



Intelliverse® Hosted ACD

Hosted ACD

Improve operational efficiencies and lower call center costs by reducing call handle times and offering higher customer satisfaction.

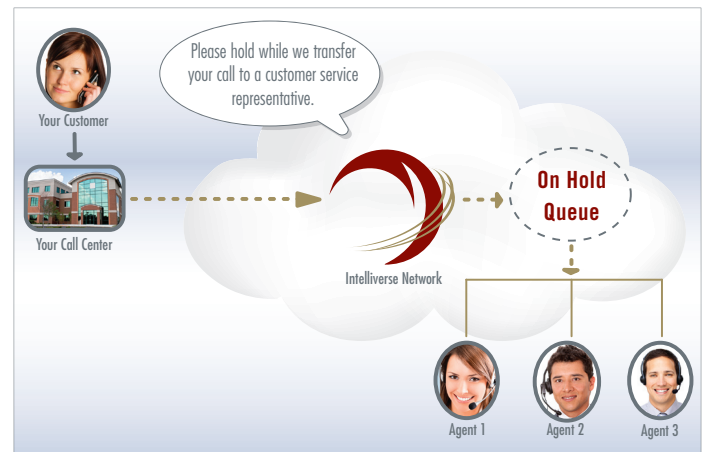
Intelliverse's Automated Call Distribution (ACD) allows you to intelligently route calls based on rules, agent skill sets & priority. An easy to use web-based interface allows quick set up, fast deployment and various routing options that can be tailored to match your business needs.

Intelliverse's cloud-based ACD network eliminates hardware and software costs and delivers a scalable, efficient and flexible call routing system. Call center agents can work from anywhere – from home, one location or from multiple centers around the world. Now you can effectively distribute calls within a unified queue, reduce operating costs, and maximize ROI for your business.

How does it work?

Quite simply – Incoming calls are put into a call queue based on the reason they are calling. Agents are logged into queues according to their skill set. As soon as an appropriate agent becomes available, the caller and agent are instantly connected!

Our Hosted ACD lets you get your callers to the people who can help by optimizing how calls are routed. Match the caller with the right agent by using features such as skill based routing, agent availability and language selection to ensure that calls are directed to the appropriate agent with the best ability to respond to your customers.



Benefits

- Increase call handling capacity without investing in equipment or software licenses
- Improve skills-based routing and call resolution with flexible and affordable on-demand call routing
- Bridge multiple call center locations and remote workers together seamlessly
- Provide real-time monitoring and detailed reporting to ensure quality of service
- Record calls by agent or queue for agent training, quality of service and verification
- Improve operational efficiencies by maximizing agent productivity
- Handle peak periods and provide 24/7 service
- Transfer calls to any third party number
- Attract more home-based agents
- Enhance ACD with a front-end IVR

Hosted ACD Features

- Call Queuing
- Skills Based Routing
- Proficiency Based Routing
- Live Queue/Agent Monitoring
- Call Barge-In
- Custom Message Announcements
- Music on Hold
- Recording and Monitoring of Agent Calls
- Real Time & Historical Web Metric Reporting
- Outbound Campaigns
- Live Call Center Option
- Web Admin of Queues

Reporting

Our robust suite of web-based reports provides details that enable you to evaluate key metrics about your business.

ABOUT YOUR CUSTOMERS

Learn when and why customers are calling. Our historical reporting presents information to you about the number and types of calls to your call center. Analyze call center and agent information to optimize call handling and improve your customers' experience.

Sample Report - Operator Detail						
Sample Company - Operator Monthly Summary Report						Reporting Period: 05/2011
Operator	Calls Attended	Not Answered	Dropped	Terminated	Time Checked-In	Time Checked-Out
John Smith	1075	8	0	0	150:26:03	66:34:54
Linda Cooper	940	2	0	0	190:21:41	90:29:48
Anna Anderson	882	15	0	0	189:50:23	70:54:23
Mike Taylor	371	3	0	0	105:47:50	45:33:10
Jan Brown	696	4	0	0	169:39:40	91:51:57
Neil Mason	26	0	0	0	9:23:14	6:24:30
Sue Williams	1253	12	0	0	189:16:33	83:41:17
Nancy Lang	522	4	0	0	174:45:37	84:02:11
Brian Ball	29	0	0	0	9:05:40	3:22:20
Paul Anderson	905	15	0	0	177:24:10	78:01:37
Jose Martinez	773	39	0	0	137:42:16	54:45:40
Ann Richardsen	71	0	0	0	154:56:25	12:48:20
Marcus Webb	1129	15	0	0	189:05:10	83:41:17

ABOUT YOUR AGENTS

Gather performance information about your agents with our suite of Agent Reporting. Detailed agent data such as time logged in, availability, number of calls answered, average speed to answer (ASA), and total duration of the call.

Sample Report - Call Status				
Sample Company - Call Status Weekly Detail Report				Reporting Period: 05/22/2011 - 5/29/2011
Caller ID	Queued At	Time in Queue	Total Talk Time	Operator
2145556091	09:30:15	00:00:00	00:03:13	John Smith
8325554519	09:32:17	00:06:07	00:07:53	Linda Cooper
7135550642	09:33:00	00:03:20	00:19:28	Anna Anderson
9365559278	09:35:35	00:00:05	00:06:45	Mike Taylor
8325551336	09:36:28	00:01:51	00:11:40	Jan Brown
9855553489	09:38:57	00:07:29	00:08:27	Neil Mason
8175551497	09:40:51	00:01:14	00:00:18	Sue Williams
9035550658	09:40:52	00:01:12	00:00:25	Nancy Lang
4695554254	09:41:09	00:01:14	00:00:08	Brian Ball
8325554516	09:42:15	00:06:20	00:00:22	Paul Anderson
9035557842	09:43:17	00:05:30	00:08:00	Jose Martinez
4695556892	09:45:16	00:00:08	00:03:15	Ann Richardsen
7135557429	09:47:10	00:01:20	00:10:05	Marcus Webb

ABOUT YOUR CALL CENTER

Our online dashboard gives a real-time view of the current performance of your call queues. Quickly view critical details such as which queues are active, the number of calls to each queue, the current calls on hold – and the amount of time on hold, and the number of abandoned calls. Then, manage your staffing based on your customer call demands.

Ask us about our Customized Reporting Options!