



## Eliminate the expensive, long-term commitments and provide a superior customer service experience with Telesystem's Hosted Call Center.

With Hosted Call Center, your agents can be deployed and monitored from anywhere in the world. All they need is a High-Speed Internet connection! There's no additional software, or large equipment needed!

### Agents

As part of Telesystem's Hosted VoIP Phone System, the Call Center application utilizes the Software-as-a-Service (SaaS) model, allowing your agents to log into the call center from anywhere in the world using only our user-friendly Graphical User Interface (GUI) and a telephone.

After logging in, your agents can:

- Answer/treat incoming calls
- Associate a call reason code to a call
- View their supervisor's phone status and escalate a call
- Initiate a conference call
- View the entire company directory
- Run reports on their performance, and much more!

### Supervisors

Your supervisors will appreciate the flexibility of monitoring the call center from any computer; tablet or mobile phone...any device with High-Speed Internet instantly connects your supervisor to the call center!

The screenshot displays the Telesystem Hosted Call Center Supervisor GUI. It is divided into three main sections:

- Monitored Agents:** A list of agents with their status (e.g., Available, Unavailable, Sign-Out). Agents listed include Smith, Pam (Unavailable), Lock, Elizabeth (Available), Cruce, Surl (Available), Myer, Nate (Unavailable - LNCH (Lunch)), Roth, Kyle (Unavailable - LNCH (Lunch)), Saylor, Rachel (Sign-Out), Sedlar, Tiffany (Unavailable), and Clooney, George (Available).
- Calls Waiting In Que:** A list of queued calls with details like priority and duration. Calls listed include Service Center 419555555 (Priority 0 (1)), Ericka Crissman (4191233333) (01:03 [01:03]), Administration 419555555 (01:00 (0:50)), and Business Relations 419555555 (01:00 (0:50)).
- CONTACTS:** A central panel showing agent status and a 'CONFERENCE CALL' section.

With the Supervisor GUI, they can:

- Quickly view queue/agent statistics
- Easy color coded agent status - **Green**=available, **Red**=unavailable, **Yellow**=ringing
- Change an agent's status
- View calls in queue, and reprioritize or retrieve any call
- Silent monitor current/next call, with barge-in
- Run reports

Telesystem Hosted Call Center Dashboard											
Queues		Current			Averages			Agents			
Name	Status	Calls In Queue	Longest Waiting Cal	EWT	AHT	ASA	Staffed	Idle	Unavailable	Show Agents	
Administration		0/50	00:00	00:55	01:50	00:00	2/2	1	1	<input checked="" type="checkbox"/>	
Business Relations		0/50	00:00	00:36	04:51	00:00	8/8	3	3	<input checked="" type="checkbox"/>	
CTS Call Center		0/100	00:00	00:00	00:00	00:00	2/12	0	2	<input checked="" type="checkbox"/>	

  

Agents		Memberships		Current				Averages		
Name *	Queues(Total)	Sign-In Time	Sign-In Duration	On Call (Time)	Agent State (Time)	% Available	Avg Busy In	Avg Busy Out	Avg Wrap-Up	
Chris Pina	1	08:33:52	07:56:05	On Call (02:15)	Unavailable-HUD (10:5)	43%	03:54	00:00	00:45	
Patrick Stewart	1	07:03:23	06:36:34	Idle (00:26)	Available (14:13)	77%	02:00	00:00	00:43	
William Shatner	1	09:01:37	06:40:20	Idle (00:26)	Available (02:17)	58%	03:00	00:00	00:43	
Avery Brooks	2	06:58:39	06:43:18	Idle (00:26)	Unavailable (03:29)	91%	02:48	00:00	00:45	
Kate Mulgrew	1	10:00:12	05:41:45	On Call (04:07)	Available (11:32)	62%	04:45	00:00	00:45	
Scott Bakula	1	07:26:10	06:15:47	On Call (00:13)	Available (01:32)	52%	06:07	00:00	00:29	
Leonard Nimoy	1	08:29:43	07:12:14	Idle (00:26)	Unavailable-BRK (07:4)	53%	04:18	00:00	02:01	
Zachary Quinto	2	07:56:56	07:43:01	Idle (00:26)	Available (02:36)	80%	01:29	00:00	00:37	

## Live Monitoring

Live monitoring calls have never been easier! Simply click an agent, then the **Silent Monitor** button to silently monitor the current call. With the **Barge-In** feature, you can join the call to assist your agent. With the **Silent Monitor Next Call** feature, you can silent monitor a call to a particular agent, or the next call into the queue.

Supervisors can **Silent Monitor** a call from their cell phone or any phone that has the capability of receiving inbound calls. Simply activate the **Remote Office** feature, and the Call Center application will dial the specified number and allow the call to be monitored.

## Call Recording

Add **Call Recording** to your Call Center and you will have the ability to access your recorded calls anywhere via the Internet.

With **Call Recording**, you can configure your settings to determine:

- Agents to record
- Calls to record (record all calls, percentage of calls, inbound/outbound only, days of the week, etc)
- On Demand recording – enter a string of digits on your phone to begin recording
- Recording mute – enter a string of digits on your phone to mute recording – allowing compliance with regulations such as HIPPA, PCI, etc

## Reporting

Queue reports are just a click away and can be displayed on screen, exported to .xls or .pdf and all can be scheduled to run daily/weekly/monthly, etc and then emailed to the specified recipients.

**Hosted Call Center offers virtually all of the features you would find on a high-end, premise-based phone system. Here is the full list of features available with our Call Center packages:**

### Standard

Entrance Greeting  
 Unique Music on Hold  
 Video Support  
 Comfort Message  
 Queue placement announcement  
 Priority Queuing  
 Overflow routing  
 Distinctive Ring for ACD calls  
 Redirect on no answer routing  
 Stranded routing policies  
 Unique Agent unavailable codes  
 Auto-post call wrap up  
 Configurable queue size  
 Configurable queue wait time  
 Agent Held Call notification  
 Click-to-Supervisor Escalate  
 GUI interface  
 Agent Web-based reports  
 Historical/Real Time reports

### Premium

Alternate Comfort Message  
 Agent Auto Login/Answer  
 Call Disposition Codes  
 DNIS support  
 Last Agent Sign-out Warning  
 Call Whisper announcement  
 2GB/Agent Call Recording

### Supervisor

Silent Monitor  
 Supervisor Barge-in  
 Scheduled reports  
 Supervisor Dashboard  
 Reprioritize Calls in Queue

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