Call Center Overview
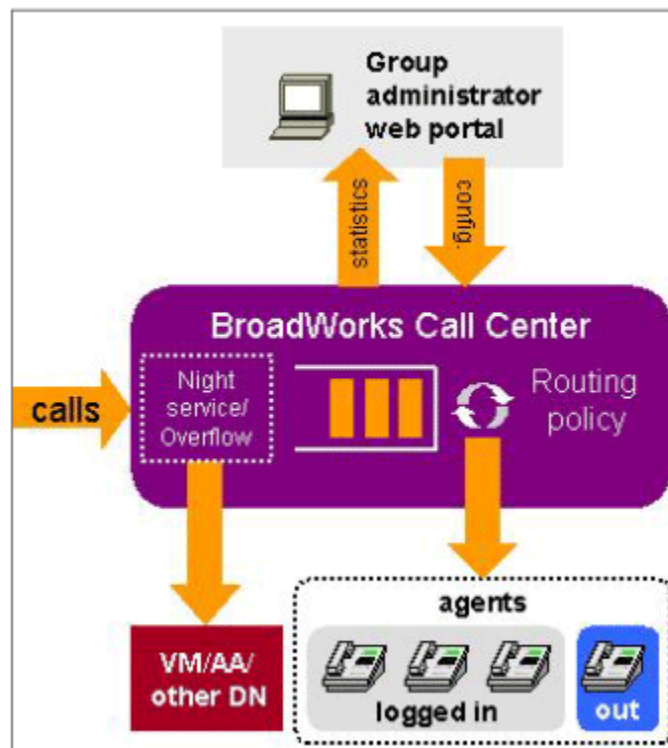
Masergy Call Center Overview

Masergy offers a single platform that supports any customer environment, from individuals and small groups who may only need simple call distribution and queuing features, to large enterprise call centers that need complex call distribution, Auto Attendants, desktop clients and advanced reporting on queues and agents.

This fully integrated call center application enables the rapid delivery of full-featured hosted call centers, meeting the needs of the most sophisticated enterprise customers. Core call center functions include intelligent routing and distribution; web-based agent and supervisor clients; and comprehensive reporting capabilities.

The open, standards-based architecture provides application programming interfaces (APIs), allowing enterprises to take advantage of call the platform for the core call center functionality and use technology partners of their choice to complement and extend the solution. The solution provides a carrier class platform, enabling clients of any size to build a comprehensive, and feature-rich call center anywhere in the world.

Automatic Call Distribution

Integrated ACD functionality is at the core of the Masergy Call Center solution. Call Center administrators can easily and quickly configure sophisticated distribution and routing logic from the web portal, and deliver calls to any user regardless of their location or device. Agent availability, historical reporting, silent monitoring and other functions work with agents at remote sites, home-

based agents, or agents on mobile devices just as though they are located at the main call center office.

Masergy Call Center fully supports users in demanding environments, where they can manage their availability using their phone device and use daily or weekly reports to monitor agent and queue activity.

Masergy ACD feature set includes hunt groups, call queuing when all users are busy, and no-answer or overflow treatments, as well as an integrated Auto Attendant to route calls to the correct group of agents. Masergy can expand the capabilities of legacy call centers by allowing call center agents to be geographically distributed. Agents can handle calls from anywhere, including their home, a satellite office or from mobile handsets.

Call Center Agent

Masergy Call Center agents can handle calls using any device associated with their Masergy user profile, including analog phones, IP phones, soft phones, mobile phones, and video phones, providing maximum flexibility for the agents. In addition, agents can use their phones, the Masergy web portal, or specially-designed call center clients to manage their availability.

Agents supporting high-volume call centers can use a sophisticated Call Center Agent client application that provides intuitive call control, Click to Dial, availability management, supervisor escalation options, and activity reporting capability.

Call Center Supervisor

A supervisor using the Masergy Call Center Supervisor client is able to track the real time status and activity of agents and queues, monitor agent calls, manipulate calls in queues, and generate real time and historical reports on agents and queues.

Virtually every business can benefit from Call Center services, whether it is a small business queuing calls for a receptionist, a wholesale call center handling calls for multiple companies, or more specialized environments such as video call centers or call centers with mobile agents.

Reporting and Monitoring

Masergy supports the reporting needs of any size environment, ranging from basic agent and queue performance statistics via the Masergy web portal and daily e-mailed reports, to advance on-demand reports and real-time monitoring of call center agent and queues using the desktop clients.

Customers who previously had no access to incoming call information and agent metrics can now forecast staffing requirements to meet anticipated call volumes, and formal call centers can maximize customer satisfaction using reports that allow them to effectively manage their agents and monitor key performance indicators (KPIs) for their agents and queues.

Partner Ecosystem

Masergy works with a broad range of Technology Partners to provide additional services associated with the Call Center solution.

Key Attributes

Automatic Call Distribution (ACD) – Quickly route callers to the appropriate agent with the correct skills and in the right priority, using a flexible set of routing policies

Queuing – Ensure that incoming callers never receive a busy signal or no answer, and are greeted with appropriate announcements and hold media (audio or video)

Virtual Queues – Queues can include agents and supervisors that span multiple locations, allowing employees to work from anywhere • Web-based Agent & Supervisor Desk Clients – Provide a next-generation look and feel for call center management and options for when, where and how users manage their customers, agents and queues

Powerful Reporting Engine – Supervisors and Managers can monitor real-time queue and agent activity, as well as generate in-depth historical data and trends on queues and agents, allowing them to improve performance and ensure that calls are handled efficiently

Unified Communications – Users can leverage the full suite of Masergy Unified Communications capabilities, including on-demand conferencing and collaboration

Group Chat & Presence – Enhanced communications within a call center using group chat and presence tools.

IVR/Auto Attendant (AA) – Guide callers through with self-service applications, using voice or video prompts to identify the appropriate queue or agent

Open API – Integrate third-party applications using the standards-based open Masergy APIs and interfaces

Key Features

Greetings & Announcements

- Entrance Greeting
- Estimated Wait Time/Location
- Configurable Comfort Message
- Customize Music/Video on Hold

Multiple Call Distribution Policies

- Ordered, Circular, Uniform, Weighted, Simultaneous and Skill-Based (1-20)

Inbound & Outbound ACD Calls

Routing Options

- Priority Queuing
- Overflow – time/size based
- Bounced call handling
- Stranded call handling

Alternate Routing Policies

- Night Service, Holiday Service
- Forced Forwarding

Mobile & Remote Agents

Agent Tools

- Whisper message
- Automatic state transitions
- Configurable Unavailable Codes
- Disposition Codes
- One-Click Call Escalation

Supervisor Tools

- Silent Monitoring/Barge-In
- Real-Time Agent and Queue monitoring
- Queued call management

Caller Features

Entrance Announcement

The queue entrance message is played to the caller when they initially enter the queue. Example: 'You have reached the Sales Department.

If an agent is available, the entrance message will not be played, unless it is configured to be mandatory (see below)

Mandatory Entrance Announcement

The entrance message can be flagged as *mandatory,* which forces the entrance message to be played to completion, even if an agent is available to receive the call.

Play Estimated Wait Time/Location in Queue

After the entrance announcement is played, an optional message announces to callers their position in the queue or an estimated waiting time.

Updated Estimated Wait time/location can be announced while the caller is in the queue.

Music on Hold

Configure music hold media to be played to the caller while they are in the queue.

MoH can be configured to run from a file, which always starts at the beginning and loops, or from an external source, where the media source plays a continuous stream of music.

Comfort Greeting

Configure a periodic comfort message to be played to the caller while they are in the queue.

Option: An alternate comfort greeting policy (Comfort Message Bypass) can be configured that permits callers with a short estimated wait time to hear an alternate comfort messages or ringing instead of the standard comfort/Music-On-Hold treatments.

Operational Features – General

Play Ringing When Offering Call

Configure whether to play ringing to the caller when a call is being offered to an agent. When disabled, the caller hears MoH until the agent is connected with the caller.

Escape From Queue

Enable the 'Escape from Queue' option, and configure the digit that callers can use to escape from the queue.

When triggered, the escape function routes the caller to the busy destination configured for the Call Center, which may be a configured destination or Voice Messaging.

Call Center Creation Wizard

The Call Center Creation Wizard assists in the creation of call centers. It includes the common steps of configuring the Call Center Profile settings, configuring DNIS parameters, assigning agents, assigning supervisors, and assigning agents to supervisors.

Other settings (routing policies, custom announcements, etc.) are accomplished outside of the Wizard screens.

Call Center DNIS Addressing

Call Centers can be assigned full directory numbers allowing them to be accessed directly by customers; or extensions, where they are accessed via an IVR/AA.

Multiple DNIS numbers (up to 64) can be associated with a single Call Center, such that a single pool of agents can handle calls to all of the assigned DNIS numbers. The DNIS numbers can be assigned to priority buckets (4 levels) such that higher priority calls are distributed before lower priority calls, and calls can move into higher priority buckets when they exceed configured wait times.

Assign Agents

Any user in the Enterprise with the appropriate Call Center user license can be assigned to a Call Center. Users can be assigned to multiple Call Centers.

Up to 1000 agents can be assigned to each Call Center/queue.

At least 12,000 agents can be assigned to Call Centers in an Enterprise.

Assign Supervisors

Any user in the Enterprise can be assigned as a Supervisor of a Call Center. Supervisors can be assigned to multiple Call Centers, and can supervise all or a portion of the agents within a Call Center.

Up to 200 Supervisors can be assigned to each Call Center.

Supervisors must have the Call Center Supervisor client to request reports and real time monitoring of agents and queues.

Bandwidth and QoS Settings

Configure different codecs for internal (intra-group or intra-enterprise) calls and external calls.

This setting allows the Administrator to better manage the quality of service (QoS) and bandwidth used to provide Music on Hold to internal and external users.

Announcements and Greetings

Customizable Announcements and Greetings

All announcement and greetings associated with the Call Center, and each DNIS number associated with the Call Centers, can be customized

Video Support

All announcements and greetings associated with the Call Center will support Video. The playback of video files is determined based on the capability of the calling parties' endpoint.

Retrieve Media Files via URL/Server

All announcement and greetings associated with the Call Center can be retrieved from an external server by configuring a URL in the settings

Chaining Of Up To 4 Media Files

Each announcement and greeting associated with the Call Center can be configured to use up to 4 chained messages/files.

This is typically used in two scenarios:

- Reuse 'common' message fragments to create a message. For example, combine 'Thank you for calling ABC Corporation' with 'You have reached the Sales Department' and 'Your call may be recorded'. The first and last fragment can be reused in other announcements.
- Add temporary messages to the existing message without having to alter the 'standard' message. For example, add 'We are currently experiencing a network outage in the Smith County area. For the latest update, please go to our website at …"

Routing Policies

'Group' Policy – Call Distribution

Policy to select and distribute calls to the agents assigned to the Call Center. There are 5 distribution options available that can be applied to each Call Center.

- Circular - Sends calls to agents using the order listed for the Call Center. Incoming calls go to the first available agent on the list, beginning where the last call left off
- Regular - Sends calls to agents in the order listed for the Call Center. Incoming calls go to the first available person on the list, always starting with the first person on the list
- Simultaneous - Rings all of the agents in the Call Center simultaneously; the first user to pick up the ringing phone is connected
- Uniform – Sends calls to the agent that has been idle the longest.
- Weighted Call Distribution – Calls are distributed to agents according to a pre-defined weighting. Each agent is assigned a weight corresponding to the percentage of incoming calls they should receive. When selected, a Weighted Call Distribution option is enabled on the main Call Center Profile screen.
- Skill Based Routing The ability to route calls to an agent based on their skills instead of a first-in/first-out or similar policy.
  - 20 skills per queue (Level 1 is highest and Level 20 is lowest)
  - Agents can participate in skill based and priority based queues simultaneously.

Directory Number Hunting – Call Distribution

The Directory Number Hunting service allows a caller to reach the call center by calling the number of an agent in the call center. When the service is enabled, the call center directs the call to the called user first, and if they are unavailable/busy, the call is distributed to the other agents using the specified Group policy.

Queue Priority Settings

A policy that determines which call in the queue, based on priority, should be delivered to an agent when the agent becomes idle.

The Routing Priority policy offers two settings:

- Longest Wait – When this setting is selected, the wait times of the next call in line from each queue where the agent is staffing are compared. The longest waiting call is selected and delivered to the agent.
- Fixed Queue Priority – When this setting is selected, a list of precedence is configured among the queue of the group/enterprise. The call from the highest precedence queue that the agent is staffing is selected and delivered to the agent.

Example: An agent is assigned to 5 queues, and each has a call in queue. When the agent becomes available, the call is delivered using the Routing Priority Setting, so either the longest waiting call or the call in the highest priority queue is delivered to the agent.

For either setting, bounced calls always have priority over non-bounced calls. If there is more than one candidate-bounced call, then they are prioritized based on the original time at which the call was offered to an agent.

This policy is configured at the group/enterprise level.

Queued Call Prioritization

In general, calls within a queue are prioritized based on their wait time in the queue. A bounced call (one that has been delivered to an agent but was returned to the queue because it was not answered) will be placed at the top of the queue.

Calls entering a queue can either start with 00:00 wait time (go to bottom of queue), or can retain their accumulated wait time from previous queues and get prioritized based on their total wait time. This option is configured by the Administrator for each Call Center.

Overflow Routing Policy

An Overflow call is defined as a call that will exceeds the Queue Length setting on the Call Center Profile settings (Overflow-Size) or has exceeded the wait time configured in the Overflow settings (Overflow-Time).

Overflow actions include the following options:

- Perform busy treatment – CFB or Voice Messaging
- Transfer call
- Play ringing until caller hangs up

In addition, an announcement can be played before the overflow processing.

Bounced Call Routing Policy

A bounced call is defined as a call that is routed to the agent but is not answered within the specified number of rings.

Bounced call actions include the following options:

- Default action - Move to next agent based on 'Group' policy
- Transfer call

Stranded Call Routing Policy

A stranded call is defined as a call that is in the queue when there are no longer any agents 'Signed-In' to the queue.

Stranded call actions include the following options:

- Leave in queue
- Perform busy treatment – CFB or Voice Messaging
- Transfer call
- Follow Night Service policy (Premium)
- Play ringing until caller hangs up (Premium)
- Play announcement until caller hangs up (Premium)

Stranded-Unavailable Call Routing Policy

The Stranded-Unavailable policy applies when all agents assigned to a call center are unavailable and a specified number of agents are unavailable because they are unreachable, meaning calls cannot be delivered to their device because of a network issue.

Stranded-Unavailable call actions are the same as Stranded call actions.

This policy is different from the Stranded call policy in that it is triggered when agents are Unavailable instead of Signed-Out, so it presumes the agents will not become Available for an extended period of time since a significant portion of them are Unavailable because they are not reachable.

An example would be if the agents are located at two different sites, and one site loses network connectivity. Calls in queue can be transferred to an alternate queue to avoid excessive wait times since the staffing has significantly decreased.

Night Service

Night Service provides a policy to perform different routing during hours that the queue is not in service (generally after business hours). The service is invoked via a schedule that defines the business hours of the queue.

Basic and Standard Call Centers can use Selective Call Forwarding for this service.

Holiday Service

Holiday Service provides a policy that permits calls to be processed differently during holiday periods. The holiday schedule is defined at the group level. The Queue policy allows the configuration of a specific routing action when a call is received during a holiday period. If no

holiday schedule is defined for the queue, then all incoming calls to the queue are processed as if they were received during a non-holiday period.

Basic and Standard Call Centers can use Selective Call Forwarding for this service

Forced Forwarding

Forced Forwarding provides a policy to temporarily divert new incoming calls to a new destination.

Forced forwarding of calls does not affect calls already in the queue. These calls are routed to and presented to the agents in the usual way.

This feature is typically invoked when a change in business conditions dictates calls be redirected to another queue other than Night service or overflow destinations.

Call Center Types

Call Center Types – Standard and Premium

There are two different Call Center types that are licensed and designed to meet the needs of different environments.

- Standard Call Center – designed to support less complex call center environments. It is generally targeted at lower volume call centers without complex call handling requirements
- Premium Call Center – designed to support complex high-volume call center environments.

When creating a new Call Center group, Administrators select which type they want to create, and the applicable features are enabled based on the type of Call Center.

Inbound Call Center

Inbound voice calls are distributed to the agents assigned to the Call Center.

Inbound Click-to-Call Call Center

Callers click an HTTP object on a website to initiate a call to the Call Center. They input a callback number, Masergy initiates an outbound call to the number, and the call is then placed to the Call Center.

This capability utilizes the 'Call Me Now' service on Masergy, which allows the company to enforce callback rules on the outbound call

Outbound Call Center

Any Call Center can be designated as an 'Outbound Call Center', such that outgoing calls from an agent can be associated with a Call Center, such that the called party sees the Calling Line ID (CLID) of the call center or DNIS instead of the agent's CLID.

Agents can be configured such that all their outgoing calls are made using a designated call center, or can select a call center on a call-by-call basis.

Agent Features

Guard Timer

An Agent Default setting that, when enabled, delays the delivery of a new ACD call until the timer expires. Designed to prevent a new ACD call from being presented to the agent immediately after they end the previous call.

Note: This is not designed to support 'post call work' (see Wrap-up timer)

'Join' Call Centers

Agents assigned to Call Centers must 'Join' the Call Center to be considered in the call distribution process. If they are not 'Joined' they are not considered active in the Call Center. If they are 'Joined' their ACD state and Line State are used to determine if/when they receive a call.

Agents can 'Join' any number of Call Centers, using either the Web Portal or the Call Center client.

Agents may be allowed to set their 'Join' status, or an Administrator can configure and lock their 'Join' status.

This is generally used when an agent needs to temporarily 'Join' a queue when call volumes are higher than normal.

Set ACD States

Agents can configure the following ACD states

- Sign-In
- Available
- Unavailable
- Wrap-up
- Sign-Out

An Agent is considered 'idle' and available to receive an ACD call if they are in the 'Available' state and their line state is 'on-hook' (assuming they do not have Call Waiting enabled and have not enabled calls during 'Wrap-up' state.

Their ACD state applies to all Call Centers to which they are 'Joined'

Unavailable Codes

The 'Unavailable' ACD state can be extended to include codes showing the reason the Agent is Unavailable. For example: 'Unavailable-Lunch'

Unavailable codes are completely customizable. Administrators create or enable a set of Unavailable codes for use within an enterprise. Up to 1000 Unavailable Codes can be defined in an enterprise.

Note: Agents can be forced to select an unavailable code, with a default Unavailable code applied when one is not selected.

Forced Unavailability Codes

An Agent Default setting policy that, when enabled, forces transition of a Call Center agent from Available/Wrap-up to Unavailable status.

The following 3 conditions can be individually enabled to force the Agent to change ACD state to 'Unavailable':

- The agent is making or receiving a personal call (Premium Only)
- The agent is enabling the Do Not Disturb (DND) service
- The agent has not answered a specified number of incoming ACD calls (bounced calls)

Note: Unique Unavailable Codes can be created and applied to each condition when this feature is triggered. Example: Unavailable-DND

Wrap-up ACD State

Agents use the 'Wrap-Up' ACD state for post ACD call work.

They may transition to this state automatically at the completion of an ACD call, or manually via the Call Center client.

Configurable options exist for the following:

- Allow agents to receive a new ACD call when they are in wrap-up state. Note: This is generally disabled in formal call centers.
- Set automatic wrap-up duration time (Agent setting)
- Set a maximum Wrap-Up duration time for agents in a Call Center (Administrator setting)
- Set automatic transition to Wrap-up after ACD call completion (Administrator and Agent setting; Admin setting has precedence)

Disposition Codes

Disposition codes can be applied to call center calls during the call and at wrap-up. This allows calls to be tagged in reports to track the result of promotions, the result of calls, the purpose of calls, or other items.

Disposition Codes are completely customizable. Administrators create or enable a set of Disposition codes for use within an Enterprise or a Call Center. Up to 1000 Disposition Codes can be defined in an enterprise

Automatically Answer Calls

A Queue policy configuration option that, when enabled, allows ACD calls to agents to be automatically answered and rendered over the device's speaker and microphone.

Note: The agent's device must support the Remote Control Talk Event package for this feature.

Agent Whisper Message

When enabled, allows a custom message to be played to the agent when a call comes from a call center. Example: 'Call from Sales Queue'

A separate customized message can be loaded for each Call Center, and for each configured DNIS within a Call Center.

Distinctive Ringing

When enabled, a distinctive ring pattern is played to the phone device when an ACD call is delivered or when an ACD call is 'force delivered' (Auto Answer enabled) to the agent. There are 4 different ring patterns that can be assigned.

Note: This feature is generally used in an informal call center environment and allows the agent to distinguish between direct inbound calls and ACD calls from a few different queues.

Call Escalation to Supervisor

Agents can quickly escalate calls to their assigned Supervisors via a button in the Call Center client.

The following call escalation types are supported:

- 'Normal' Escalation – this is a consultative escalation in which the calling party is placed on hold, the agent connects with a Supervisor, and the parties are joined together
- Emergency Escalation – this is an escalation in which the calling party is NOT placed on hold, the agent alerts a Supervisor and they are immediately joined into the call.

Using the Call Center client, agents can see the line state of their assigned Supervisor(s) and select a Supervisor based on their line state, or a Supervisor can be automatically selected by Masergy, based on the Supervisor's availability

Any user can be assigned as a Supervisor for a call center, including Team Leads. They need not have a Call Center Supervisor client.

Remote Office

Allows any user (Agent or Supervisor) to access and use their Masergy service from any end point, on-net, or off-net (for example, home office, and mobile phone). This service is typically used by home-based workers, as it enables them to use all of their Call Center client features while working remotely (for example, extension dialing, transfers, conference calls, Outlook integration, directories, and so on).

Example: When a call is distributed to an agent, their home phone (running on a different carrier's network) is alerted and they see on their Call Center client that the call is from a Call Center. When they answer the call, Masergy continues to track their call state for availability and reporting.

Masergy Anywhere

Allows any user (Agent or Supervisor) to provision an alternate phone that will be alerted when calls are delivered to them. Call state is maintained on Masergy throughout the call.

In most cases, this feature is applied to a mobile phone.

Example: When a call is distributed to an agent, their mobile phone (running on a different carrier's network) is alerted and they see that the call is from a Call Center. When they answer the call, Masergy continues to track their call state for availability and reporting.

Customer Originated Trace

Agents can trigger a COT action on any active call or the last call they received, using either the Call Center client or a FAC

Call Hold/Retrieval Handling

Configure to prevent agents from putting a Call Center call on hold indefinitely. Includes configurable timers that alert the agent of the held call, or returns the call to the queue.

Phone/Device Features

Note: Features are dependent on device implementation

Display Inbound Call Information

The phone will display the following information when a call is presented

- Call Center or DNIS name and number
- Number of calls still in queue
- Wait time of current call
- Wait time of longest waiting call

Set ACD State

Set ACD state using softkeys on phone, including Unavailable Codes

Assign Disposition Code

Assign a Disposition code using softkeys on the phone

Services Enabled Via FAC

The following services can be enabled using feature access codes (FAC)

- Silent Monitor Agent (Supervisor)

- Silent Monitor next call (Supervisor)
- Night Service activation/deactivation (Supervisor)
- Forced Forwarding activation/deactivation (Supervisor)
- Place Outbound ACD call
- Place Outbound Personal call
- Escalate call to Supervisor (Standard and Premium)
- Initiate COT (Standard and Premium)

Supervisor Features

All Agent features

Supervisors can also be assigned as Agents in any Call Center, and can utilize all supported agent features.

Monitor/Manage Agents

Supervisors can monitor the real time activity of agents, including viewing and changing agent ACD states, viewing active call information, and barging in on active calls

Silent Monitoring

Supervisors can silently monitor the following calls

- Active call with agent
- Next call to agent
- Next call to Call Center

Monitor/Manage Queued Calls

Supervisors can monitor the real time activity of queues using the Call Center Supervisor client, including viewing individual queued calls, retrieving calls from queue, changing the position of calls in queue, and transferring calls out of the queue.

Real Time Dashboard

Supervisors can monitor a real time dashboard of key performance indicators for queues and agents using the Call Center Supervisor client

Reporting Features

Enhanced Call Center Reports

- Abandoned Calls Report
- Agent Activity Detail Report
- Agent Activity Report
- Agent Call by Skill Report

- Agent Call Detail Report
- Agent Call Report
- Agent Disposition Code Report
- Agent Duration Report
- Agent Sign-In/Out Report
- Agent Summary Report
- Agent Unavailability Report
- Call Center Call Detail Report
- Call Center Disposition Code Report
- Call Center Incoming Calls Report
- Call Center Overflow Matrix Report
- Call Center Call Presented Reports
- Call Center Report
- Call Center Summary Report
- Service Level Report
- Schedule Reports

Scheduled Reports

Reports can be scheduled such that they are automatically run and delivered to specified users based on a configured schedule.

For example, a Call Center Summary Report can be run every Friday, including data from the previous week, and be delivered to a list of email addresses.

Report Filters

Filters can be applied to reports to screen out undesired data/results

Export Reports as XLS and PDF

Reports can be delivered in HTML, or exported in XLS or PDF format

Assignable Services

These services can be assigned to a Call Center and affect all calls that are received by the queue.

Alternate Numbers

Enables Call Centers to have up to ten additional phone numbers and/or extensions assigned to them. 'Normal' ringing is provided for incoming calls to the primary phone number and optional distinctive ring tones can be configured for calls to the alternate phone numbers.

Call Forwarding Always

Enables a Call Center to redirect all incoming calls to another phone number.

Alternative to Forced Forwarding (Premium CCs)

Call Forward Selective

Enables a Call Center to define criteria that causes certain incoming calls to be redirected to another destination. If an incoming call meets user-specified criteria, the call is redirected to the specified destination.

A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined.

Alternative to Night Service or Holiday Service (Premium CCs).

Call Waiting

Allows an Agent to receive new inbound calls when they are on an active call.

For Call Center agents, this setting is controlled in the Call Center configuration settings. An option exists to 'Allow call waiting on agents'.

This setting is typically DISABLED in a formal call center environment.

Call Notify

Enables a Call Center to define criteria that cause certain incoming calls to trigger an e-mail notification. If an incoming call meets user-specified criteria, an e-mail (or short message to a cell phone) is sent to the notify address informing the recipient of the details of the incoming call attempt.

A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined.

Calling Name Retrieval

Allows the Call Center to do a single retrieval of the Calling Name from the database when a call is delivered to the call center. The Name is subsequently delivered to the agents that receive the call.

When not assigned, Calling Name Retrieval can be assigned to the individual agents, but they will each query the database for the Calling Name after the call is delivered.

Do Not Disturb

Allows Call Center to be set as 'unavailable' so that incoming calls are given a busy treatment.

Can be used for After Hours service in an informal call center.

Hoteling and Flexible Seating

Call Centers often use 'shared workstations' such that agents work at the same phone/PC on rotating shifts. 'Hoteling' or Flexible Seating' enables agents to associate the phone device at the work station with their Masergy account/profile, so calls distributed to them are routed to the device.

Agents can enable Hoteling and Flexible Seating using either the Call Center client, the web portal, the phone device (device dependent), or the Voice portal.

Note: Flexible Seating also offers the use of a soft key to associate or disassociate from the device.

Pre-Alerting Announcement

A Pre-Alerting Announcement allows users to provide a customizable announcement to be played to the calling party before alerting the user's device. The announcement can be configured to be interruptible by the calling party via a configurable dual-tone multi-frequency (DTMF) sequence.

Privacy

Privacy can be assigned to the Call Center to exclude the Call Center from the Directory, or Auto Attendant extension or name dialing.

Voice Messaging

When callers escape from the queue, they can be directed to a voice mailbox assigned to the Call Center and leave a message.

Message Waiting Indicator

Message waiting notification for a new message left in a Call Center voice mailbox is sent to the Call Center Supervisor client.