

## Vertical TeleVantage™ Call Center

Product Sheet

# Comprehensive call management at a fraction of the cost of comparable high-end systems

### GAIN A COMPETITIVE ADVANTAGE

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



### DRAMATICALLY LOWERS COSTS WITH A PROVEN SOFTWARE SOLUTION

Typically, businesses in need of full call center functionality had to choose costly products, many of which required proprietary hardware that operated separately from the company phone system. That approach added complexity and raised costs, while severely limiting flexibility.

The TeleVantage Call Center is a fully integrated module of Verticals' award-winning TeleVantage open systems IP-PBX. It has no additional hardware to install, providing the benefits of future-proof software expandability and a familiar, easy-to-use interface. In addition, the TeleVantage Call Center can also be

configured as an adjunct call center solution to a traditional PBX.

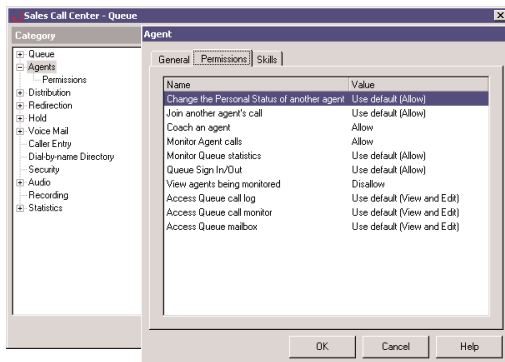
### CENTRALLY MANAGE ALL CALL CENTER BEHAVIOR WITH A SIMPLE CLICK

At the heart of the TeleVantage Call Center are call center queues, which are easily configured to your specifications through a simple point and click interface. Within each queue you can choose how calls are distributed to agents, customize your caller's hold experience, play single or repeating messages, prompt callers to enter data, configure call priority, set up automatic call recording, and manage all other call center settings.

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## MANAGE AND CREATE QUEUES FROM A SINGLE POINT

The TeleVantage Administrator provides a single unified interface to manage all aspects of call center queues. Point and click to add and delete agents, set up and change agent or supervisor permissions as individuals or groups, record hold prompts, change routing, manage the queue's voice mail, take the queue off-line and more.



## CONNECT CALLERS QUICKLY TO THE RIGHT AGENT

Sophisticated and flexible routing helps callers reach the queue and quickly connect to the right agent for the job. You can make a queue accessible by an extension, DID, auto attendant or even remote office VoIP connection. Route caller as desired to the agent who has had the fewest calls, has been idle the longest or has the shortest talk time. Or simply send calls to your best agents first or ring agents simultaneously or in a round robin pattern. 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 extra-high volume periods, maintaining top-quality customer service for your customers.

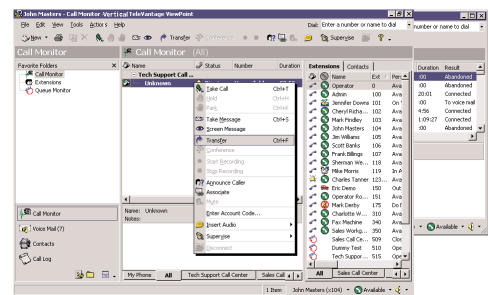
## ENHANCE THE ON-HOLD EXPERIENCE FOR YOUR CALLERS

Successful call 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 the TeleVantage Call Center, each queue can have its own on-hold music source 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 callers 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.

## EMPOWER YOUR AGENTS

The TeleVantage Call Center gives agents the tools they need to get the job done. Agents can handle incoming calls using only the phone. For agents with a PC, the powerful TeleVantage ViewPoint provides graphical call management that is powerful yet simple to use. Audio prompts or visual indicators let agents using either their phone or PC to easily distinguish calls from different queues, and queue calls from personal 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. With ViewPoint, agents can point and click to grab a waiting call, or see if a supervisor or other expert is available, and then conference or transfer the call as needed. Agents can use TeleVantage voice-saver technology to play hello greetings, disclaimers and answers to commonly asked questions, giving callers answers before they even speak to an agent, making the on-hold experience more rewarding and freeing up time for other calls.



## PRODUCTIVITY KNOWS NO BOUNDS

Agent productivity doesn't have to be restricted to where they are. With the proper permission, remote agents can have their calls for-

warded to their home, cell phone or other location with no loss of functionality. They can even take their calls via the Internet using VoIP and manage the calls using an IP phone or softphone.

### KNOW WHO IS 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 for a built-in record. Get screen pops of identified callers using the built-in contact database. And if you use a contact manager such as Outlook®, Act!®, GoldMine® or FrontOffice™, the TeleVantage Call Center can open the contact manager's matching customer record whenever the contact calls.

### KEEP INFORMED WITH DETAIL REPORTING AND REAL-TIME STATISTICS

Call center data is key to increasing your call 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. The TeleVantage Call Center provides several ways to monitor agent and queue performance in real time, and compare it against past performance as you watch. For more detailed analysis, you can use the TeleVantage Call Center Reporter to run over twenty types of graphical and textual reports, and further analyze the results using Microsoft® Excel.

### SPOT TRENDS IN QUEUE AND AGENT PERFORMANCE

Successfully managing a call center involves continual data analysis to determine caller and agent trends and make adjustments. The TeleVantage Call Center Reporter leverages Microsoft Excel to give managers over a dozen 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, out-

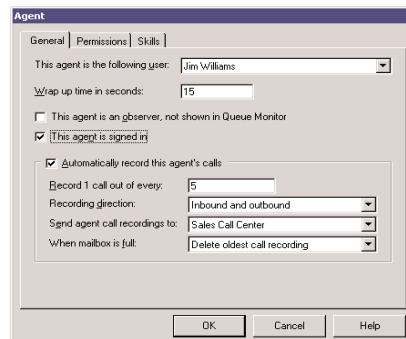
bound calls, wait times, talk times, call volumes and many other facets of your call center performance. If your call center needs to track outbound calling for outbound calling campaigns, the TeleVantage SmartDialer, an optional add-on solution, provides automated dialing for call center agents, using telephone numbers from a customer database like GoldMine.

Use account codes to track calls by company or project for accounting purposes. Agents can be prompted to enter account codes whenever they place a call and TeleVantage can optionally verify them against an approved account code list.

### COACH YOUR AGENTS TO SUPERIOR CUSTOMER SERVICE

The TeleVantage Call Center lets supervisors discreetly give each agent the guidance and training he or she needs. A supervisor can listen in on an agent's call, and choose whether or not the agent is aware of the monitoring. Supervisors can also coach an agent, so that only the agent can hear while dealing with a customer. A supervisor can even join the call and talk to the customer and agent in a conference.

Supervisors can also manage an agent's status such as changing an absent agent's personal status to "out of the office" or signing an agent out from one queue and into another.



### RECORD CALLS WITHOUT EXPENSIVE ADD-ONS

Integrated call recording features allow supervisors to review the quality of agent conversations at any time. Record a sample of queue calls, or configure call recording for particular agents. Agents can also record calls on demand to provide documentation on difficult situations. At the conclusion of each call,

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recordings are delivered immediately to any voice mailbox or e-mail address.

### GET REAL-TIME QUEUE STATISTICS FROM ANYWHERE

Supervisors and agents can monitor queue performance and agent productivity using the TeleVantage Call Center's Queue Monitor. The monitor displays agent and queue statistics as they unfold 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. Use the TeleVantage Call Center Scoreboard to set visual and audible alarms based on custom thresholds, or see queue statistics across a room with optional wallboard support. For remote monitoring, you can dial into the office and enter a code to hear TeleVantage read real-time queue statistics.

### TRACK CUSTOMERS OR ADVERTISING CAMPAIGNS

With custom TeleVantage Personal Identification Numbers (PIN), you can identify incoming calls generated by advertising campaigns or identify important customers even without caller ID. Handle these calls differently using TeleVantage call rules, and track them using the Call Volume by Identified Caller report.

### READY TO EXPAND

Enhance your call center capabilities with Vertical's pre-built add-on solutions or design your own to seamlessly integrate with TeleVantage using the included Software Developer's Kit (SDK). Customized applications can collect customer information, analyze incoming area codes, redirect calls and pass custom data to agents via screen pops along with the call. In fact, the TeleVantage SDK provides access to all TeleVantage ViewPoint data and functions—TeleVantage can be whatever you need it to be.

### ABOUT VERTICAL COMMUNICATIONS, INC.

Vertical Communications, Inc. is a leading provider of next-generation IP-based voice and data communications systems for business. Vertical combines voice and data technologies with business process understanding to deliver integrated IP-PBX and application solutions that enhance customer service and business productivity. Vertical's customers are leading companies of all sizes—from small to large and distributed—and include CVS/pharmacy, Household International and Apria Healthcare. Vertical is headquartered in Cambridge, Mass. and delivers its solutions through a worldwide network of systems integrators, resellers and distributors.

**For more information on products and solutions from Vertical Communications, call 800-914-9985 or visit our website at [www.vertical.com](http://www.vertical.com).**



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