



Intelliverse® Hosted ACD

Hosted ACD

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

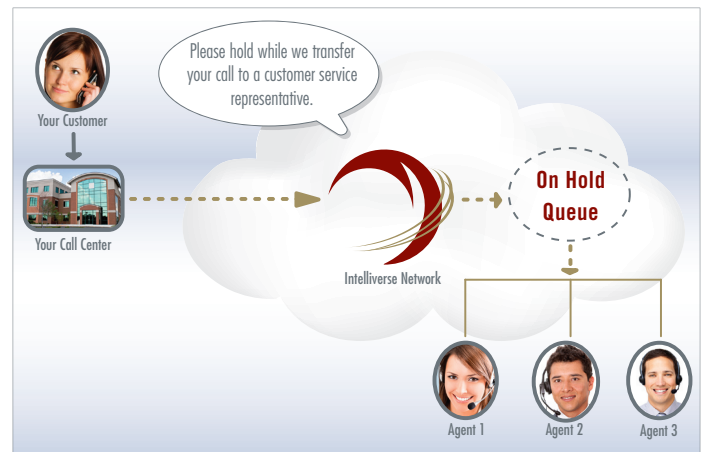
Intelliverse’s Automated Call Distribution (ACD) allows you to intelligently route calls based on rules, agent skill sets & priority. An easy to use web-based interface allows quick set up, fast deployment and various routing options that can be tailored to match your business needs.

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.

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.

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.

| 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 |

| 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 |

Ask us about our Customized Reporting Options!



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