

Vision Call Centre



spliceCom

The right choice for voice

Vision Call Centre

Advanced inbound call centre app for increased business productivity whatever the size or requirement.



Vision Call Centre helps businesses to meet and beat the service level expectations of their customers, whilst at the same time, increasing employee productivity and reducing operational costs.

Developed to deliver a single seamless solution with SpliceCom's Maximiser OS based business telephony platforms, Vision Call Centre combines advanced call routing with state-of-the-art reporting and management to optimise every aspect of your inbound call centre operation.

You might be thinking of a virtual call centre spread across multiple sites, looking to utilise home based agents, or simply a more effective way of sharing calls amongst a team. Whatever your requirements may be SpliceCom offer the solutions you need to manage and grow your business.

Your call centre is the initial point of contact for your most valuable asset – your prospects and customers (be they external or internal). Providing great customer service will help these relationships to develop and grow, but the delivery of an efficient operation means much more than just maximising call-flow, optimising call handling and minimising the number of abandoned calls.

- You need to manage customer expectations.
- You need to enhance agent and supervisor productivity, enabling customer requests to be handled quickly and efficiently, allowing your management team to focus on business process improvement tasks.
- You need to simplify your call centre operations through the use of technologies that seamlessly integrate with your existing investments in IT infrastructure and deploy them reliably across multiple locations.

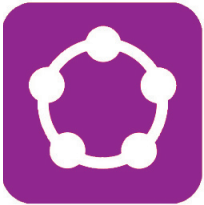
Vision Call Centre and Maximiser OS platforms work together as a single unified solution to help you deliver service as a business differentiator. Your agents and supervisors will become more effective, delivering greater levels of prospect conversion and customer retention. This in turn will help you to build the profitable relationships that lead to increased revenue.

Vision Call Centre enables you to enhance productivity, lower costs and increase customer service levels by automatically selecting the most important call to be answered and then ensuring that it is handled effectively. It makes all the decisions on how and where calls should be delivered - and when – in-line with your specific business goals, whilst providing Real-Time information and Historical Reports to your Supervisors, Administrators and Business Managers.

- Ideal for every requirement, from simple Help Desks to virtual distributed Call Centres
- Scales from one agent upwards - in increments of one
- Dynamic resource allocation to meet SLAs
- Automatic and/or manual priority control for queuing calls
- Totally transparent operation across multiple sites
- Homeworking Agent support
- Developed in-house by SpliceCom to work with Maximiser OS platforms
- Easy to Configure

SpliceCom's comprehensive Call Centre offering comprises;

- Call Routing
- Supervisors
- Agents
- Reports
- Call Recording
- Wallboards
- Maximiser OS



Call Routing

Routes and assigns calls to agents based on call priorities as defined by the business and Service Level Agreements (SLAs).



- Sophisticated call routing delivers calls to agents based on priority and skills in line with business goals and Service Level Agreements.
 - Vision Call Centre's call allocation engine ensures that business specific goals are always met, whilst making the most efficient and effective use of the available agents, dramatically improving the ability to maintain high levels of service, even in periods of heavy traffic.
 - Queue name clearly identified on display of IP Phone, Navigate Softphone and IP Phone with Navigate Phone Partner for every call presented.
 - Unlimited number of Priorities can be added to each Queue allowing higher value calls to override those with lower values.
 - Lower value calls can have their priority level increased over time, so their "value" equals or exceeds higher-level calls over a business determined time range.
 - Automatic Black List state triggered should Agents leave their station without applying the appropriate Busy Not Available state then calls are presented and not answered.
 - Skills Based Routing allows Agents to be assigned a Capability Level per Queue.
 - Supervisors can simply increase and decrease the Capability Level per Queue, instantly making more or less Agents available, providing significant time saving.
- Any calls that are not answered are then presented to an Overflow Group, with time before overflow configurable on a
- Queue-by-Queue basis. Queued calls can overflow immediately if all Agents are either Busy or Not Available.
 - Each Queue can be individually set for Longest Idle or Least Busy call distribution.
 - Voicemail for out-of-hours operation with options for simple notification or message taking. Can be linked to Wallboards for Agent notification and Reports to show trends.
 - True multi-site and mobility support allows Agent's to be located anywhere. Main office based Agents, those at remote locations and even home based casual/part time staff are all treated as equals. Irrespective of where they are, or the time of day.
 - Wrap-up/Reason Codes, defined by the Supervisor and presented to the Agent after call completion, are unique to each Queue and allow reports to be generated to show campaign efficiency. Presented to the Agent via their IP Phone, Navigate Softphone/Phone Partner or Agent Portal. Once actioned the Agent returns to a Waiting state or is given additional Wrap-Up Time to complete their task.
 - Call allocation engine manages in-queue messaging including:
 - Queue Entry Comfort Message
 - Secondary Comfort Message (repeated)
 - Position In Queue
 - Estimated Time To Answer



Supervisors

Browser based app providing up-to-the-second activity monitoring and real-time call centre changes.

The screenshot displays a comprehensive supervisor interface with several key sections:

- Supervised Queues:** A panel on the left showing queue statistics for 'Support (200)', 'Rax Test Dept (8714)', and 'CCRax (8876)', including average time to answer and current queue sizes.
- Agent State:** A central table listing agents with columns for Name, Extn, State, State Dur., On Call To, On Call For, Call Rate, Last Ans., Login Dur., Login Time, Ans., and Not Ans. Agents listed include Charles Huggatt, Ian Messingham, Paul Southwell, Pete Thompson, Peter Cross, Rakesh Patel, Rax POTIS, and Robin Hayman.
- Specific Agent Summary:** A detailed view for 'Peter Cross 721' showing login times, call statistics, a pie chart for state breakdown, and group membership options (Main, Support1stLine, Support2ndLine, SupportDOH).
- Calls In Queue:** A table at the bottom showing queuing calls with columns for Name, Number, Fir, Agent, Queue Time, Priority, Boost Priority, and Send To. A call from Stuart Home is shown in queue for agent Peter Cross.

- Fast, reliable and easy to use
- Provides instant real-time information on Agents, Queues and Calls allowing Supervisors to make real-time changes to Agent states, Calls in Queue presentation or listen in to/conference in with an Agent on a call.
- With the flexibility of configuring what real-time Agent State information is appropriate to your Call Centre the Supervisor can monitor the Agent information that is critical to them.
- Primary Agent state information includes Waiting/Busy Not Available by selected code e.g. Training/On Call/Other-non Queue calls/ Busy Wrap-up with associated time in state. Black Listing can be set to identify when these states are not used correctly.
- Agent Detail allows a summary to be displayed against an individual Agent i.e. break down of time in-state, call statistics, etc. In addition the Supervisor can then change real-time Agent Availability state or Add/remove an Agent from a group.
- Queue Panel shows Queues by name, call stats, real-time calls in Queue, caller's name (if known by the system) and number (if presented by the carrier).
- The Supervisor can 'Boost' a call's priority in real-time by a pre-determined level, or re-redirect a call to an Agent who perhaps is in an overflow Group and is currently idle.



Agents

Desktop IP Softphone or Phone Partner app helps Agents to handle calls efficiently and effectively...

Desktop Control Features

Busy Not Available Codes



Completion Codes

- Agents handling calls can be based in a single location, spread across multiple sites, or even be home based, allowing them to operate as a single group, no matter where they might be located.
- Wide choice of working, including;
 - PCS 5 Series IP desk phone
 - Navigate IP Softphone
 - IP desk phone + Navigate Phone Partner
 - IP desk phone + Agent Portal, a browser based Agent productivity tool.
- Completion Codes clearly presented via the Agent's PCS IP Phone, Navigate or Agent Portal with prominent Wrap-Up Timer duration.
- Busy Not Available state clearly presented, utilising text and colour to differentiate state type presented e.g. At Lunch. Supervisor 'only' BNA settings are also available to overcome incorrect selection scenarios where appropriate.
- Should an Agent require Supervisor assistance a real-time Agent Help button flags up an alarm on the Supervisor Console and Live wallboard tile.
- Whenever a new Agent becomes available (either by logging on, completing a previous call, or by returning from a break), Vision Call Centre will assign the highest priority call to that agent.



Reports

Browser based historical call centre reporting app providing a wealth of information on all aspects of performance.



- Provides historical data for you to measure, manage and constantly enhance call centre performance
- Reports can be run at any time, from anywhere, via a standard web browser.
- Shows the “big picture” alongside the call-by-call performance of each queue and agent.
- Measure and verify call centre performance against service level objectives, review events as they happened and identify ways to improve business processes.
- Highly informative historical reporting offering 32 standard Call Centre reports in addition to standard Vision Reports bundle, covering Agent, Call and Queue activity and performance.
- Scheduled Reports Engine allows chosen reports to be automatically emailed to multiple recipients, based on day of week/month, time of day.
- Running tailored reports, e.g. for outsourced call centre clients, is greatly simplified through Vision’s open architecture which allows database mining either directly or via an independent package e.g. Crystal Reports.



Call Recording

Browser based call recording, fully integrated with Vision Reports for intelligent recording management.

The screenshot shows the Vision Call Recording web interface. The main content area includes a 'Recordings' table, a 'Forward Message' form, a 'Forward to Contact' form, and a 'Recording Access Log' table. Callouts point to specific features: 'Recording Details' points to the 'Recordings' table; 'Download Recording' points to the 'Playback' button; 'Forward Recording to Email' points to the 'Send To Email' button; 'Forward Recording to Contact' points to the 'Send Message to...' button; and 'Recording Access Log' points to the 'Recording Access Log' table.

Date	Cost Centre	Name	Number	Target Name	Target Number	Extn	Extn Name	Recording In	Recording
2015-03-31 15:53:48	Support	TCF Communications Limited	01419414100	Support	200	719	Charles Huggett	InboundRecordings	00:00:00 - 00:00:00

Number	Target Number	User	Time & Date	Remote Address (P)	Access Method
01419414100	200	robin.hayman	2015-03-31 17:31:49	80.177.101.15	Website Listen

- Optimal solution for mandatory call recording, independent of end-point device, location or trunk type.
- Single or Multi-site coverage.
- Fully integrated with Maximiser OS for end-point, mobile and trunk recording.
- Centralised recording storage/archive.
- AES 256 bit encrypted recordings for security.
- Compliance with FCA and PCI DSS requirements.
- Automatic and manual CVW blanking options
- Fully integrated with Vision Reports for;
 - Comprehensive Search engine
 - Notification of recording with playback
 - Recording activity report log
 - Playback/Download/Email
- Permissions based access for security
- Automatic purging of data/call recordings.

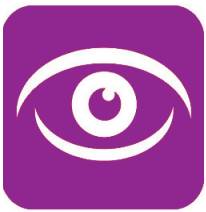


Wallboards

Browser based wallboards and dashboards delivering real-time call centre information on any device.



- Powerful real-time business management tool, providing browser based wallboards and/or dashboards for Supervisors, Administrators and Managers on Smartphones, Tablets, PCs or traditional wall mounted screens.
- Delivers Business critical information in real-time to those that need it, wherever they might be; at the train station, in the boardroom, seated at their desk or moving through the main Call Centre office
- Call Centre module adds 9 Agent tiles and 12 Call Centre Queue tiles to the standard Vision Live bundle.
- Graphs reflecting Queue statistics perfectly complement tile counters for an accurate snap shot of Queue call flows throughout the day.
- Tiles can be colour coded for thresholds and alarms, allowing potential issues to be identified and resolved before they can impact operations.
- Clicking on individual dashboard tiles delivers “the information behind the information,” allowing abnormal occurrences to be dealt with immediately.



Maximiser OS

Core telephony platforms for Call Centres, delivering Advanced Business Communication solutions.



- Maximiser OS platforms and Vision Call Centre - complementary by design - deliver the perfect all-in-one solution for every business, irrespective of size.
- Choice of Soft, Hard and Virtual systems, for on-site, cloud, hosted or hybrid deployment.
- Distributed, highly scalable, Pure IP architecture allows system components to be placed exactly where they're required, even where Users, Agents and/or Supervisors are spread across multiple-sites or working from home
- Can be used to provide a complete business-wide phone system with integrated Call Centre, or as the basis of a Call Centre only solution, "piggy-backed" off an existing PBX.
- A future proofed design for single or multiple sites, which can grow with your business needs - in terms of both capacity and sophistication.
- Distributed processing and fully replicated system database for Virtual Call Centre deployment.
- Dual processing and load sharing, allow extra-resilience to be brought within the budget of smaller Call Centres for the very first time, wherever necessary.
- LDAP system database with external read and write access for data collection and/or control by 3rd party applications.

At-A-Glance Feature List



Call Routing

Priority Routing	Position in Queue
Skills Based Routing	Estimated Time To Answer
Priority Routing based upon time in Queue	Completion Codes per Queue (inbound/Outbound)
Longest Wait Routing	Agent Busy Not Available Codes
Least Busy Routing	Estimated Time To Answer



Reports

Peak Trunk Usage	Call Queue Completion Codes Per Agent By Queue
Peak Voice Processing Port Usage	Queue Completion Codes By Queue
Peak Intramodule Trunk Usage	Queue Activity
Outgoing Call Breakdown	Queue Completion Codes Per Agent By Code
Itemised Report	Queue Activity Summary
Most Expensive Calls	Queue Traffic
Cost Report Filtered By Cost Centre	Queue Activity Trend
Top Outgoing Call Breakdown	Queue Traffic Summary
Frequently Called Destination	Group Activity
Forward Call Costs by User	Agent Call Activity
Transferred Call Cost	Group Activity By Queue
First & Last Call	Agent Utilisation
Abandoned Call Detail	Agent Not Available Time
Incoming Call Response	Agent Activity
Incoming Call Breakdown	Agent Queue Activity
Overview By Talk Time	Calls To Voicemail
Overview By User	Agent Availability Report
Calls Abandoned in Auto Attendant	Incoming SLA
Contact Report	Incoming Call Breakdown with SLA
Trunk To Trunk Charges	Outbound Completion Codes by Queue
Integration with SAP Crystal Reports	Outbound Completion Codes by Agent



Call Recording

User Recording (Inbound & Outbound)	Automatic & Ad-Hoc Recording
Department Recording (Inbound)	Integration with Vision Reports (Search & Playback)
Trunk Recording (Inbound & Outbound)	Automatic purging of data/call recordings



Real-Time Wallboards/Dashboards

Current Calls Queuing	Users in DND
Today's Incoming Calls (Users/Departments)	Current Connected
Todays Abandoned Calls (Users/Departments)	Current Average Wait
Todays Voicemail Calls (Users/Departments)	Current Longest Wait
Todays Connected Calls (Users/Departments)	Todays Longest Wait
Percentage Inbound Calls Answered	Todays Average Wait
Percentage Inbound Calls Abandoned	Todays Outgoing Calls
Percentage Inbound Calls to Voicemail	Todays Outgoing Connected Calls
Busiest User (Number of Calls)	Todays Outgoing Abandoned Calls
Busiest User (Time on Call)	Percentage Calls Out Abandoned
Todays Total Cost	Percentage Calls Out Answered



Real-Time Wallboards/Dashboards (cont.)

Voicemail Box Status (Users/Departments)	Answered Outside SLA
Average Talk Time Inbound (Users/Departments)	Handled Inside SLA
Average Talk Time Outbound (Users/Departments)	Handled Outside SLA
Total Calls	Busiest Agent In Queue (No. of Calls)
Clock	Busiest Agent In Queue (By Time)
Vision Reports Graphs	Agent Logged In
Status/Favourites/Busy Lamp Field Display	Agent State
External Web Page	Agent Not Answered
Average Time To Answer	Agent Answered
Calls Queuing	Agent Call Rate
Inbound Calls	Agent Last Answered
Answered Calls	Agent On Call To
Voicemail	Busiest Agent In Group (No. of Calls)
Answered Within SLA	Busiest Agent In Group (By Time)



System Features

Call Alarms (Fraud/Call Abuse Alarming and Trunk Deactivation)



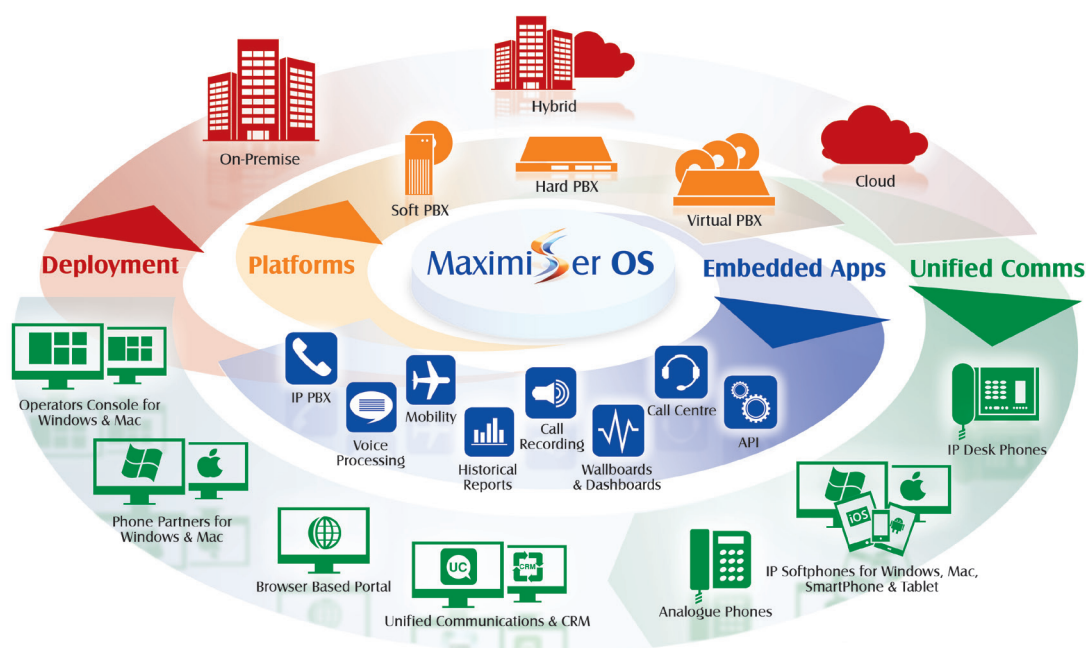
When you can't be in the Call Centre, browser based Vision Live lets you see how Customer Service is performing: anytime, anywhere, on any device.

The SpliceCom Difference

SpliceCom's product architecture is unique. All core platforms, phones and business management applications have been developed in-house by the same British-based development team. This, and the fact that a single voice operating system, Maximiser OS, underpins ALL SpliceCom's platforms, guarantees system interoperability, delivering un-paralleled price/performance and true competitive business advantage.

SpliceCom systems work together as one- by design - which means that features, applications and benefits are delivered in a totally consistent manner, completely independent of how (soft, hard or virtual), what (single site or multi-site) or where (on-premise, in the cloud or hybrid) they're deployed. And with SpliceCom Select you can add a complete and complimentary end-to-end service delivery, including cloud based virtual servers, site connectivity and SIP services, for a single supplier solution offering total peace of mind.

There's something in the SpliceCom portfolio to meet every business need. Small or large, simple or complex, soft or hard, one building or many, in the office or out of it, unified communications or business telephony, CAPEX or OPEX; SpliceCom always deliver the perfect solution for your specific requirements - which is why our customers know we're absolutely The Right Choice For Voice!



About SpliceCom

SpliceCom is an award winning designer, developer and manufacturer of field proven, reliable, scalable and highly featured soft, hard and virtual voice systems, phones, business management applications and associated connectivity services. SpliceCom offers secure, end-to-end business voice and unified communication solutions, for deployment in on-premise, cloud based and hybrid applications, delivering tangible benefits for every company, irrespective of their industry, size or geographical spread.

ALL SpliceCom solutions are (and always have been) sold, installed and maintained through accredited channel partners. We have direct relationships with our value added reseller partners in the UK and Ireland, whilst in mainland Europe, Africa, the Middle East and Asia Pacific we have formed strategic distribution relationships in order to provide our partners with local supply and support.



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