

# Vertical Wave Contact Center

Whether you are taking orders or helping customers, your contact center's performance is critical to your reputation and is often the most important factor in achieving your growth and profitability goals. Wave Contact Center gives you the tools to make agents more productive and callers more satisfied.

## Dramatically lower costs

Traditionally businesses in need of full contact center functionality have had to choose costly stand-alone products, many of which required proprietary hardware operated and administrated separately from the company phone system. That approach added complexity and significant costs, while severely limiting flexibility.

Wave Contact Center, a fully integrated module of the award-winning Wave IP Business Communications System, provides powerful contact center capabilities with no additional hardware required. Because it is a software solution, Wave Contact Center future-proofs your call center investment and is easily customized and expanded. Configuration and use is highly intuitive and uses the familiar, easy-to-use Wave interface — ViewPoint. Wave Contact Center can also be configured as an adjunct contact center solution to a traditional PBX.

## Manage & create queues from a single point

Within Wave Contact Center, the Wave Global Administrator provides a single unified interface for managing all aspects of contact center queues. For example, with a few mouse clicks you can choose how calls in a queue are distributed to agents, customize the callers' hold experience by playing single or repeating messages, prompt callers to enter data, configure call priority, set up automatic call recording, and much more. It's just as easy to move, add and change agents, set up and change agent or supervisor permissions, grant permissions to individuals or groups, record hold prompts, change routing, manage the queue's voice mail or take the queue off-line.

## Connect callers quickly to the right agent

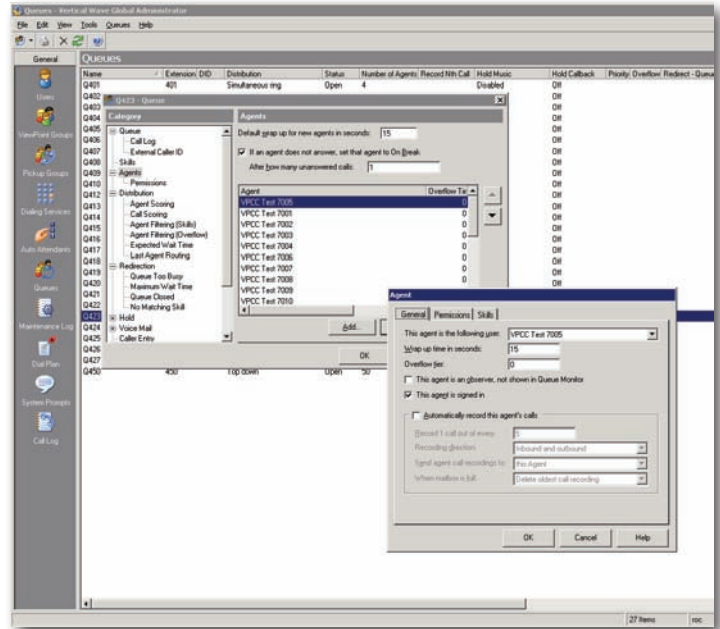
Unlike other contact center solutions that require programming or complex flowchart design, Wave IP lets administrators control all routing functions with a simple point and click menu-based interface. You can make a queue accessible by an extension, DID, auto attendant or remote office VoIP connection and set up sophisticated routing so that queued callers are quickly connected to the best agent for the call. Examples:

- Route a caller to the agent who has had the fewest calls, has been idle the longest or has the shortest talk time.
- Set up "Last Agent" routing, which connects a callback from a caller-ID-identified caller to the same agent who handled the previous call from the customer.
- Send calls to your least expensive agents first.
- Ring agents simultaneously or in a round robin pattern.
- Use powerful skills-based routing to direct callers to the available agent who is most skilled to address their needs.

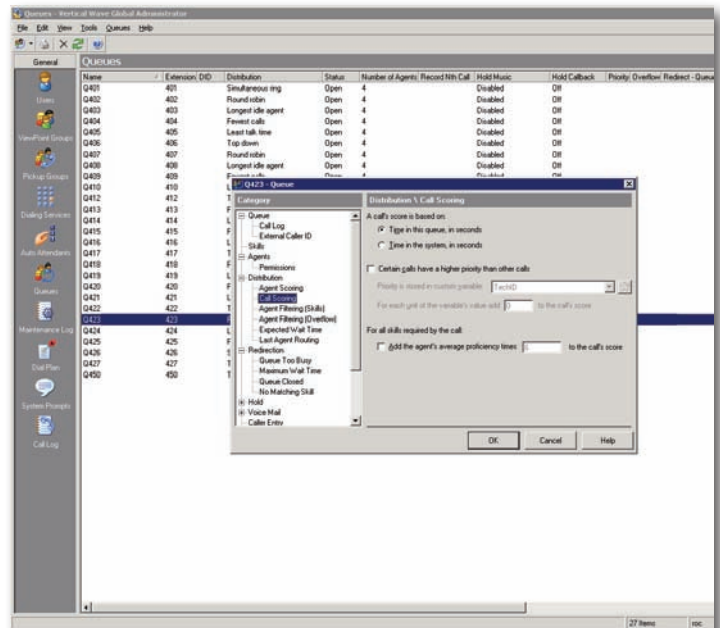
You can also create custom routing algorithms that blend any of the built-in caller distribution methods using different weights. Treat certain callers differently based on time of day or who is calling, giving important callers higher priority in the queue. Redirect calls or route them to tiers of overflow agents during high volume periods, maintaining top-quality customer service for your customers. It's easy with Wave Contact Center.

## Enhance the on-hold experience for users

Successful contact center managers know that you only have one chance to make a first impression. Customers form opinions about the quality of the company before they ever speak to an agent. With Wave Contact Center, queues can have on-hold music and prompts can be customized and conditional, even playing personalized prompts for special customers or to those who enter a customer number. Give callers a choice and free your valuable phone lines by allowing them to press a single key to stop waiting and either leave a voice mail message with a call back number, or transfer to an operator, auto attendant or different queue. The queue can be managed automatically, manually or any combination that you need to make your caller's experience a positive one.



Agent management in Wave Contact Center's queue setup



Call scoring setup within a queue's distribution for Wave Contact Center

## Empower your agents

Wave Contact Center gives agents the tools they need to get the job done. While agents can handle incoming calls using only the phone, agents with a PC can use the ViewPoint application, which provides graphical call management that is powerful yet simple to use. With ViewPoint, agents can point and click to grab a waiting call from the queue, or see if a supervisor or other expert is available, conference or transfer the call as needed. Audio prompts or visual indicators let agents use either their phone or PC to easily distinguish calls from different queues, and queue calls from personal calls.

Agents can use Wave IP to play hello greetings, disclaimers and answers to commonly asked questions – giving callers answers before they even speak to an agent. This strategy makes the callers' on-hold experience more rewarding and frees up agent time for other calls. With the click of a mouse or by following verbal menus on the phone, agents can change their personal status to begin or end their shift, take a break or indicate that they are in a meeting or working from home. Agents with the proper permission can sign in and out of different queues as needed.

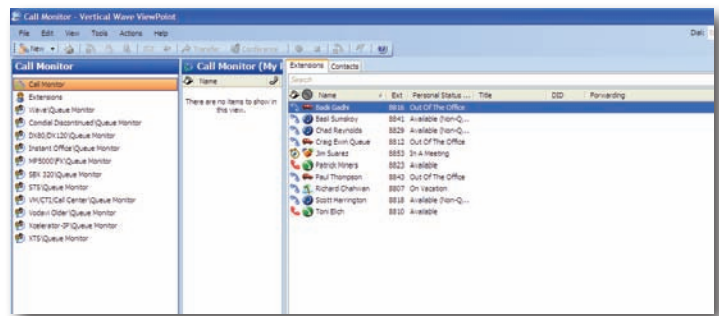
Supervisors can define how much "wrap-up time" an agent gets after completing a call, and if they are ready, agents can easily end wrap-up early.

## Productivity knows no bounds

Agent productivity doesn't have to be restricted to where they are. Remote agents can take their calls via the Internet using VoIP and manage the calls using an IP phone or softphone.

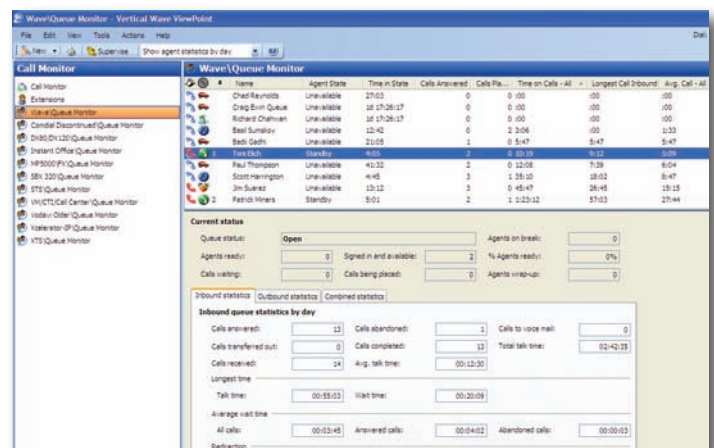
## Know who's calling

Prepare agents with caller details before they answer the call. Knowing who is calling and the caller's history can enhance the caller's experience, potentially shortening the call and freeing up the agent for more calls. A queue can prompt callers to enter account numbers or issue numbers, then display the information to the agent on-screen. If an agent enters notes on a call and later transfers it, the notes follow the call to help the receiving agent get up-to-speed quickly, and are automatically saved to the Call Log and call recordings for later reference. Get screen pops of identified callers using the built-in contact database,



Queues tabs with associated agents displayed within ViewPoint

a contact manager such as Outlook®, Act!®, GoldMine®, FrontOffice™ or your own custom, third-party database. Wave IP can open the matching customer record whenever the contact calls.



Detailed queue status for each queue as displayed via ViewPoint

## Keep informed with detail reporting and real-time statistics

Contact center data is key to increasing your contact center performance and profitability. Supervisors need to be able to analyze this data on the fly and make adjustments to better leverage personnel and resources. Supervisors and agents can monitor queue performance and agent productivity using the Wave Contact Center's Queue Monitor. The monitor displays agent and queue statistics in real-time. View at a glance how many calls are currently waiting or being handled, and how many agents are available to take calls. See how many calls were sent to voice mail or abandoned, and the average and longest hold times by day, period and/or shift. Know how many calls each agent answered or placed, and the average and longest talk time.

For remote monitoring, you can dial into the office and enter a code to hear Wave IP read real-time queue statistics.

## Spot trends in queue and agent performance

Successfully managing a contact center involves continual data analysis to determine caller and agent trends and make adjustments. The Wave Contact Center Reporter leverages Microsoft Excel to give managers intuitive report-generating tools without the hassle of having to import or export information, manipulate or roll up data, or manually create charts. Point and click to run reports on individual agents, queues, inbound calls, outbound calls, wait times, talk times, call volumes, skill requirements and other facets of your contact center performance.

## Coach agents to improve skills

The Wave Contact Center lets supervisors discreetly oversee and give agents guidance and training in real time. A supervisor can monitor an agent's call and choose whether or not the agent is aware of the monitoring. Supervisors can also coach an agent so that the agent can hear but not the customer or join the call and talk to the customer and agent in a conference.

## Record calls with a mouse click

Integrated call recording allows supervisors to review the quality of agent conversations at any time by recording a sample of queue calls, or configuring call recording for particular agents. Agents can also record calls on demand to provide documentation on difficult situations. At the conclusion of each call, recordings can be delivered immediately to any voice mailbox or e-mail address. Wave IP also includes a powerful archive recording browser to allow you or an authorized agent to search and listen through millions of archived recordings so that every agent conversation is just a click away — no matter how old.

## Track customers or campaigns

Assign Personal Identification Numbers (PINs) to identify incoming calls generated by advertising campaigns or to identify important customers even without caller ID. Create Wave IP call rules to handle these calls differently, and track them using the Call Volume by Identified Caller report.



For more information or to place an order, contact your Certified Wave IP Business Partner, call Vertical at 877-VERTICAL (877-837-8422) or visit [www.vertical.com](http://www.vertical.com)