



eCloud Call Center™

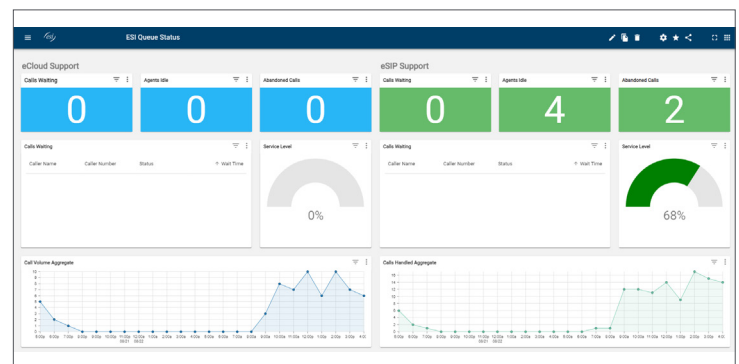
Enterprise-Level Analytics, Reporting, and Performance Tracking



Organizations using the *ESI eCloud PBX™* solution can now optimize their customer interactions with the *ESI eCloud Call Center™* package. Enterprise-level features provide access to in-depth reporting, analytics, voice and SMS-enabling queues, and customizable real-time performance dashboards to track call queue and agent activity. Maximize customer satisfaction by analyzing caller sentiment to quickly identify areas needing extra attention or follow-up. Agents and Supervisors using the web-based softphone, *Webphone™ for Call Center*, have full call handling capabilities and graphed user statistics, plus easy access to queue information and call disposition. With the powerful *ESI eCloud Call Center™* solution, businesses of any size can bolster customer service levels and increase satisfaction for their valuable customers.

Call Center Analytics

- This feature allows the creation of real-time performance dashboards (i.e. Wallboards) to track activity.
- Select the data you want displayed on the dashboards to see the most important data updated throughout the day.
- Created dashboards can be shared with other Agents & Supervisors within the organization.



Webphone for Call Center

- Agent or Supervisor Users
- Display Queue Information
- Graphed User Stats
- Call Dispositions (I/O calls)
- Call Park & Retrieve

SMS-Enabled Queues

- Allows queues to accept SMS (text) messages where Call Center Agents will handle the text conversation.

Manage Queues by User

- True count of people in queue
- Honors active Answering Rules

Call Transcription

- Recorded calls are converted to text and can also be downloaded in the *eConsole™* dashboard.
- Recording playbacks are synced with text.
- Conversation text is separated by User.

Sentiment Analysis*

- Color-coded, Word-based ratings: Positive, Negative & Neutral Sentiments (Note: contextual or inflection-based sentiment is not reflected within the conversation analysis).
- Accessible via the Call Recording icon, located in the Call History area of the *eConsole™* dashboard.
- Analytics will attempt to quantify overall mood from the text itself by using colors to illustrate the various segments of the call.
- Managed by Call Center Supervisors or Office Managers

The screenshot displays two main components of the eConsole dashboard. The top component is the 'Call Transcript' window, which shows a search bar, a list of speakers (Carlos Harris and (214) 4-XXXX), and a list of sentiments (Positive (7), Neutral (6), Negative (0)). The transcript text shows a conversation where the customer expresses satisfaction with the support team, and the agent offers to look up an account number. The bottom component is the 'Call History' table, which lists call records with columns for From Name, From, QOS, Dialed, To, QOS, Date, and Duration. The table shows two call records: one from CAMERA and one from McGehee.

* Included as part of Call Center Agent & Call Center Supervisor seats.

ESI eCloud Call Center™ Features

Call Center Agent

- Agent Log-in & Log-out
- Track Call Disposition in Call Records
- View of All or Specific Queues with:
 - Active Calls
 - Call History

Call Transcription & Sentiment Analysis*

- Color-Coded by Sentiment
- Recordings Converted to Text
- Synced Playback with Text
- Transcriptions Sorted by User

Webphone™ for Call Center

- Agent or Supervisor Users
- Display Queue Information
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Queues

- Advertisements & Queue Message Support
- Call Queue Types:
 - Linear, Linear Cascade, Ring All, Round Robin (Longest Idle Agent)
- Multiple Simultaneous Queues
- Music on Hold
- Queue Callback
- Queue Statistics
- SMS-enabled Queues

Queue Routing

- Multi-Language Support
- Skills-based Routing
- Source-based routing
- Standard IVR (Unlimited Levels)
- Time-based Routing
- Unlimited Number of Queues

Reports

- Abandoned Calls
- Agent Availability
- Agent Stats
- Dialed Number Stats
- Queue Stats
- Scheduled Email Reports

Statistics (also included in Reports)

- % Service Level
- % Dial Transfers
- Abandoned Calls (actual & adjusted)
- Abandoned Rate (actual & adjusted)
- Available Minutes
- Average Answer Speed
- Average Calls Waiting
- Average Handle Time
- Average Hold Time
- Average Talk Time
- Calls Forwarded
- Calls Handled
- Calls Offered (actual & adjusted)
- Calls to Voicemail
- Call Volume