

Queue Routing

- Standard IVR with unlimited levels and options for multiple entry points
- Multi-language support
- Source-based routing for predictive needs
- Time-based routing
- Unlimited number of queues per platform

Queues

- Linear queue support
- First available queue support
- Advertisements and queue message support
- Music-on-hold
- Queue statistics for administration
- Agents can be in multiple queues at the same time with skills-based routing
- Queue callback (callers can request callback, leave their number, and receive a call back when at the front of the queue)

Call Center Agent

- Log in and log out
- Record call dispositions into each CDR
- Categorize calls
- View their active calls
- View call history
- View all entries in all queue pertaining to them

Available Statistics

Parameter	Description
Call Volume	Overall calls per queue, including calls that never made it all the way through the auto attendant.
Calls Handled	Number of calls per queue that were answered.
Calls Offered	Number of calls that landed in the queue.
Calls to Vmail	Number of calls that landed in Vmail after not being answered.
Calls forwarded	Number of calls the queue could not handle in the allotted amount of time and were forwarded on.
Adjusted Calls Offered	(Number of calls offered) - (# Number of calls abandoned in < 10 seconds).
Average Talk Time	Average time agents spent talking to customers, excluding hold time.
Average ACW	Average time between the end of the call and when the agent submits the disposition.
Average Hold Time	Average time that a customer was on hold, excluding time in the queue.
% Service Level	Percentage of calls answered from the queue within 60 seconds.
% Dial Transfers	Percentage of calls that landed in the queue and were eventually transferred out to an agent.
Abandoned Calls	Number of calls that abandoned the queue before being transferred out to an agent.
Adj Abandon Calls	Number of calls abandoned in under 10 seconds.
Abandon Rate	Ratio of (abandoned calls) / (calls offered).
Adj Abandon Rate	Ratio of (adj abandoned calls) / (adj calls offered).
Avg Handle Time	Average of talk time + hold time + disposition time.
Avg Answer Speed	Average time in the queue for calls that were eventually dispatched to an agent.
Available Minutes	Overall time that all queue agents were in the Available state.