

Successful implementation of Cloud Agent has helped us to stream line our internal process, customer satisfaction & the quality of the service

-Abhibus

(Bus ticket inventory management and sales for private operator and state transport APSRTC, UPSRTC)



Cloud Contact Centre

*Experience Superior Customer Service
with Absolute Mobility*

- *Zero hardware installation*
- *Make your contact centre live in less than 30 minutes*
- *Zero technology investment, pay monthly*
- *Anywhere, Anytime Agent*
- *Roll out new location in minutes*
- *Dynamic capacity provisioning*
- *Centralize operation management and monitoring for multi-location call centre*
- *Dynamic routing of call to different location for maximum agent productivity and handling call bursts*
- *Intelligent pre-routing based on business rules defined by your back ends*

Overview

Cloud Agent enables growing businesses to take advantage of Ozonetel's industry-leading contact centre expertise. For small to medium businesses that want to differentiate themselves through exceptional customer service, Cloud Agent provides customer service reps and their supervisors with the tools to effectively handle call volumes. It gathers and reports valuable customer intelligence to help increase customer service and agent productivity.

Services

Cloud agent offers complete suite of services for you to start state-of-art contact centre. Service includes

- "KooKoo" Next generation web-IVR - enables integrating seamlessly with your backend for call automation and intelligent pre-routing
- "Cloud Agent" offers ACD for intelligent call routing and post-call treatment and CTI for third party application (CRM, Ticket management ..) integration
- "Interaction analyst" an integrated tool for call reports, analytics and business Intelligence.
- Voice logger for customer call recording, integrated with interaction analyst for end to end analysis of contact centre

Contact Center Capabilities

- **Advanced Call Routing:** directs calls based on Caller ID, account numbers, private lists, balanced call count, preferred agent treatment, agent priority, time-of-day, day-of-week, day-of-year, and user-entered data
- **Skills-Based Routing** sends calls to the right person to handle the call.
- **Priority Queuing** enables you to answer higher priority calls sooner.
- **Multiple Group Agent** Log-in provides important call coverage between groups and tiered service levels.
- **Agent Priority Routing** gives you the ability to send the right call to the right agent.
- **Intelligent Announcements** play pre-recorded messages and inform holding callers of their place in the queue or estimated time before answer, as well as offering alternative actions like going to voice mail or invoking a call back reservation.
- **IVR Voice Assistant** gathers and validates caller input, triggers responses, alerts agents when the queue gets overloaded with calls, and provides many creative application opportunities.
- **Integration** of your PC and your telephone (CTI) enables you to manage incoming and outgoing call functions and synchronizes with your company's operations, CRM or contact software.
- **Call recording/logging enables** you to record, store, organize, search, and playback telephone calls to avoid disputes and improve the quality of training and customer service.
- **Network ACD** enables multi-site contact centres to work together as one integrated call routing system, enables contact centres to distribute agents over the network and route calls to available agents Network ACD provides look ahead routing to check the status of agents in other nodes before it routes the call to those agents.

Operation Management Capabilities

- **View agent status** – Customer service reps and supervisors can get real-time information on call queues, hold times, agent status and more, to help ensure customers are always being served quickly, efficiently and professionally.
- **Assess agent productivity** – Customer service supervisors can gather current and historic data and generate reports to gauge the productivity and performance of agents. The intuitive browser-based interface offers drag-and-drop simplicity, making it easy to configure, generate and deliver customized reports that can be acted upon quickly.
- **Manage campaign performance** – Growing businesses can get real-time insights into how marketing campaigns are performing so resources can be adjusted if necessary to maximize on the investment. Capture information such as telephone number and area where responders are calling from (among other data) that can help streamline costs and boost campaign-generated revenue.
- **Selectively retrieve recorded calls** – Call recording can positively impact customer service and revenue and it also enables more meaningful training sessions. Calls can be retrieved easily and securely from any PC by searching on any number of fields such as date, time and extension number, and archived to a storage device such as DVD.
- **Automate popular inquiries** – Free up valuable time for customer service reps by providing customers with easy-to-use caller menus for fast and efficient responses to commonly-asked questions. Callers can respond with touch-tone or voice response (or both). Create customized surveys. Retrieve information the same way voicemail messages are replayed.

Business Benefits

- **Measure and track customer service** – Real time and historical call statistics gives your business insight into how well you are serving your customers.
- **Quicker response to service issues** – Simple to use management tools enable you to react to and change routing rules, agent assignments or service capacity on demand
- **Manage resources efficiently with automated 24/7 service** – Self-help options can drive revenue in off-hours (access information, get directions, check order status and more) and free up agents for more critical, customer-facing tasks.

- **Discover new opportunities** – Leverage your customer recordings for first-hand information on what your customers want. Confidently create new offers or enhance existing ones to boost your revenue stream and expand market presence.
- **Address individual agent needs** – Quality checks (through call recordings) can reveal both positive and negative agent performance. This will enable you to correct or reward accordingly.
- **Conflict resolution** – Replay customer conversations to help resolve customer issues with the facts.
- **Easy self-service menus** – Improve responsiveness to customers and continue generating revenue even outside of normal

SYSTEM FEATURE	
Agents	Unlimited
Hunt Groups	Unlimited
Voice Mail Ports	Unlimited
IVR Ports	Unlimited
Simultaneous Call	Unlimited
Queue	Unlimited
Agents Shared Across Sites	Yes
Full Featured ACD	Yes
Click to Call	Yes
Advanced CRM Integration	Yes
Agent Mobility	Yes
Preview Dialer	yes
Progressive Dialer	yes

Management Features	
Web Based Access	Yes
Agent Thin Client	Yes
Web Access to Recording	Yes
Call Monitoring (Active and Passive)	Yes
Dashboard	Yes
Real Time Queue Stats	Yes
Graphical Queue Reports	Yes

Reports	
Agent Activity Reports	Yes
Agent Productivity Reports	Yes
Inbound Call Traffic Reports	Yes
Outbound Call Traffic Reports	Yes
SL A (Service Grade) reports	Yes
Queue analysis reports	Yes
Abandoned call reports	Yes
Call trace reports	Yes
Voice logger reports with playback	Yes

ACD FEATURES	
Greeting Messages	Yes
Hunt group Selection Menu	Yes
Personnel Selection Menu	Yes
Automated Attendant (Dial Extension Number)	Yes
Inbound and Outbound Recording	Yes
Call Transfer Advice	Yes
Call Queuing to Department	Yes
Call Queue Monitoring / Wallboard	Yes
Queue Position Announcement	Yes
Overflow Queue and Hunt groups	Yes
Skill Based Routing	Yes
Agent Status Monitoring	Yes
SMS and Email abandoned called Alerts	Yes
Agent Mute	Yes
Customer Hold	Yes
Multiparty Conference	Yes
Screen Popping	Yes
Customized Music on Hold per Queue	Yes
Transfer call to other Hunt/Skill groups	Yes
Transfer call to other Phone numbers	Yes
Transfer call to other Agent	Yes
Blind Transfer	Yes
Consultative Transfer	Yes
Profiles (Office Hours and After Office Hours)	Yes
Agent Mute	Yes
Supervisor Barge in	Yes
Transfer to Landline/mobile/FWP	Yes

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