High Volume Call Center

Premium Agent Overview
The high volume call center market offer is designed for call centers that handle a high volume of relatively short customer interactions. They are primarily focused on handling simple, repeatable tasks. Agent efficiency and cost per call must be kept low, so efficient distribution of calls, monitoring of real-time and historical trends, and first call resolution is critical.

This is a common environment for agents involved in:

- Ordering and scheduling
- Telemarketing
- Service and appointment scheduling
- Business Process Outsourcers (BPOs)
- Account inquiries
- Donation campaigns for charities and schools

End Customer Value Proposition

- **Lower Total Cost of Ownership (TCO)** – Versus on-premise equipment — no CapEx; no onsite equipment to operate and maintain; less incoming trunks since calls are queued in the network
- **Advanced Functionality** – Access to advanced functionality such as Call Back when queues are busy; Self Service using IVR; real time Interaction Intelligence to identify process improvements
- **Access More Agents** – Support for remote and homebased agents, or part time agents, which expands the pool of available staff
- **Flexible** – On-demand service that quickly adapts to short term or seasonal staffing needs
- **Evergreen Solution** – Application upgrades and updates are handled by the service provider
- **Enhanced Redundancy** – Automatic call re-routing when primary sites are unreachable; queues that span multiple sites

Optimize and Strengthen Business-to-customer Relations and Satisfaction
KEY FEATURES

- **Customer Service** – Users can retrieve account information, order status, or answer FAQs during IVR process; as well as receiving outbound surveys or notifications
- **Advanced Interactive Voice Response (IVR)** – Customers can use DTMF or voice commands to select options during the IVR process, and can request a call back instead of waiting in the queue
- **Unified Communications** – Agents and Supervisors can leverage the full suite of BroadWorks Unified Communications capabilities, including web-based clients, chat, and conferencing
- **Conditional Call Routing** – Calls can be routed based on real-time conditions in the call center (e.g. estimated wait time), or who is calling
- **Advanced Call Distribution** – Calls are routed to the best available agent; important calls can be prioritized (VIP customers); calls can be distributed to any agent, regardless of their location
- **Reporting** – Supervisors and Managers can monitor IVR interactions, queue and agent activity, generate indepth historical data and trends, allowing them to monitor and improve performance
- **Interaction Intelligence** – Improve processes and enhance customer satisfaction by analyzing call results and customer interactions, including optimizing IVR and call flows, recording calls and agent screens, and flagging calls that include specific spoken words

Visit DOTVOX.com for more information.