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CC

Call Center for advanced call handling to one or more call-groups.

■ In short

Flexi Call Center (CC) clientbased system for advanced call handling of incoming calls to one or more groups.

Incoming calls can be priorotized by customer and skill level of logged on agents. Flexi CC has all the features of a modern CC, including Callback, multiple languages, Wallboard, Back-office, overflow etc.

■ Flexi CC and CRM

Flexi CC offers integration to any CRM-system for identify calling customer when call is registered.

Identification can be made by calling-id or by DTMF input, for intance customernumber.

When customer has been identified, customer name is shown in queue-list for all agents.

When call is assigend to Agent a pop-up transaction is sent that opens current customerform, this can be combined with apropriate prehandling, so that Agent has time to prepare before the call.

■ Auto attendant

Flexi CC offers many different functions to streamline the queuehandling.

Caller is always given a queuesummary i.e current queue position and calculated wait-time.

During queueing different pre-recorded messages can be played informing caller about opening hours etc.

Caller is informed about current queue position with even intervalls.

■ Flexi CC how it works

As soon as a call is placed in queue, check for any free logged on agents is made.

If there are more than one free agent, the agent with highest competens is assigned the call.

If the agents has the same competens, agent that has been free the longest is assigend the call.

As soon as the call reaches queueposition 1, the call is transfered and connected when answered.

Flexi CC can instruct the caller to hangup and remain in queue i.e Callback.

Any Queue can be configured to utilize Back-office function, which means that certain Agents only recieves CC calls when either the number of calls in queue or the current wait time reaches a preconfigured value.

Customer that calls again within a configured time, is automatically assigned to the previous agent.

Flexi CC with new graphics

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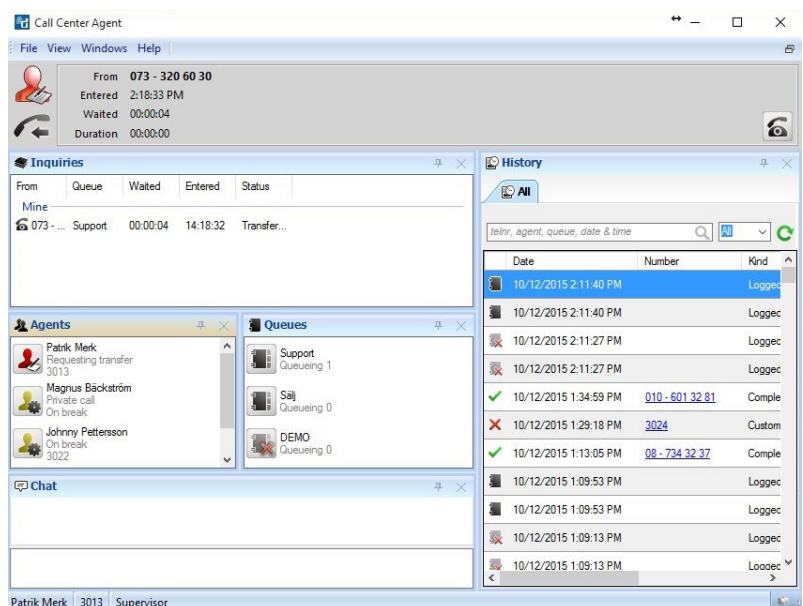
■ Key benefits

•Compatible with most PBX's
• Wallboard
• Web-based administration
• SIP-integration
• CallBack
• Built in Chat function
• Agent history
• Playback of queue position and wait-time
• Remembers previous assigned Agent
• Supervisor functionality
• Scalable - *suits any need, can grow easily*
• Advanced statistics,
  dynamic reports
  scheduled reporting (mail)
• Supports several languages
• Runtime configuration/deployment

■ Flexi has more to offer...

• Flexi Presentity – *referral and Voice Mail with IVR, webinterface, Apps, Phoneconference, PC-Operator*
• Flexi Tid – *IVR based timebooking*

■ Technical overview

Operatingsystem server - *Windows 2012*

Operatingsystem Agent - *Windows 7/8/10*

Databasengine - *MS SQL*

PBX's - *Mitel A400, Aastra MX-One and Avaya IPO*

Interface telephony - *SIP*

Interface CTI - *TAPI, CSTA and Corba*

Interface CRM - *http, xml, ODBC, TCP/IP etc*

Interface Pop-up - *http, xml, TCP/IP, SOAP etc*

Number of channels - *2-250 per system*

Web-based administration - *Yes*

Integration to refferal system - *Yes, Flexi Presentity*

Graphical interface Agent - *Yes, client*

Client "mini-mode" - *Yes*

Built in Chat - *Yes*

Combine with Flexi ACD - *Yes (in the same queue)*

Max number of queues - *Unlimited*

Max number of concurrent qued calls = *Voice lines*

Queue priority - *Yes, per queue*

CallBack - *Yes*

Back-office - *Yes*

Warning when logging out - *Yes, if last Agent*

Competens per agent - *Yes*

Customer priority - *Yes, within same queue*

Dynamic priority - *Yes, 3 levels*

Pre- and Post handling - *Yes, per Agent*

Max waittime- *Yes, configurable*

Busy prompt - *Yes*

Repeatable queue messages - *Yes, 8 different*

Queueposition and estimated waittime - *Yes*

Option to leave queue - *Yes*

Overflow - *Yes*

Put on hold music - *No*

Supervisor - *Yes, licensed*

Realtime monitoring- *Yes, seperate client (Wall Board)*

Multiple languages - *Swedish/English/Norweigan/Finnish*

■ Datatal as supplier

Datatal AB, based in Visby, has since 1991 developed systems for computer aided telephony and currently have 13 employees. Over 900 systems have been delivered to both large and small companies and organizations in various industries. The Flexi product family offers a variety of solutions based on inhouse developed products. For more information visit www.datatal.se.

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