?

Most businesses don't even know - you can't manage what you can't measure. MyCalls helps you follow up any missed calls, lets you know if you need to expand and helps prevent losing customers to your competitors.

Which businesses would benefit from MyCalls?

Any business that uses telephony with their customers regardless of their size - it's not just for call centres. Call recording is also ideal for financial companies, doctors surgeries and financial companies who may need to access previous calls, solve disputes, etc.

What is 'Management by exception'?

It's a unique MyCalls feature allowing customisable parameters to be set by a supervisor. This provides various alerts such as a certain levels of unanswered calls at one time, phones left off the hook, calls taking over a certain number of minutes, agents not at their stations, etc. Therefore a supervisor is only alerted when there's a problem to be solved.

Key benefits

- Improves customer service
- Improves staff efficiency
- Helps manage & measure sales & marketing activity
- Aids staff training
- Call recording helps solves disputes
- Real time information enables supervisors to react quickly to changes in call traffic
- Call handling information can be displayed on a plasma screen for motivational purposes



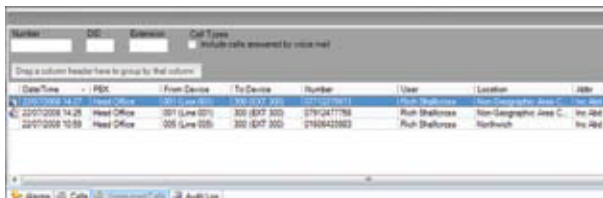
Fulfilling the promise
of UNIVERGE®360

Monitor your business from your desktop



Real time call management

Provides complete overview of calls in REAL TIME allowing you to adapt to changing conditions in your business quickly. It helps you improve call handling, view and adapt to busy periods, monitor and manage advertising campaigns and help you control your staffing and call costs.



Missed calls followed up

Calls that go unanswered can be viewed ready for call back. Once these calls have been made they are removed from the list so to avoid contacting the same customer twice.



Respond to busy periods

Agent Desktop allows call centre agents to respond to fluctuations in call volumes by allowing them to log themselves in and out of ACD queues, helping to reduce the number of unanswered calls.



Call queues easily controlled

Supervisors can control the ACD queues. They can log their agents into queues from their desk, without the need for complex re-programming of the ACD system



Easy call recording

Telephone calls can be selectively recorded, played back and exported for email. Call handling training is simple and disputes can be quickly and efficiently resolved. It also provides a comprehensive set of recording rules which allow the system to be configured to suit any type of business

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