

## Enhance Your Customer Experience

### PLATFORM INTEGRATION

The VoiceONE platform is built on Open Standards including SIP, MySQL, VXML, CSTA, TAPI, SYSLOG providing the ability to integrate the Cloud Contact Center with Salesforce.com, MS Outlook and other 3rd party applications and data sources.

Leveraging the commonly used Telephony Application Programming Interface(TAPI), Users can click-to-call directly from popular Customer Relationship Management (CRM) programs, including Microsoft Outlook or, using the ScreenDial feature, from any other document. ScreenDial lets users call from any application, allowing them to conveniently dial directly from a CRM, an Electronic Medical Record (EMR), a Word or Excel document, or a website.



Real-time Management



Third Party Integrations



Intelligent IVR



Web Based Chat Support

## Contact Center Features Which Deliver Results

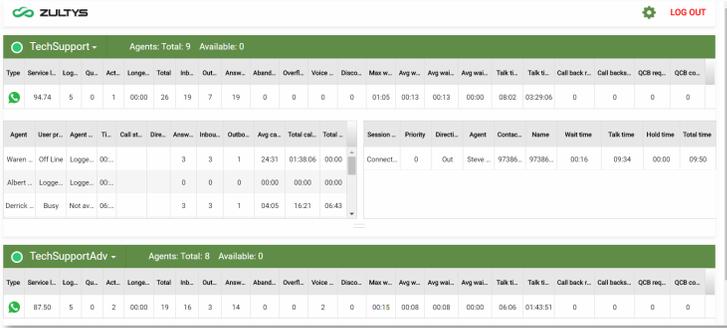
- Chat, Instant Message & Presence allows agents to collaborate effectively
- Supervisors can silent monitor, barge in & whisper-thru to agents
- Flexible and intelligent IVR customized to your business needs
- SuperView: Real-time call monitoring & statistics for all groups in a single window
- Receive contact center calls on mobile devices via Mobile Communicator App
- Record all contact center calls and archive recordings forever
- Generate customized reports in seconds and automate delivery
- Assign calls directly to specific agents
- Agents can be members of multiple contact center groups
- Agent login/logout – initiated by Supervisor or automatically by the system
- Contact center group voicemail boxes with multiple outgoing greeting options, email notifications and escalation facilities.
- ScreenDial lets agents click-to-call numbers directly from any application

Manage queues, agents, workflows, and call volumes all in real-time via a single user interface.



## SuperView — Real-time View of All Activity

Accent's Cloud Contact Center tracks and collates contact center statistics including current agent status, the length of time spent in said status, the number of calls currently in queue as well as average and max wait times for these calls, the statistics on all answered and abandoned calls including the length of time the caller spent waiting before abandoning the call, and even call-back requests and completion are tracked by the system. While using SuperView, Supervisors can see an inclusive real-time report on the status of all agents and calls in a single window while maintaining the ability to make calls without switching screens. The statistical information can then be used for labor optimization as well as better management thanks to up-to-date knowledge of each agent's availability.



### CONTACT CENTER FEATURES

- Advanced Call Routing based on real-time activity
- Call Recording – full-time and on-demand
- Call Attached Data (CAD) for customizable Agent Scripts, wrap up/ exit codes, and more
- Optional integration with external CRM & Outlook, workforce management applications, and other 3rd party tools
- Multiple Reporting options
- Webchat Capabilities
- Multimedia Queue – calls, webchats and callback requests are queued in the order they are received
- Customizable music-on-hold & position in queue & expected wait time announcements
- Last Agent Routing option will send repeat callers to the same agent that handled their previous call
- Wallboard for real-time stats & analysis

## Deep Insight into Call Handling and Performance

MXreport custom reporting tool provides contact center managers and system administrators with deep insight into call handling and agent performance. MXreport provides customized statistics-based reporting by tapping into nearly 50 call detail record (CDR) fields through an easy to use drag-and-drop report builder interface that lets managers create and output their own custom reports that analyze and compare key data. Reports can be generated into spreadsheets, graphs, wallboards and other document formats. MXreport enables companies to analyze calls from “cradle to grave” across the entire life cycle of a contact event to better manage and improve their Call Center operations, communications flow and customer service.

