

# Enhanced Call Center

## A Feature-rich Call Center Solution.

**The Top Line.** Here is an enhanced hosted call center that provides an integrated, full-featured solution with the resiliency of a carrier-class platform that enables businesses of all types to build a comprehensive call center with no hardware, software, or upfront capital expenditures.

### Make Your Move Economically To A Feature-rich Call Center

Enhanced Call Center delivers a comprehensive call center solution for small to medium size businesses (SMBs) that lets service providers penetrate the underserved small and medium enterprise market. Innovative features that are not available in legacy systems extend the opportunity to serve the broader SMB market.

Integrated with the BroadWorks platform, Enhanced Call Center simplifies service packaging, eases customer adoption and speeds up service rollout - without the burden of customer premises equipment.

### Enhanced Call Center Features

- Automatic Call Distributor (ACD) - Intelligent call routing and queuing
- Enhanced ACD - Advanced queuing when call center is not staffed and maximum wrap-up timer settings
- Auto Attendant - Interactive voice response (IVR) and custom messaging
- Agent and Supervisor Clients - Intuitive client interface for greater agent productivity and management oversight
- ACD State Synchronization through the web agent or IP phone interface
- Call Center Reporting - Preset real-time and historical reports in graphical and tabular form
- Music On Hold and Comfort Announcement - Callers are provided with a greeting, followed by music or advertisements and periodic comfort announcements in audio or video format
- Monitoring and Recording - Pre-integrated, third-party vendor solutions for real-time monitoring and recording of agent calls
- Unified Front-End Web Portal Provisioning - Single point of entry for provisioning all BroadWorks services and client applications, including BroadWorks Call Center Agent and BroadWorks Call Center Supervisor
- Complementary Services Integration - Integrates with Broadsoft Connector for Salesforce and IPCallRecord

### Key Benefits

- Improve Customer Service - Ensure all incoming calls are serviced efficiently under any network condition
- Create Virtual Call Centers - Establish call centers anywhere in the world, just with a broadband connection - without additional hardware, PC-resident software or traditional phone lines
- Offer 24x7x365 Customer Care - Ubiquitous services with a single number for distributed call center locations
- Manage Calls Effectively - Choose from a range of call distribution policies, including weighted call distribution
- Minimize Costs - Provide the option for agents to work remotely with access to all call features - offering a smart way to increase staff without renting office space

## Call Center Agent

The Call Center Agent client application lets call center agents perform call-control and agent state control functions directly from their desktops for IP phones, analog phones or analog phones or compatible softphones. Simplified interfaces let call center agents answer, direct, and complete calls more quickly to increase productivity and improve the caller's satisfaction level.

Call Center Agent features:

- Call Control Functions - Auto Answer, Hold, Transfer, Conference and Supervisor Escalation
- Agent State Control Functions- Agent Login/Logout, Ready, Not ready and Wrap Up
- Auto Screen Pop-Ups - Incoming calls pop up on a Web interface showing information associated with the incoming call
- Auto Dialer - Via Outbound Click-to-Dial and Outlook Directory Integration
- Agent Activity Report - Agents can see real-time statistics directly on desktop
- Call Logs and Enhanced Call Logs - can be assigned to Auto Attendant, Call Center and Hunt Groups



Agent Activity Report

Corporate Telecomm is a nationwide IP-based network provider that, thanks to a nationwide, high-performance IP network and CLEC footprint, delivers enhanced IP applications to small and medium-sized businesses.

## Call Center Supervisor

With the Call Center Supervisor client application, supervisors gain superior management capabilities to monitor agents to determine training gaps and requirements. With the advanced reports available through the Call Center Reporting solution, supervisors can determine appropriate staffing levels to manage costs while still effectively handling busy hours. The Call Center main interface is generic for both client applications. Some of the functionality is available only to the supervisor.

Make Your Move. Call Us At (866) 452-7248 To Find Out More About Enhanced Call Center And The Entire Portfolio Of Corporate Telecomm's Services.

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