

# Call Center Datasheet

## Masergy Call Center

Masergy Call Center provides an integrated, full-featured solution with all the benefits of Unified Communications service advanced voice and multimedia applications.

The solution provides a carrier-class platform, enabling businesses of any size to build a comprehensive, feature-rich call center anywhere in the world—so you can simply connect.

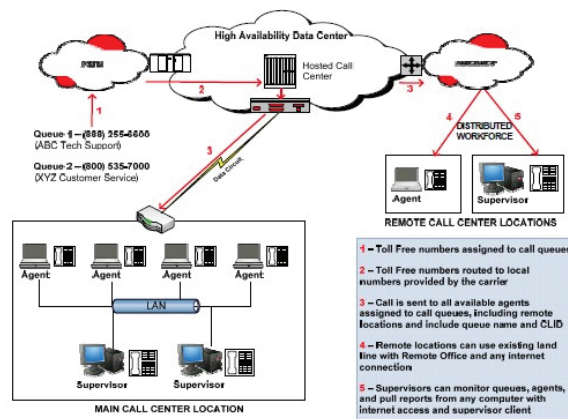
## Virtual ACD and Virtual Call Center

This solution supports individual centers as well as distributed multi-site centers to act as a single virtual call center, regardless of geographic location.

Masergy Call Center solution consists of two main offerings tailored specifically for small to medium sized businesses:

Cost Effective Offer – Virtual CD (ACD/Queuing and a web agent for ACD state synchronization and daily reports)

Complete Offer – Virtual Call Center (Enhanced ACD/Queuing, call center clients and advanced real-time and historical reporting)



Call Center

## Call Center also supports traditional call center features:

- **Overflow** - Incoming calls can be forwarded to an overflow phone number when queue is overloaded.
- **Agent Log in/Log off** - Calls are only presented to agents who are on duty, and agents can log into several call centers.
- **Hoteling for Extension Mobility** - Agents can log in at any available workstation while maintaining unique user settings.
- **Service Integration** - Any personal service settings, such as Call Forwarding, Call Notification, Call Screening, and Voice Messaging, can be assigned to a call center agent to customize the call center group.

## Managed Services

### Key Features

**Automatic Call Distributor (ACD)** - Intelligent call routing and queuing.

**Enhanced ACD** - Advanced queuing when call center is not staffed and maximum wrap-up timer settings.

**Auto Attendant Interactive** - voice response (IVR) and custom messaging.

**Agent and Supervisor Clients** - Intuitive client interface for greater agent productivity and management oversight.

**ACD State Synchronization** through the web agent or IP phone interface.

**Call Center Reporting** - Preset real-time and historical reports in graphical and tabular form.

**Music On Hold and Comfort Announcement** - Callers are provided with a greeting, followed by music or advertisements and periodic comfort announcements in audio or video format.

**Monitoring and Recording** - Pre-integrated, third-party vendor solutions for real-time monitoring and recording of agent calls.

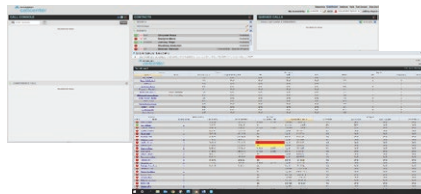
**Unified Front-End Web Portal Provisioning** - Single point of entry for provisioning all Masergy services and client applications, including Call Center Supervisor.

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- **Localization** - Seven pre-bundled languages: English (U.S.) default, French (France), German (Germany), Italian (Italy), Spanish (Spain), Spanish (CALA), Central America and Latin America, Chinese Simplified (PRC), People's Republic of China. In addition to the seven languages, a custom language of choice is provided.

## Call Center Supervisor Client

Masergy Call Center provides an integrated, full-featured solution with all the benefits of Unified Communications service advanced voice and multimedia applications.



The solution provides a carrier-class platform, enabling businesses of any size to build a comprehensive, feature-rich call center anywhere in the world—so you can simply connect.

With the Call Center Supervisor client application, supervisors gain superior management capabilities to monitor and record agent calls to determine training gaps and requirements. With the advanced reports available through Masergy's Call Center Reporting solution, supervisors can determine appropriate staffing levels to manage costs while still effectively handling busy hours.

The Call Center main interface is generic for both client applications. Some of the functionality is available only to the supervisor.

## Call Center Agent License

The Call Center Unity Agent license allows call center agents to perform agent state control functions directly from their Polycom phones. This allows for more accurate reporting, management and call distribution.

Preset reports show agent activity, call duration, login/ logout actions and agent call close times. Other reports, some of which are available to agents as well as supervisors, show caller activity, such as call abandonment rates and averages of time to answer, wait time and call duration.

## Summary

Masergy Call Center delivers a comprehensive call center solution and provides innovative features that are not available in legacy systems. Integrated with your Masergy Service, Masergy Call Center expands reporting, eases management of agents and is very easy to implement. Contact us today to learn more about how to reduce costs and build productivity and revenue with Masergy Call Center.

### Key Benefits

#### Automatic Call Distributor (ACD)

- Intelligent call routing and queuing.

**Enhanced ACD** - Advanced queuing when call center is not staffed and maximum wrap-up timer settings.

#### Auto Attendant Interactive

- Voice response (IVR) and custom messaging.

#### Agent and Supervisor Clients

- Intuitive client interface for greater agent productivity and management oversight.

#### ACD State Synchronization

- through the agent client or IP phone interface.

#### Call Center Reporting

- Preset real-time and historical reports in graphical and tabular form.

#### Music On Hold and Comfort Announcement

- Callers are provided with a greeting, followed by music or advertisements and periodic comfort announcements in audio or video format.

#### Monitoring and Recording

- Pre-integrated, third-party vendor solutions for real-time monitoring and recording of agent calls.

#### Unified Front-End Web Portal Provisioning

- Single point of entry for provisioning all Masergy services and client applications, including Call Center Supervisor.