# Vision Call Centre

**Splice**Com

Britain's leading developer of telephone systems

## Introduction

Vision Call Centre helps businesses to meet and beat the service level expectations of their customers, whilst at the same time, increasing employee productivity and reducing operational costs.

Developed to deliver a single seamless solution with SpliceCom's **max**imiser Unified Communications platforms, Vision Call Centre combines advanced call routing with state-of-the-art reporting and management to optimise every aspect of your inbound call centre operation.

You might be thinking of a virtual call centre spread across multiple sites, looking to utilise home based agents, or simply a more effective way of sharing calls amongst a team. Whatever your requirements may be SpliceCom offers the solutions you need to manage and grow your business.

- Ideal for every requirement, from simple Help Desks to virtual distributed Call Centres
- Scales from one agent upwards - in increments of one
- Dynamic resource allocation to meet SLAs
- Automatic and/or manual priority control for queuing calls
- Totally transparent operation across multiple sites
- Homeworking Agent support
- Developed in-house by SpliceCom to work with **max**imiser
- Easy to Configure

## Vision & **max**imiser - The Unified Solution for Inbound Call Centres

**max**imiser provides the perfect Unified Communications platform on which to build your inbound Call Centre. Its distributed, highly scalable, Pure IP architecture allows system components to be placed exactly where they're required. This makes all Call Centres - even those where Users, Agents and/or Supervisors are spread across multiple-sites or working from home - simple and cost-effective to deploy and manage. And there's no need for specialised "turrets" or phones, SpliceCom's PCS 560/570/580 IP phones are perfect for the Call Centre environment, with extra features being enabled when used in conjunction with Vision Call Centre. **max**imiser also provides Call Recording as standard via its integrated Voice Processing application. Using Vision Reports and Vision Record with this facility allows recordings to be easily sorted on a wide-selection of criteria, played back and archived.

Vision Call Centre makes all the decisions on how and where calls should be delivered - and when – in-line with your specific business requirements, whilst providing Real-Time information and Historical Reports to your Supervisors, Administrators and Business Managers. Vision Call Centre enables you to enhance productivity, lower costs and increase customer service levels by automatically selecting the most important call to be answered and then ensuring that it is handled effectively.

The combination of **max**imiser and Vision Call Centre delivers the perfect all-in-one solution for all businesses – irrespective of size - because it delivers both advanced Call Centre functionality and business telephony, simultaneously, across a single system. For large Enterprise requirements where a PBX is already in-use, **max**imiser can be connected to the existing telephone system via SIP, H.323, DPNSS or ISDN. This allows a full inbound Call Centre solution to be implemented without disruption to existing business telephony users.

The Vision Call Centre suite consists of 5 major components:

- Vision Call Centre Management lies at the heart of the system providing call routing and assigning calls to agents and users based on call priorities as defined by the business and Service Level Agreements.

- The Vision Call Centre Supervisor Console enables administrators to make changes in real time providing up-to-the-second monitoring of activity within the call centre. All relevant information is immediately visible, and the console automatically alerts supervisors if something needs their attention.

- The Vision Call Centre Agent Desktop enables Call Centre staff to handle calls efficiently and effectively. The Agent Desktop is simplicity itself and is accessed via a standard web browser, allowing any SpliceCom phone to be utilised as a Call Centre terminal.

- Vision Live provides a wealth of Real Time information for Supervisors, Administrators and Business Managers. Being browser based, Vision Live can be deployed as a wallboard, when displayed on a large Plasma or LCD screen, or as a Call Centre "dashboard" on any PC or smart phone.

- Vision Call Centre Reports allows historical reports to be generated automatically or manually, providing a wealth of information on all aspects of a call center's operation. These reports provide accurate and detailed information for operational reviews and future business planning for separate queues / campaigns / products or services, individual agents and overall Call Centre performance.

## Vision Call Centre Management

Vision Call Centre utilises a highly sophisticated call allocation engine to ensure that business specific goals are always met whilst making the most efficient and effective use of the available agents, dramatically improving the ability to maintain high levels of service, even in periods of heavy traffic

Each call in each queue is assigned an initial call priority that is determined by the queue it is assigned to, and the length of time it has been in that queue. This allows the priority of a call to dynamically escalate at a defined rate over time. Calls can also have their priority manually boosted by a supervisor, whilst key customers' can have a pre-defined priority that allows their calls to be automatically forwarded to the front of the queue. When an agent becomes available (either by logging on, completing a previous call, or by returning from a break), Vision Call Centre will assign the highest priority call to that agent.

Calls can be allocated on either a longest idle or least busy basis. In longest idle, calls are allocated to agents based on how long it has been since the agent last handled a call. This is the traditional method of allocating calls and tasks within a call centre, and can be useful for customers looking to replicate the operation of their existing system. Alternatively, in least busy mode, the next call is always allocated to the agent who has averaged the least number of calls per hour since they logged in. This has significant advantages, including; a fairer allocation of tasks to agents, based on work-rate rather than idle time, eliminating the possibility of agents avoiding (or prioritising themselves for) calls by briefly going into the Not Available state, whilst agents joining a shift are immediately put to work handling new calls. These choices ensure that the workload is shared fairly amongst users of equal skill – in whichever way, the management wish to define "fair."

The Vision Call Centre call allocation engine is also responsible for handling in queue messaging. Whilst callers are waiting for their call to be answered comfort announcements will normally be played. An initial announcement is played upon entering a queue, with a second "repeat" announcement being played there after at administrator-defined intervals until the call is answered. Vision Call Centre offers two further alternatives. Position In Queue lets a caller know where they are in the queue upon entry, with timed updates. Estimated Time To Answer operates in the same manner but let the caller know how long the system estimates it will take for their call to be answered, based on previous call profiles.

## Vision Call Centre Supervisors

The Vision Call Centre Supervisor Console provides administrators with all the real time information they need to manage call centre performance. The console enables supervisors to monitor the status of all agents under their control, whilst delivering performance statistics of individual agents, queues and calls. The console also allows supervisors to monitor or participate in individual calls, manually boost the priority of queuing calls and choose to forward calls in the queue to specific agents or themselves. Password protected, to ensure supervisors only have access to their particular areas of responsibility, the Vision Call Centre Supervisor Console is flexible enough to support fully configurable views of the Call Centre and yet simple enough to be fast, reliable and easy to use.
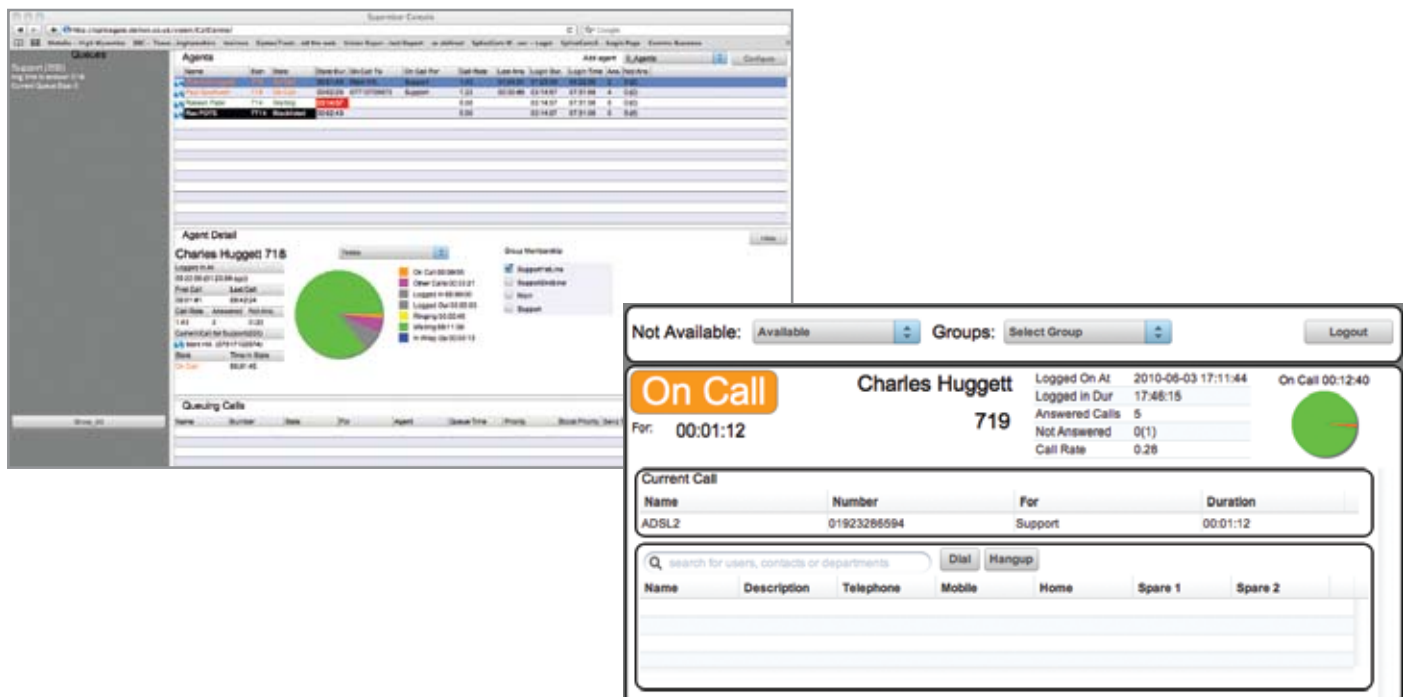


## Vision Call Centre Agents

The Agent Desktop is an easy-to-use information and control interface providing interaction with the totally integrated Vision Call Centre system. It can either run alongside existing IT applications or provide a complete front-end to enable the agents to handle the call in as efficient a manner as possible. Agent Log in/Out, Availability Status, Call Completion Codes Current Call Information and Performance statistics are all accessed via the Agent Desktop. When SpliceCom's PCS 560/570/580 are deployed as Call Centre phones, context-sensitive screens reflecting Agent Status and Call Completion Codes are also displayed on the phones themselves. PCS 570 allows up to 16 Completion Codes to be displayed, whilst the PCS 560 supports up to 8 Completion Codes.

**max**imiser's unique architecture, in particular its distributed processing and fully replicated system database, make it the ideal choice when deploying Virtual Call Centres. Agents handling calls for a particular queue can be spread across multiple sites, or even be home based. **max**imiser's ability to operate as a single, unified system, with or without local trunk connectivity, no matter how many sites and/or homes it spans, allows agents to operate as a single group, no matter where they might be working.

**max**imiser also offers dual processing or load sharing, allowing where necessary, extra-resilience to be brought within the budget of smaller Call Centres for the very first time.

## Vision Live for Call Centres

Delivering real time information on your Call Centre performance to those that need it, Vision Live allows potential issues to be identified and resolved before they can impact operations. Vision Live provides the information that enables Call Centres to optimise their resources for maximum productivity, so facilitating a smooth running operation.

Vision Live can run on a large plasma or LCD screen as a wallboard, or on PCs or laptops as an individual Call Centre dashboard. Being browser based, Vision Live can also be accessed from smart phones, allowing business managers to see what's going on, wherever they might be.

Individual Vision Live panels can be added and configured to meet your exact requirements, what ever your Key Performance Indicators might be. In Call Centre mode Vision Live allows you to display panels offering you views of Agent, Calls Queuing and Agents in Queue performance, along side key Statistics and Status information, individual Call Centre (or standard Vision) Reports and Web Pages from your company intranet, external sites or web enabled applications. You choose the layout , position, colour and size of each panel to suit your specific needs.

Offering management definable thresholds for Warnings and Alarms, on individual variables, including the colours used, Vision Live is an ideal tool for alerting you to any dips in service levels. And for those using Vision Live as a Call Centre Dashboard can access "the information behind the information." By clicking on individual panels they can drill down further, enabling them to react immediately to any abnormal occurrence.

# Vision Call Centre Reports

A key differentiator in the Vision Call Centre reporting capability is the simplicity of its reporting package. 30 pre-defined Call Centre reports are provided (in addition to the 29 standard reports offered by Vision), covering Agent, Call and Queue activity and performance.

Vision Call Centre Reports provide historical data for you to measure, manage and constantly enhance cal centre performance – all of which are key to controlling your call centre costs.

Vision Call Centre Reports lets you see the big picture and the call-by-call performance of each queue and agent. You can measure and verify call centre performance against service level objectives, review events as they happened and identify ways to improve business processes.

Vision Call Centre Reports can be run at any time, from anywhere, via a standard web browser. A Scheduled Report feature allows specific reports to be run on a pre-determined day/time and emailed to single or multiple contacts.

**Call Queue Completion Codes Per Agent By Queue**
See a breakdown of which completion codes an agent used and which queues they used them for

**Queue Completion Codes By Queue**
See which completion codes were used for different queues

**Queue Completion Codes Per Agent By Code**
See which completion codes were used

**Queue Activity**
A breakdown of calls to queues and the time taken to handle them

**Queue Activity Summary**
A summary of calls to queues and the time taken to handle them

**Queue Activity Trend**
Display the number of tasks that are allocated over a time period to identify call trends

**Queue Traffic**
Display a breakdown of all call details for queues including abandoned calls

**Queue Traffic Summary**
Display a summary of all call details for queues including abandoned calls

**Service Levels Per Queue**
See how many calls were allocated and completed within service level targets.

**Group Activity**
See details of calls handled by a group of agents

**Group Activity By Queue**
See details of calls handled by a group of agents broken down by queue

**Agent Call Activity**
A breakdown of all calls assigned to an agent

**Agent Utilisation**
A breakdown of time in states divided into logged in periods

**Agent Utilisation Summary**
A summary of duration agents have spent in particular states

**Agent Not Availble Time**
An agent breakdown of time spent in a not available state

**Agent Activity**
A breakdown of calls assigned to an agent

**Agent Queue Activity**
A breakdown of calls assigned to an agent broken down by which queues they were for

**Agent Queue Activity Summary**
A summary of calls assigned to an agent broken down by which queues they were for

**Abandoned Calls**
A breakdown of abandoned calls to a queue

**Abandoned Summary**
A summary of abandoned calls to a queue

**Calls To Voicemail**
A breakdown of calls to a queue that went to voicemail

**Agent Availability Report By Day**
Compare and analyse breakdown of how agents spent their day

**Agent Availability Report By Week**
Compare and analyse breakdown of how agents spent their time over a week

**Agent Availability Report By Month**
Compare and analyse breakdown of how agents spent their time over a month

**Contact Response**
Identify inbound call response performance for a particular inbound caller

**Incoming Response SLA**
A summary of incoming calls to a queue and how effectively they were answered or abandoned against configurable SLA timebands

**Incoming Call Breakdown By Hour With SLA**
See overall incoming call traffic for a given period

**Incoming Call Breakdown By Day With SLA**
See how incoming call traffic varies on a day by day basis with SLA

**Incoming Call Breakdown By Week With SLA**
See how incoming call traffic varies on a week by week basis with SLA

**Incoming Call Breakdown By Month With SLA**
See how incoming call traffic varies on a month by month basis with SLA

## Working Together To Strengthen Customer Relationships And Reduce Costs

Your call centre is the initial point of contact for your most valuable asset – your prospects and customers (be they external or internal). Providing great customer service will help these relationships to develop and grow, but the delivery of an efficient operation means much more than just maximising call-flow, optimising call handling and minimising the number of abandoned calls. You need to manage customer expectations. You need to enhance agent and supervisor productivity, enabling customer requests to be handled quickly and efficiently, allowing your management team to focus on business process improvement tasks.

You need to simplify your call centre operations through the use of technologies that seamlessly integrate with your existing investments in IT infrastructure and deploy them reliably across multiple locations.

Vision Call Centre and **max**imiser work together as a single unified solution to help you deliver service as a business differentiator. Your agents and supervisors will become more effective, delivering greater levels of prospect conversion and customer retention. This in turn will help you to build the profitable relationships that lead to increased revenue.

## About SpliceCom

SpliceCom are the only British company to design, develop and manufacture Unified Communications systems, delivering tangible businesses benefits for all types of company, irrespective of size. Founded by an experienced management team who provided the driving force behind the two most successful UK voice and data convergence companies of the last decade, our **max**imiser product family combines the delivery of voice, video, IP TV and web enabled IT applications at the desktop within a single, scalable system. Since **max**imiser's launch in 2003 we've focused our resources on continuously enhancing our Pure IP Telephone system to meet our customers' needs. This has allowed us to grow our marketshare of Pure IP PBXs in the UK to an impressive 16%, according to respected industry analysts MZA.

SpliceCom cares about our planet. **max**imiser based Unified Communications solutions help companies to reduce their carbon footprint by enabling daily communications, conferencing and collaboration without the need for travel. All SpliceCom products comply with the directive for the restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS) and the regulations.

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