

# CLOUD CONTACT CENTER

No matter your call volume or number of agents, the **hellospoke** contact center is ready to deliver.

Having your contact center in the cloud means you always have the latest and greatest. No more hardware upgrades. Low start-up costs. Reasonable ongoing monthly fees. Plus:

- **Ease of use** – the intuitive browser-based interface gets agents and supervisors up to speed and productive fast
- **Location independence** – agents deployed anywhere creates virtual contact centers with office, home, and remote locations
- **Flexibility** – contact centers can easily adapt to business changes, adding agents and features quickly and easily
- **Cost control** – eliminate capital expenditures and reduce IT overhead
- **Quick time to market** – contact centers are up and running faster than deploying on premise solutions
- **Peace of mind** – experts maintain the contact center technology and infrastructure so you can focus on your core business

**hellospoke's Cloud Contact Center is a multi-tenant carrier-grade cloud contact center solution offering multi-channel interaction delivery to an agent's universal queue. It includes interactive voice response (IVR), outbound dialing, call and screen recording, real time monitoring and analytics, historical reporting, and advanced integration capabilities.**

## Multi-Channel ACD with Universal Queuing (UQ)

hellospoke's contact center provides queuing and routing for all communication channels including phone, voicemail, email, fax, text message, social media, web chat and more. All customer communication channels are seamlessly blended into a single queuing and routing intelligence (the 'UQ'), and all follow the same call flow and routing rules. Forms-based tools define routing rules, and simple GUI scripting tools enable advanced data-driven and skills-based routing plans. In addition, all channels are tracked and managed inside a single database. This gives a 360-degree view of all customer interactions.

## Integrated Self-Service

This platform offers self-service using built-in Interactive Voice Response (IVR) to automate contact center interactions. The IVR scripts can be designed with the Designer scripting tool and can be fully integrated into the call routing procedures, offering a unique blended approach between self-service and agent assisted services. The IVR can be extended with natural speech recognition and text to speech engines. As a unified part of the contact center, one simple GUI design tool is used for both the IVR and the routing parameters, providing seamless integration of the IVR scripts into the routing of the calls.

## Recording and Quality Monitoring

For quality monitoring, calls can be recorded selectively based on a variety of factors such as agent profile, group, and skills. In addition, all calls can be recorded to meet compliance with legal, government, or industry requirements. The agent can also start and stop recording as desired.

## Agent Interface

Contact center agents are provided with an intuitive and unified interface, TouchPoint, for managing all customer interactions. The web based agent client is based on the newest HTML technology and is cross-browser capable. The interface footprint is flexible, it can be configured to collapse to a “side-bar” footprint, used full screen, or easily work with two monitors. The components of the interface can be configured on many levels, at the end-customer/tenant level, group, team or role based configuration. The agent client also includes a built-in soft phone that can be used as a stand-alone client, or the agents have an option to use either IP phone or traditional phone. It can be easily integrated with CRM or other critical business applications, and solution providers and customer organizations can add their own business logic and processes to the highly extensible agent interface.

The agent interface also includes the Mini Wallboard, a UI gadget which provides real-time communication statistics directly to the Agent. TouchPoint allows configuration of the Wallboard gadget so that queue, agent, and group statistics important to your contact center are displayed.

## Supervisor Interface

Supervisors are specialized agents that, in addition to having full agent interface capabilities, have a real time view of all contact center activities and access to historical reports. Additionally, supervisors can monitor agents in silent mode on all communication channels and can whisper coach or actively participate on a telephone or web call.

## Reporting

Highly customizable and widget-based Dashboard provides real time reports and comprehensive 360-degree view of customer interactions. Many standard reports are pre-configured out of the box. The platform also stores data on all call-related and agent-related events for historical reports. The optional Analyst module can be used to build instant ad hoc reports or to create new standard report layouts complete with OLAP operations including filters, drill downs, roll-up, and pivots. The interactive user interface enables supervisors and call center administrators to easily create, view, and share reports from anywhere using a browser. Secure role-based permissions ensure users see only data they are authorized to see.

## Outbound Dialing

A state-of-the-art outbound dialer complete with campaign management tools. Dialing modes include preview, progressive, predictive, and IVR. Advanced algorithms based on real-time massive simulation are used to dynamically control the pacing, enabling compliance with abandoned call regulations without sacrificing agent productivity.

## Integration to Skype for Business

The hellospoke cloud contact center provides a TouchPoint Skype for Business Connector to exchange presence information and provide easy integration to the enterprises back office. This allows an agent to have synchronized presence with the enterprises Skype for Business deployment. An agent can see back office specialists presence, transfer and conference call to enterprise specialists facilitating “one and done” scenarios with their customers. With the Skype for Business integration an agent also has the option to leverage the Skype for Business phone as an alternative device for delivery on inbound contact center calls.

## Integration Capabilities

We are able to integrate CRM and ERP systems within the application environment. By leveraging the platform’s administration API set and a Gadget and Notifications technology that supports two-way client side integration, the cost and complexity of customer-specific integrations is reduced and the supervisor and agent interface is highly extensible. A simple, easy to use library of out of the box gadgets, which are configurable UI components, is available and the Gadgetory provides the integration framework to create custom gadgets for a wide range of integration requirements.

Give us a call and see how **hellospoke** can transform the way you communicate.