# amiba Cloud
Unified Communications

Integrated Contact Centre

- 200 Agents
- 50 Skill sets
- 300 Automated attendant announcements
- Call Transfer and Overflow
- Agent and Supervisor Log In/Log Out
- Agent Wrap-up time
- Peak-time cover, with agent drag and drop on the fly
- Silent intrude
- Smartphone integration
- Home-based agents
- Skill-based routing
- Priority routing, based on incoming number dialled
- Queue Status Wallboards
- Supervisor wall board
- Colour thresholds for key performance indicators, per skill set
- Agent Priority on Skill level
- Skill set Mailboxes
- Agent and Skill set real time and historic reports
- Scheduled, customised reports generated and sent automatically
- Highly secure AES encrypted comms

Typical applications:

- Tele-Sales
- Service Calls
- Reservations
- Order Desk
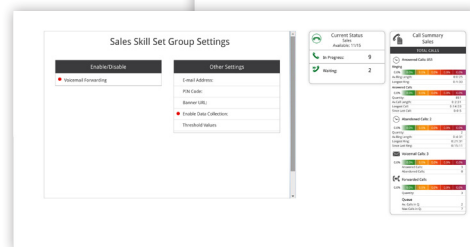- Multiple Receptionists
- Multimedia Agents with Video and Chat
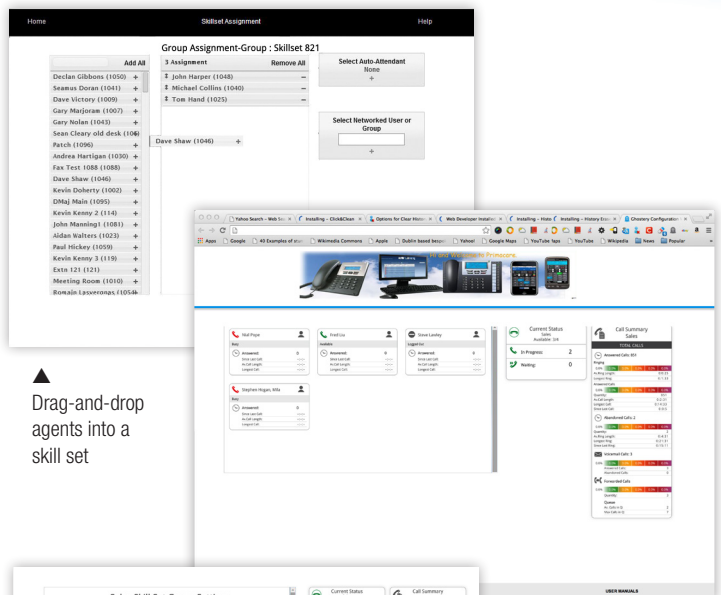
▲
Drag-and-drop agents into a skill set

▲
Skill set wall board with banner display area and real-time KPIs

▲
Individual skill set group settings

▲
Smart phone apps, Windows PC softphones and desk-top system phones

▲
Flexible report scheduling

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Unified Communications

Increased agent productivity:

- Agent browser-based portal
- Smartphone app
- Call recording
- Home working
- Programmable wrap-up periods.

Faster first contact resolution:

- Programmable call distribution per queue
- Scripts for call routing based on incoming calling number identity
- 300 programmable auto attendants

Reduced handling time:

- Response times and average handling times on wall display
- Silent listen-in for coaching

Programmable Call Distribution within a skill set

Calls presented to a skill set pool may be distributed in a number of ways

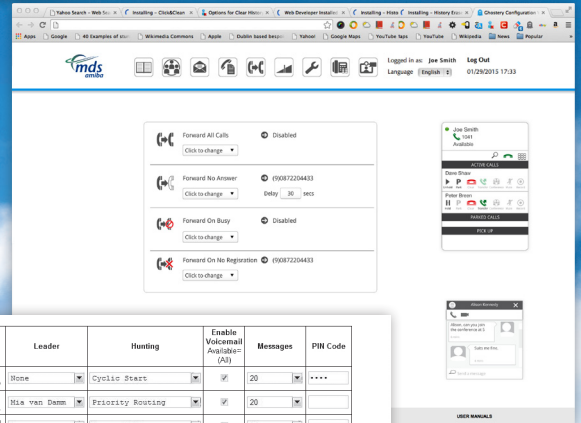- Ring All
- Cyclic Start
- Priority Routing
- Longest Idle

Skill set Reporting

The skill set supervisor can generate customised, automatic, historic reports based on over-all skill set statistics and on a per agent basis.

- Longest / average customer wait times
- Longest / average call times
- Max number of calls
- Number of call per day
- Number of abandoned calls

The skill set Supervisor has full control over the skill set pool, and can react to levels of calls into the skill set by adding agents using a simple drag and drop interface.

- Live status over-view of the skill set and all its agents.
- Reports regarding the performance of the skill set and its agents
- Quickly add, remove, login, logout, using drag & drop portal interface
- Add a message to the main wall display
- Customised display information on main wall displays
- Call Record (can be emailed to Agent and Supervisor as wav file)
- Live listen-in (silently, with un-mute option)
- Whisper monitor, for coaching
- Supervisor takeover of a call from an agent

▲ Agent portal with forwarding and chat box

▲ Optimum call hunting for each queue

▲ Agent event database

▲ Add IVR variable selections to skill set reports

▲ Customisable display and caption for Master wall board

▲ Supervisor reports of key performance indicators

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