

Web Based Platform

- No software to install, just point your users to their web browser.
- Compatible with Mac, Windows, Linux, Smartphones, and Tablets.
- Quickly deployed and Zero downtime needed for updates.

Advantages

- Fully web-based software, can be hosted or placed on premise
- Updates can be performed on-the-fly, without interrupting users
- Skills per agent, weights per queue, priorities per queue
- Realtime Audio/Visual, SMS, and Email based user-defined alerts
- Virtualization support
- Powerful Call Scripting Engine with advanced logic
- Blended outbound/inbound dialer ACD functionality
- ACD routing
- Email ACD routing
- Live Chat ACD routing
- Text to Speech integration
- Powerful API for 3rd party integration
- Schedule and email any report with the EQ History Engine

Realtime Monitor

- Graphical and Tabular reports
- SMS/Email/Audio/Visual Alerts for custom thresholds
- Supervisor Chat with Agents and other Supervisors
- Call Queue Statistics
- Agent Call Statistics
- Monitor Calls
- Barge-in Calls

- Whisper to Agent directly
- View agent status with ANI and Pause Codes
- Dynamic Agent Login/Logout Manager
- Extensive Email Queue Reports
- View Calls in Queue Details with Customer info
- Parking Lot view
- Conference Viewer w/ mute controls
- Realtime Event Viewer
- View All Phone Status report (every phone on the PBX)
- Visual and Audible custom alerts
- Detailed Campaign Activity Reports
- Detailed Email Activity Reports
- Detailed Live Chat Activity Reports
- Graphical Calls in Queue and Agent Status Reports
- Pause/Un-pause Agents in 1 or all queues

Agent Toolbar

- Advanced Phone Integration and control
- Line per Queue display, with calls waiting
- Line per Email display, with emails waiting
- Line per Live Chat display, with live chats waiting
- Agent Queue status available on Polycom phone display
- Phone actions: Answer, Dial, Blind Transfer, Hangup
- Record calls on demand button
- Screen Pops and CRM Integration
- Agent scripting tool with branching/interactive flow
- PC Less Agent operation

- Parking Lot view
- Conference view
- Phone book with Global Speed Dials and User-Defined, all click to dial
- Chat with other Agents/Supervisors/Custom Groups
- Chat with online website customers (Web Chat)
- Email Queues
- All phone status view
- Custom note field, attaches to CDR
- Customer History view
- Outbound Campaign Call Dispositioning
- Call Recording Control (Permission-based)
- Custom Pause/UnPause codes per Queue
- Blended ACD call, email, and webchat queues

History Engine

- Graphical and Tabular reports
- Cradle-to-Grave Call (C2G) Reporting on-click
- 1-Click email of CDR and C2G data along with call recording
- Scheduled reports in PDF, CSV, XLS
- Agent Cradle-to-Grave Activity Reporting
- ACD Detail Reports
- Non-ACD Detail Reports
- ACD Email Detail Reports
- ACD Live Chat Reports
- SLA Reporting
- Abandoned Rate Reports
- Over 30 Tabular Reports to Customize

- Over 20 Graphical Reports all by Agent, Campaign, or Queue

Administration

- Inbound ACD Queues
- Outbound Predictive/Progressive/Automated Dialer Campaigns
- Inbound/Outbound Blended Queue Functionality
- Inbound Email ACD Queuing
- Inbound Live Chat ACD Queuing
- Skill-based Routing
- Permission-based Chat for users, with groups
- User access and permissions control
- Auto Answer ACD
- SMS/Email/Audio/Visual Alerts Configuration
- Custom Pause Code Editor
- Agent Script Editor with branching/interactive flow
- Screen Pop and CRM integration config
- Disk usage and Processes SMS/Email alerts
- Real time license usage
- 1-Click UDP/SIP Packet Capture
- Disk usage graphs
- Software Update Push Notifier
- 1-Click license update and database backup