Vuesion® QX

Cloud, CCaaS, Hybrid
Blended Omnichannel Contact Center
Auto Dialer, IVR &
Workforce Management

Benefits

- Scalable from small groups to Enterprise customers

- Callback number queuing/Virtual hold reduces hold time and increases service level

- Blended omnichannel with voice, email, SMS, web chat and auto dialer

- Enhance customer service with Skills based routing, priority routing and rules-based routing

- Increase agent productivity with call coordinated database screen pops and presence

- Improve Supervisors' efficiency with access to reporting, agent coaching, monitoring and call recording

- Integrated workforce management module for scheduling, forecasting, and planning

Efficiency and Productivity

In today's highly competitive marketplace, differences are made on customer loyalty and customer service. Every business has a need for flexible call distribution systems to increase sales and revenue. Small/medium size enterprises need the flexibility to move agents around, have simultaneous coverage in multiple groups, and maximize their workforce's skills to better serve their customers. Vuesion® Contact Center is the right choice for these companies; it is powerful yet flexible, offering skills-based call routing for maximum efficiency and productivity.

Integrated IVR

Studies have demonstrated over and over that efficient and informational call center announcements increase customer retention and customer loyalty. Vuesion announcements provide position in queue and average time to answer as well as advanced scripts for playing different announcements in several patterns with different information. Customers may record their own seasonal promotions and messages and make them part of the announcement. The IVR (Interactive Voice Response) prompts callers for their ID or account numbers used for intelligent routing and routing to the call center.

Omnichannel Features

The Vuesion Contact Center suite offers advanced features, at an affordable cost of ownership. Unleash the potential of your call center with PC desktop agent and supervisor client software, with built-in wallboards, real time statistics and intuitive presence states that clearly enhance call centers of any size. Blend various media and channels including Email, SMS, voice, Web Chat and outdial campaigns.

Supervisory & Management

With the powerful Vuesion PC software, supervisors have the features they need to manage the center and agents: Supervisors have real-time information on agents, wallboards, and threshold alarms when important events occur. Supervisors have access to call reports for tracking every performance and productivity aspect of an agent, a group and/or the entire center. Supervisors can manage their agents by changing their status, skill level and class of service dynamically.

Cost Savings and R.O.I.

The Vuesion solution provides call back number queuing, where callers have the option to leave a call back number and disconnect the call. They keep their place in queue and get a call back when an agent becomes available. While in queue, callers may opt-out by dialing another group, agent, voice mail or operator. These options provide better service to your customers, save on inbound toll calls, and maximize line usage.

Customer Experience

- Database/CRM screen pop based on ANI or IVR collected information
- Call Back number queuing
- Smart database/CRM router
- Blended Email, Web Chat, and voice queuing
- Outdial with agent disposition, call status processing and campaign scripts
- Post-call surveys with scoring

Skill Sets / Groups

- Skills based routing
- ANI/DNIS/area code-based routing
- Priority based routing
- Priority Queuing based on ANI
- Overflow to internal/external locations, other skill set, or voicemail
- Agent skill levels per group
- Agents may be in multiple skill sets
- Configurable Auto Wrap-up timeout at the end of a call
- All agents logged-off overflow, All agents busy overflow

Agents Features

- Web-based software per agent
- Ability to customize screen
- Status reason codes/resolution with text and notes
- Agent status (Login, Logout, Break, Wrap-up, Work, Meeting, Locked)
- Agents are automatically placed in Lock-out mode on ring no answer

Supervisory Features

- Real time statistics and status presence for agents
- Manage agents' states & queues
- Access to Call Reports from Supervisor desktop
- Configurable productivity thresholds
- Color-coded real-time alerts associated with agent productivity
- Color-coded broadcast messages per group or all agents
- On screen notification when a number pattern is dialed out from an agent

Announcements

- Multiple announcements per skill set
- Flexible announcements based on caller's queue time
- Play position in queue to callers (configurable)
- Play average hold time per skill set
- Opt-out of announcement

Recording / WFO

- Agent voice recording
- Recording Scoring with access history and management console
- Screen recording
- Real-time and schedule adherence
- On-demand and automatic recording
- Email recordings to supervisors and agents

Blended Omnichannel

- Voice inbound media
- Email/SMS blended queuing, distribution, and reporting
- FAX to Email blended queuing, distribution, and reporting
- Blended Web Chat queuing, distribution, and reporting

Workforce Management

- Agent scheduling (daily, weekly, and monthly
- Real-time and schedule adherence reporting and notification
- Forecasting and what-if scenarios planning
- Optimum schedules per forecast

Auto Dialer

- Agent-based Preview, Progressive and Power dialing modes
- Simultaneous campaigns
- Automated Predictive and Interactive dialer with real voice detection for higher efficiency.

Management & Reporting

- Skill set performance & service level
- Abandoned calls and numbers
- Agent status reports
- Agent performance reports
- Agent productivity reports
- Detail, summary, and charts
- DNIS and called number reports
- Cradle-to-grave call ID reports
- Export Reports to pdf, Excel
- Search filters for specific numbers
- Call resolution reports
- Select report dates from calendar
- Configurable service levels
- Email auto-reports to supervisors

Deployment Options

- On-premise
- Hybrid on dedicated Data Center
- Private cloud
- Public cloud

Deployment	CCaaS/ Cloud / Premise
Maximum Call Center users per server instance	1000
Call Recording / WFO	Yes
Callback number queuing /Virtual hold	Yes
Post-Call survey with scoring	Yes
CRM integration / call coordinated screen pop, advanced	Yes
Agent Preview, Progressive and Power dial	Yes
Predictive and interactive auto dialer	Yes
IVR with multi-level scripting and information collection	Yes
WFM (Scheduling, Forecasting, Adherence, KPI Scoring)	Yes

Call control keys for quick transfer, answer, record, chat, provide advanced features from a familiar and intuitive web-based user interface.

Real time wallboard display s group and agent information. See how many customers are calling, how long they stay on hold, how many hang up while in queue, callback, service level,

Presence management with visual indication provides the tools for accurate call handling. See who is on break, on a call or Email, call duration, and agent statistics.

Apps

Cindy Lee ▾
Id: 8001 Ext: 2001

Customer Service : 2201

Licensed to:Vuesion Sky Demo B

≡ Queues ∨
Conference
Transfer
Hold
Release
Answer

Make a call

→ Inbound History
← Outbound History

Statistics

Today

Search for an agent...

PRESENCE VIEW   DETAIL VIEW

| Ashley Bailey | Bob Brown | Cecilia Rivera | Cindy Lee | Doug Morris | Laurie Wheeler |

Calls

Status	Called	Caller	Information	Queue	Duration
Connected	2001	2008	Bob Brown		00:00:40

Queues

Queue Name	In Q.	Longest	Active	Handled	ABN	CBK	SLA	Ready	Signed-In
∨ Customer Service	1	00:00:28	0	58	3	5	92%	0	4
∨ Sales	0	00:00:00	0	35	2	0	94%	0	3
∨ Email/SMS									
∨ Web Chat									

Real time dashboard, analytics and reporting are at Supervisors' fingertips. Web-based user interface makes it easy to view from anywhere. And from any device.

A B

Ashley Bailey
ACD Supervisor

REPORT   CHARTS

Reports   ‹

Agents   ∧
  Performance
  By Queue
  States
  State Reasons
  Activity
  Channel Activity
  Resolution
Voice Channels   ∨
Email Channels   ∨
Web Chat Channels   ∨
Surveys   ∨
Campaigns In   ∨
Campaigns Out   ∨
WFO   ∨
WFM   ∨
Stations   ∨
Tenants   ∨
All Calls   ∨

Agent Performance Summary Monthly
2021-01-01 - 2021-01-30

Name	ID	In Calls	Out Calls	Total Calls	Emails	Web Chats	Total	In Time	Ready Time	Working Time	Off-Work Time
2021-01		488	29	521	90	88	699	78:39:47	340:10:03	54:07:11	15:17:14
Ashley Bailey	8010	0	1	2	2	0	4	0:00:00	121:52:20	1:41:59	0:17:34
Bob Brown	8008	364	14	381	7	25	413	46:43:45	131:59:21	7:20:50	0:18:32
Cecilia Rivera	8004	2	5	7	0	0	7	0:01:44	7:11:36	0:00:00	0:00:00
Cindy Lee	8001	122	9	131	81	63	275	31:54:18	79:06:46	45:04:22	14:41:08

Agent Summary

- In Calls
- Out Calls
- Direct In Calls
- Emails
- Web Chats

Agent Time Summary in Hours

- Ready Time
- Working Time
- Off Work Time

Performance

In Calls   Out Calls   Direct In Calls   Emails   Web Chats