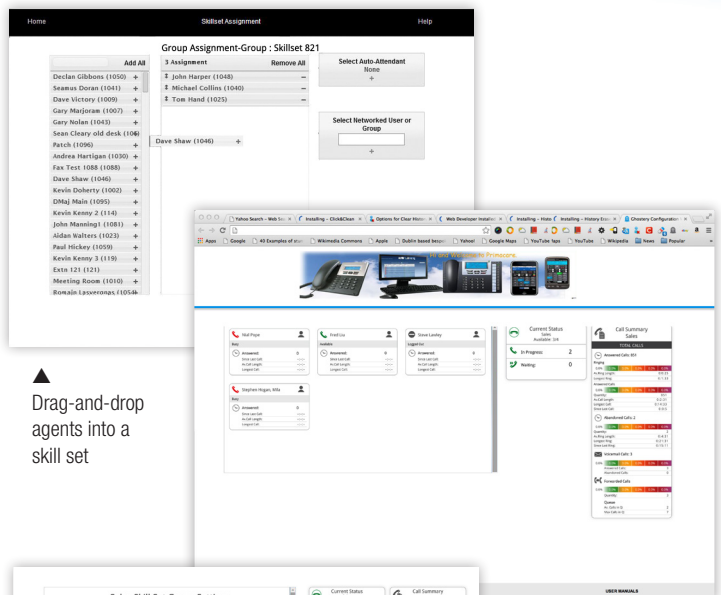


## Integrated Contact Centre

- 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

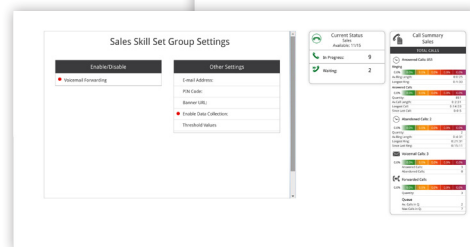


▲ Drag-and-drop agents into a skill set

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



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



▲ Individual skill set group settings

+ Add a new Scheduled Report						
Enabled	Delete	Report Name	First Report Date	First Report Time	Repeat Period	Email Report to:
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Sales Weekly	06/06/2014	23:59	7 Days	bob.jones@acme.com
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Sales Monthly	31/05/2014	23:59	1 Month	bob.jones@acme.com
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Support Daily	06/06/2014	23:59	24 Hours	john.smith@acme.com ; bob.jones@acme.com

▲ Flexible report scheduling

## 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

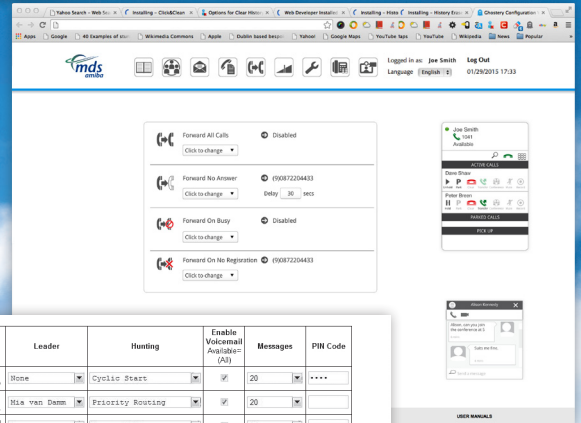
## Skill set Reporting

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

Group	Name	Leader	Hunting	Enable Voicemail Available (A)	Messages	PIN Code
820	Sales Campaign 820	None	Cyclic Start	✓	20	....
821	Sales Standard 821	His van Dam	Priority Routing	✓	20	
822	Support Team 822	None	Longest Idle	✓	20	
823	Skillset 823	None	Cyclic Start	✓	20	
824	Skillset 824	None	Longest Idle Interval	✓	20	
825	Team 825	None	Cyclic Start	✓	20	
826	Team 826	None	Priority Routing	✓	20	
827	Team 827	None	Priority Routing	✓	20	
828	Skillset 828	None	Longest Idle	✓	20	
829	Skillset 829	None	Cyclic Start	✓	20	
830	Skillset 830	None	Cyclic Start	✓	20	
831	Skillset 831	None	Longest Idle	✓	20	
832	Skillset 832	None	Longest Idle	✓	20	
833	Skillset 833	None	Longest Idle	✓	20	

▲ Optimum call hunting for each queue

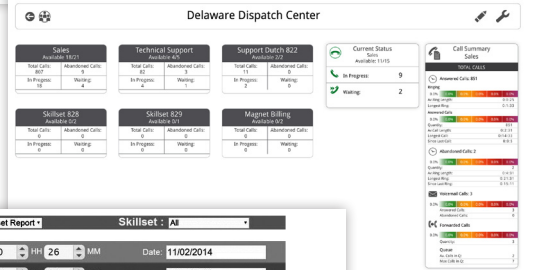
Time	Date	Agent	Available	Action
08:30:00	01/07/2014	Extn 125	yes	Log-in to Support
08:31:00	01/07/2014	Extn 126	yes	Log-in to Sales
09:27:17	01/07/2014	Extn 125	no	Enables DND (Wrap-up)
09:27:47	01/07/2014	Extn 125	yes	Disables DND (Wrap-up)
10:43:00	01/07/2014	Extn 125	no	Enables DND (on Break)
10:55:00	01/07/2014	Extn 125	yes	Disables DND (on Break)
17:30:00	01/07/2014	Extn 125	no	Log-out of Support
18:00:00	01/07/2014	Extn 126	no	Log-out of Sales

**Add a new variable**

Enabled	Delete	Variable Name	Auto-Attendant	Digit/Action
✓	✗	AIB FAQ 1	Auto-Attendant 7000	1
✓	✗	AIB FAQ 2	Auto-Attendant 7000	2
✓	✗	AIB FAQ 3	Auto-Attendant 7000	3
✓	✗	AIB FAQ 4	Auto-Attendant 7000	4
✓	✗	AIB FAQ 5	Auto-Attendant 7000	5
✓	✗	AIB option 8	Auto-Attendant 7000	8
✓	✗	AIB No Action	Auto-Attendant 7000	No Digits Dialed

▲ Agent event database

▲ Add IVR variable selections to skill set reports



**Skillset Report : Skillset : All**

Period Start: Time: 20:26 MM Date: 11/02/2014  
 Period End: Time: 20:26 MM Date: 13/03/2014

**Skillset Report : Output Columns**

Draw a box with your cursor to select items. Hold down the Ctrl key to make multiple non-adjacent selections. Selected items have a blue background

Total Calls
Answered Calls
Av. Call Length
Longest Call
Last Call ( Answered Calls )
Av. Ring Length ( Answered Calls )
Longest Ring ( Answered Calls )
Abandoned Calls
Av. Ring Length ( Abandoned Calls )
Longest Ring ( Abandoned Calls )
Last Call ( Abandoned Calls )

▲ Supervisor reports of key performance indicators

▲ Customisable display and caption for Master wall board



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