

PBfleX flexCenter Manager- ACD

PBfleX serves as a flexible automatic communication distributor (ACD) capable of handling any number of queues and routing strategies. Phone calls & callbacks can be queued and distributed to agents and workgroups.



PBfleX



The following are our Standard Features:

Queues

- Many different queue types are supported including:
 - Group Ring Workgroups
 - Sequential Ring Workgroups
 - Round Robin Workgroups
 - ACD Queues
 - Play Time and Position in Queue
- Selected workgroup queue statistics can be viewed on the Interaction Client
- Interaction details can be viewed on the Queues page for a Supervisor
- User access can be controlled on the various pages of Interaction Client
- Support for per queue logins to auto login agents by default.

Filtered Presence

- Use presence “statuses” to track agent availability and report on time spent handling ACD interactions, and non-ACD projects. Filtered statuses give greater flexibility to managers to receive detailed reports by project or time spent on behalf of an end customer. Statuses may be filtered by user, workgroup, or role.

Supervisor Features

- Real-time supervisor pages are included with fleXComm Manager Supervisor
- May log in at facility or remotely
- Allows supervisors to monitor important statistics such as:
 - Calls waiting
 - Calls connected
 - Longest call waiting
 - Longest call connected
 - Agents logged in
 - Agents available (last period & shift)

Supervisor Monitoring Capabilities

- Listen – supervisors may select an active call, web chat or e-mail and “listen in”.
- Record – supervisors may select an active call, web chat or e-mail and choose to record that interaction.
- Supervisor Transfer – supervisors may select an interaction in queue and “drag and drop” the call onto an available agent in any workgroup to have the interaction answered.
- Supervisor Join – Supervisors can select an active call and “join” creating a conference call where the agent and customer can both hear them.
- Whisper Coaching – Supervisors can select an active call and choose to coach the agent without the customer hearing.
- Supervisor “Grab” – Supervisors may take the interaction away from an agent if necessary, and handle it themselves, or as above, transfer it to another
- True Cradle->Grave reporting

Agent Features

- Calls can be auto-connected to agents
- A different ring type can be set for each workgroup that an agent participates in Call detail information (including call duration) is available for active calls
- Various wrap-up options can be configured:
 - Time (seconds)
 - Status during Wrap-up
- Agent Statistical View on the .NET client edition
- View their own individual performance statistics for the shift or current period
- View current statistics of the workgroups they are a member of such as number of agents logged in, number of calls waiting, age of oldest call waiting and more.

For more information contact your sales representative or PBfleX direct at 866-894-1366.



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