Call Center Solution - INTEGRATED ACD
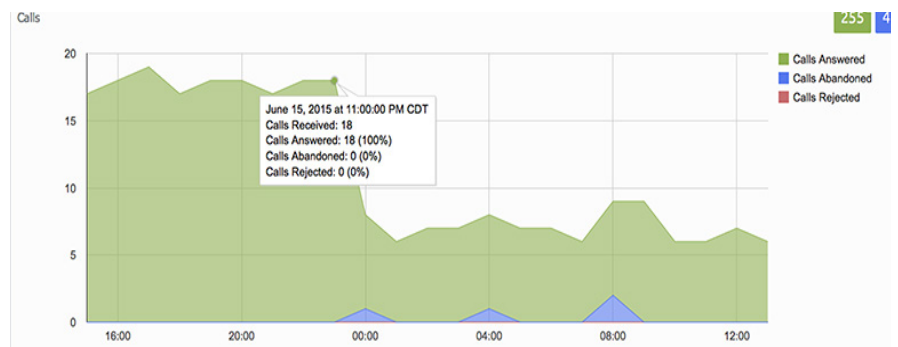
NEXTERA'S Auto Call Distribution (ACD) draws many of its capabilities from Hosted Voice features such as hunt groups, auto attendant, and music-on-hold. These core functions provide Interactive Voice Response (IVR) and queueing functions through Premium Auto Attendant. Routing algorithms include ring all, longest idle time or round-robin. Music-on-hold enables music or announcements to be played while customers are waiting. All of these capabilities can be configured through MyNextera, an easy-to-use web portal.

Agent-level features provide helpful information about the caller and allow agents to monitor performance against KPIs and set what "state" they are in. Supervisors and administrators have a number of powerful features that enable them to coach agents and assist in calls. The supervisor dashboard allows administration of call queues and performance. Detailed standardized or ad-hoc report generation is available to track trends over time.

Features
Multi-Line Hunt Group Call Routing - ring all, linear, circular, round robin, longest idle
Configurable Agent States
Configurable Call Disposition Codes
Monitor, Barge-in, and Whisper Actions for Supervisors
Supervisor Dashboard - statistical data and reporting
Agent Dashboard
Multi-Queue Membership
Call Wrap-Up with Configurable Timer
Multiple Language Support (English, French, Spanish)
Ad-Hoc and Standardized Reporting with Emailed Reports
Caller ID Lookup with URL-Based CRM Integration (with MaX UC Desktop Clients)
Time of Day/Day of Week Routing (Premium Attendant)
Music on Hold/Messages on Hold
Zero Out of Queue

Calls

June 15, 2015 at 11:00:00 PM CDT
Calls Received: 18
Calls Answered: 18 (100%)
Calls Abandoned: 0 (0%)
Calls Rejected: 0 (0%)

- Calls Answered
- Calls Abandoned
- Calls Rejected

LEARN HOW TO BOOST YOUR TEAM'S PRODUCTIVITY TODAY!
Call us at 877-639-8372 or visit www.Nextera.net for more information on INTEGRATED ACD.

NEXTERA.NET