

# Contact Center

## Feature & License Sets

### The evolution of customer engagement.

- Improve customer interactions through automated data collection
- Engage customers via voice calls, live chat, SMS, and email
- Intelligently deploy resources through skill-based routing
- Provide agents with vital customer data, at a glance
- Seamlessly integrate with CRM systems and databases

#### Agent Client

- Call Controls (Answer, End, Hold, Transfer, Conference)
- Agent Controls (Login, Logout, Ready, Wrap Up)
- Disposition and Tally Codes (with Multiple Levels) Reportable
- Unavailable (DND) Codes
- Online Directories (with Custom Widget)
- Supervisor Escalation
- Call History Customer Journey
- Call Recording Controls
- Custom and Adaptive Scripting (DNIS & Queue)
- Screen Survey Tools
- Custom Screen Layout
- Outgoing Calling Line ID Selection (with Dialer)
- Outbound Campaigns
- Outbound Broadcast Blast; Voice, SMS, Email & Power/Preview Auto Dialer
- Knowledge Base

#### Supervisor Client

- Silent Monitoring (Listen)
- Whisper Coaching
- Barge-in
- Intercept / Answer Inbound Calls
- View / Change Agent Status
- Real-time Queue Monitoring / Management
- Enable Alternate Routing
- Historical Reports
- Real-time Reports
- Call Center Dashboard



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## Reporting

- Dashboard
- Real-time Reports - Queue
- Real-time Reports - Agents
- Historical Reports - Queue
- Historical Reports - Agents
- Flexible & Configurable Report Scheduling and Subscriptions
- Ad-hoc Report Creation (SSRS)
- Customizable Reporting (SSRS)
- Third-party Data in Reporting (Additional Professional Services required)

## Call Recording

- Voice Recording
- Call Scoring (with Question Builder)
- Call Tagging, Search and Playback
- PCI Redaction (Using Agent Controls)
- Download / Forward Recordings
- Speech Analytics / Transcription (3rd Party)

## Auto Attendant

- Single Level with IVR
- Multiple Levels (Nested Menus)
- SELF SERVICE Custom IVR with Data Dips (Additional Professional Services required)

## Global Settings

- Custom Disposition Codes
- Custom Unavailable (DND) Code
- Agent Thresholds / Notifications
- Agent Default Settings

## Per Call Center / ACD Settings

- Call Center Priority
- Agent Control Settings
- Agent Profiles
- Default Agent Settings
- Queue Size

## Announcements, Greetings

- MOH
- Entrance Message
- Comfort Message
- Alternate Comfort Message (Short Wait Time)
- Service Announcements
- Estimated Wait Time
- Call Whisper Message

## Call Distribution Policies

- Ordered
- Uniform Distribution
- Weighted Proficiency
- Call Selection (LWT, Highest Priority)

## Call Routing Policies

- Bounced Call Routing
- Overflow Call Routing
- Stranded Call Routing
- Skill-based Routing (Single-skill)
- Skill based Routing (Multi-skill)
- Skill Profiles



(Per Call Center / ACD Settings Cont'd)

### Alternate Routing Policies

- Night Service
- Holiday Service
- Forced Forwarding
- Multi-team Routing and Distribution
- Multi-site Routing and Distribution
- Routing Across Third-Party Contact Centers
- Queue Threshold / Notification
- Analytics-driven Routing (additional Professional Services required)

### DNIS

- DNIS Prioritization
- Promote Due to Wait Time
- DNIS Outbound Calling Name / Number
- Custom DNIS Announcements

### Omni-channel – Add-On a-La-Cart

- Web Chat Interaction to Queue
- Email Interaction to Queue
- SMS Interaction to Queue
- Fax Interaction to Queue via Fax to Email
- Social Interaction
- Voicemail to Queue

### Data Integration

(additional Professional Services required)

- CRM
- ERP
- Auto Dialer
- Outbound Campaigns
- IVR Self Service
- Pull Push from or to any Data with Industry Standard Open API such as REST, SOAP or JSON.

### Workforce Management

- Agent Scheduling
- Adherence Tracking and Reporting
- Forecasting
- Agent Performance Reporting
- PTO Management

### Call Flow Builder

- Scripting Actions (DNIS-based)
- API Integration (SQL, SOAP, HTTPS, REST, etc.)
- Queue Integration

### Auto-Dialer & Electronic Broadcast Service 'EBS'

- Preview Dialing – Push and Pull
- Power Dialing with Throttle
- Voice Broadcast (Pre-recorded Message)
- Campaign Address Widget
- Schedules and Dialing Window (by Time Zone)
- Group List and Group Broadcast
- Automatic Disposition
- Zero Out to Queue, Extension, DID
- Automated Call List and Import Mapping
- File Upload Capability
- API Integration (additional Professional Services required)

### IVR / EBS

- Voice, SMS & Email
  - Appointment Reminders
  - Surveys
  - Automated Bill Pay
  - Past Due Billing Collections
  - Community Announcements
- File Upload Capability
- API Integration (additional Prof. Services required)
- Survey Tools



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# Contact Center License Sets

## Contact Center CC CORE 'Voice-Only'

- 1 Call Path
- 5 Seat Minimum
- Concurrent License Model
- Chrome Browser Required
- Can run in Soft-phone or Hard-phone Nailed Up Agent Mode
- PBX Agnostic
- Queuing
  - Unlimited
  - Call Back in Queue (CBIQ)
  - Auto Call Back Abandoned Callers
- Intelligent Call Routing
  - ACD data-driven
  - Skill-based
  - Team-based
  - Business-Unit based
- Real-time Monitoring and Reporting
  - Robust Reporting – 100+
  - Dashboards Interactive dashboard reporting
  - Historical Reporting
  - Queue performance
  - Agent performance
  - Data Capture Reporting
- Call Recording
  - Includes scoring ability
  - No storage limits
  - FTP Offload Option
  - Searchable
- Quality Management System
  - Quality Controls of all Communications
  - Quality Assurance Tools for Supervisors
- Data Capture Tool
  - Survey – During and Post
  - Interaction Notes
  - Interactive Scripting

- Automated
- Ad Hock

- Outbound Campaigns
- Event Broadcast System (EBS)
  - Voice (Requires Call Path)
  - SMS (1 message per second) no CP
  - SMS inbound reply requires OMNI
  - Email (not recommended)
  - List Loader
  - Uses a call path
- Auto Dialer
  - Preview Dialer with Push and Pull
  - Power Dialer with Throttle
  - Data Integration Capable

## CC CORE Add-On's or 'Omni Channel'

- All Features & Requirements of Voice-Only Seat
- Omni-Channel or Multi Mode Interactions
  - Web Chat to Queue's
  - Email to Queue's
  - SMS Text to Queue's

## IVR

- CC CORE NOT REQUIRED
- Session License Model
- 5 Session Minimum
- Self Service Automation
- EBS

## Work Force Management – WFM

- Requires CC CORE
- Named Agent License Model
- Automated Scheduling
- Forecasting
- Adherence
- Time Off

