



Self-service in your hands.

Why WAIT for Your Contact Center Needs?

10/27/16

Agenda

- Who Are We?
- How to Modify Your Call Routing and Why?
- Customized Campaigns – Have It Your Way
- Auto Attendant – Why Settle for One Flavor?
- Real-Time Reporting – How Well Is My Contact Center/Agents Performing?
- Taking Control of Your Toll Free Numbers



COMPANY BACKGROUND

We bring the power of cloud and software to business communications.

Overview



WHO WE ARE

A **Cloud Communications Provider** offering a powerful platform for businesses wanting to do more with their communications.



OUR MISSION

To transform business communications and unleash the power of the **cloud** and **software** to give customers unprecedented control over their communications.



WHAT WE DO

The Atmosphere[®] platform provides a suite of business communication services including **voice**, **messaging** and **contact center solutions** for enterprises and contact centers without the restraints and complexities of a telecom network.

Atmosphere Offers Customized Contact Center Solutions in the Cloud



Interactive Voice Response (IVR)

- ⌚ Rapidly deploy inbound & outbound IVR applications
- ⌚ Dealer locator provides a simple interface for consumers to find closest location
- ⌚ Easily integrate with your CRM and/or fulfillment platforms
- ⌚ Custom features, including: surveys, speech recognition, credit card activations, emergency alerts, reporting and more



Call Routing

- ⌚ Route calls based on business needs
- ⌚ Make immediate changes to routing strategies
- ⌚ Live-monitor any call within any contact center
- ⌚ Retain control over Toll Free numbers
- ⌚ Virtually manage contact centers from a single location



Virtual Predictive Dialer (VPD)

- ⌚ Automated Dialing Efforts
- ⌚ Seamlessly transition calls from automated systems to agents
- ⌚ Manage multiple dialing campaigns, agent groups and locations from centralized controls
- ⌚ Real-time lead updates
- ⌚ Call recording capabilities



Virtual Automated Call Distributor (VACD)

- ⌚ Skills-based routing to decrease call transfers, escalations and call backs
- ⌚ Automated “in queue” call back
- ⌚ Real-time monitoring and coaching functionality
- ⌚ Integration with 3rd party CRM and Databases
- ⌚ Virtually manage contact centers from a single location

HOW TO MODIFY YOUR CALL ROUTING AND WHY?

Time-based Routing

Day	Open	Close	Name
ALL			Default

Name:

Timezone: **Eastern** ▼

Start: End:

Monday Tuesday Wednesday Thursday

Friday Saturday Sunday

Add TimeSlot Remove

Routing Sequence

Rank	Type	Passes
1	Percent	Unlimited

Unlimited ▼

Percent ▼ **Add** **Remove**

- Round Robin
- Sequential
- Percent**
- Random Percent

Associated Destinations

Percent	Name	Gate ID	Type
50	Call Center A		Destination
35	Call Center B		Destination
15	Call Center C		Destination

Destination ▼ **Call Center C** ▼ **Add** **Remove**

Name: Call Center C

Allocation:

Caller ID: **Destination Setting** ▼

Attempts: **1 Attempt** ▼

Save Strategy **Copy Strategy** **Delete Strategy** Changed By: araperthy At(user time): 2015-10-06 10:14:05

Audio

All

Name
01FocalinIU4
1000fabtestrere
100__Pure_Garcinia_Cambogia_CS_Greeting_030614
1st_Hold_Message
20150121104144_vturner_OneBack1-21emma
20150121120559_JRitchie_VAPOS LIM
20150121120624_JRitchie_TESTOMAX200
20150121153434_vturner_E-Tags1-21emma
2nd_Hold_Message
3
5040050
AbBlaster_Desc
AbBlaster_name
adaer1243asda018_MedGuide_9_InsUse4
adaer1243asda018_MedGuide_9_InsUse_5
adaer1243asda018_MedGuide_9_InsUse_6

Intro Messages

Looping Messages

Play ringing instead of Looping Messages

Takeback Message

EndCall Message

Whisper Message

Route Failed Message

Blocked Message

Closed Message

Changed By:
At(user time):



CUSTOMIZED CAMPAIGNS

Have It Your Way

Basic

Dialer

Agent

Transfer

Call Statuses

Pause Codes

Do Not Call

Groups

Lists

Scenario ID:



Scenario Type:

Outbound

Name:

Description:

Schedule:

9 to 9

Caller ID:

Maximum Calls per Minute:

5

Default Lead Recycling:

By default multiple attempts per lead

Delay between attempts:

Days: 2

Hours: 0

Minutes: 2

Max Attempts:

3

Carrier:

Select Carrier

Script:

None

Campaign: Not Ready

Scenario: Active

Last Changed:

Calls: 09:00 - 23:00 today

Lists: 0 Active Lists with a total of 0 leads

0 Inactive Lists

0 Uncalled Leads

0 Leads To Retry

Last Agent Login:

Agent Active Time: 00:00:00

Recordings:

<< Scenarios

Save Scenario

Copy Scenario

Delete Scenario

Changed By:
At(user time):

Basic

Dialer

Agent

Transfer

Call Statuses

Pause Codes

Do Not Call

Groups

Lists

Record Calls: **Record All calls** ▼

Record Delay: 0

Recording Suffix 1: **None** ▼

Recording Suffix 2: **None** ▼

Max Ring Time: 60

Drop Action: **Play a message only - no opt-out** ▼

Drop Call Message: **Select Audio** ▼ [+]

Drop Call Seconds: 5

Drop Lockout time: 0

Dial Method: **Preview Dialing** ▼

Agent Confirm Phone Number:

Disable Skip Lead:

D4 Capture: **Disabled** ▼

Do Not Call: **Enable Global and Scenario DNC lists** ▼

Answering Machine Detection: **Disable** ▼

Lead Order: **Random Order** ▼

New Lead Priority: **Normal New Ratio (50% Recycle)** ▼

Alternate Phone Number Dialing: **None** ▼

Multiple Leads per household: **Phone** ▼

Multiple Leads Phone Back:

Reset Campaign Stats

<< Scenarios

Save Scenario

Copy Scenario

Delete Scenario

Changed By:
At(user time):

DNC Scrub

DNC Scrub [Window Title Bar]

Basic

Name:

Description:

File Name:

Status: **New**

Record Count:

File to Process:

Delimiter: ▼

File preview:

	Phone	Row1	Row2	Row3

DNC Management

Basic **Dialer** **Agent** **Transfer** **Call Statuses** **Pause Codes** **Do Not Call** **Groups** **Lists**

Phone Numbers to add/remove

Do Not Call List

Add Numbers

Remove Numbers

Upload File

Download List

<< Scenarios **Save Scenario** **Copy Scenario** **Delete Scenario** Changed By:
At(user time):

AUTO ATTENDANT

Getting Your Caller to the Right Person



Basic Modules Variables Advanced TFN/DIDs Flowchart

IVR ID: 1645

Name: Inbound Main Line

Description: Inbound Main Line

Starting Module: Inbound Main Menu

Timeout seconds: 4

Default Validation: Yes No

Status: Active

Last Changed: 2016-10-24 12:06:00

Default Prompt Type: Audio

IVR Type: GENERAL

Sub-Account: 99990010 - G5 Power Dialer Test Account

Record Calls:

Max Attempts: 2

No Input Messages

invalid_input

Invalid Messages

invalid_input

Retry Exhaust Action: Voicemail

Retry Exhaust Play Message: Yes No

Retry Exhaust Message

invalid_input

Save Basic

<< IVRs

Copy IVR

Delete IVR

Push to Staging

Push to Production

Search

#	Name	Actions
1	Inbound Main Menu Inbound Main Menu STONE-GRNG	DATA_INPUT 1 => 3 [Sales] 2 => 4 [Billing] 3 => 5 [Helpdesk] DEFAULT => ~END IVR
2	Voicemail Voicemail News_Intro	TRANSFER (TO: Gate) DEFAULT => ~END IVR
3	Sales Sales News_Intro	TRANSFER (TO: Gate) DEFAULT => ~END IVR
4	Billing Billing News_Intro	TRANSFER (TO: Gate) DEFAULT => ~END IVR
5	Helpdesk Helpdesk News_Intro	TRANSFER (TO: Gate) DEFAULT => ~END IVR

New module: -- Create New Module --

Store in Variable: --Select Variable--

Response Type: Menu Speech

Indicates the format used to interpret the caller's response

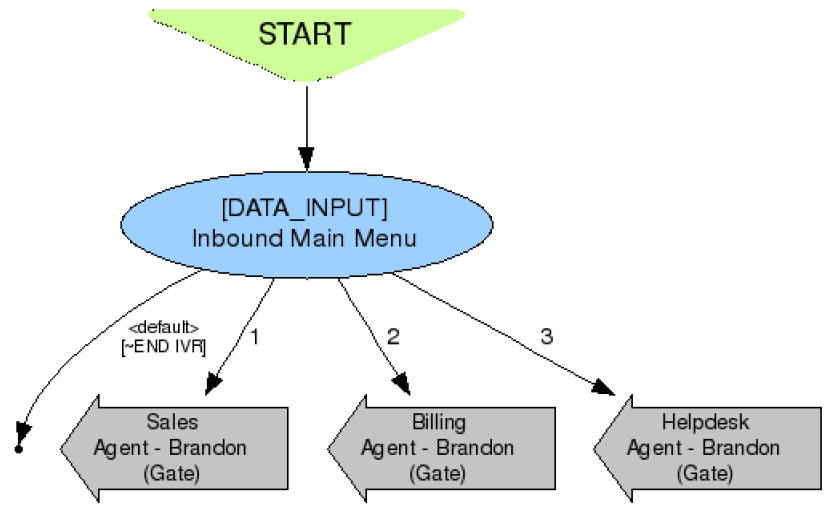
Value-Based Actions

If caller s	If caller enters	Return	Next-Action
Sales	1	Sales	Sales
Billing	2	Billing	Billing
Helpdesk	3	Helpdesk	Helpdesk

Add Action Remove Action

Save Delete Copy

Download Flowchart



A photograph of a call center with several agents wearing headsets and working at computers. The image is overlaid with a semi-transparent orange filter. The text is centered over the image.

REAL-TIME REPORTS

How Well Is My Contact Center/Agents Performing?

Select Columns

Argo

All Gates

Live Update

Search

All Locations

All Scenarios

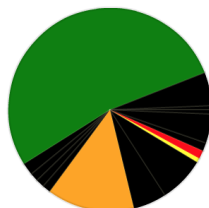
Select Pause Codes

All Statuses

Reset Window

ID	N...	Lead	Calls	Custom 1	Total Talk	Wait Time	Login Time	Pause Time	Disposition Time	Util	Skill	St...	State	Type	Inbound DNIS	Last...
20400	Sarah		24		02:13:34	00:00:55	02:53:04	00:11:52	00:03:57	77.18	C_GC	00:22	Lunch	Agent		2016-10
20401	Elizab		0		00:00:00	00:09:34	00:35:57	00:00:11	00:00:00	0	CS_D	00:26	Manager	Super		2016-10
20402	Tamm		1		00:00:20	00:00:03	03:23:48	03:18:27	00:00:00	0.16		00:04	Manager	Super		2016-10
20402	Elizbe		0	ha-liz	00:00:00	00:02:58	00:11:48	00:07:48	00:00:00	0	CS_B	00:01	AVAILABL	Agent		2016-10
20402	Emme		16		01:16:27	00:52:27	02:48:38	00:09:39	00:22:02	45.34	CS_A	00:07	ENGAGED	Agent	8003722201	2016-10
20402	Heidi		4		00:03:05	00:04:21	01:04:29	00:54:48	00:00:14	4.78	CS_A	00:01	ENGAGED	Agent	8002176708	2016-10
20402	Tracy		0		00:00:00	00:00:02	05:16:01	04:23:44	00:00:00	0		00:52	.CB	Super		2016-10
20402	Julien		0		00:00:00	00:00:01	02:31:17	01:25:40	00:00:00	0		01:05	Manager	Super		2016-10
20402	Erica		5		00:40:36	00:00:13	05:13:27	04:27:20	00:01:48	12.95	C_GC	00:03	Break	Super		2016-10
20402	Diane		43		03:47:14	00:01:55	04:10:47	00:08:14	00:10:21	90.61	CS_B	00:02	ENGAGED	Agent	9543570313	2016-10
20402	Kathe		2		00:11:26	00:00:03	01:30:13	00:44:25	00:00:00	12.67	CS_B	00:34	Manager	Super		2016-10
20402	Steph		2		00:16:14	00:59:21	01:53:27	00:32:03	00:00:08	14.31	L_EAR	00:05	Break	Agent		2016-10
20402	Brend		24		02:52:29	01:02:48	04:14:05	00:12:53	00:04:03	67.88	CS_B	00:01	ENGAGED	Agent	4132525087	2016-10
20402	Danie		54		06:26:46	00:23:06	07:10:42	00:14:56	00:02:54	89.8	CS_B	00:02	ENGAGED	Agent	8555111338	2016-10
20402	Curtis		4		00:14:46	00:00:09	00:16:18	00:00:05	00:00:29	90.59	CS_B	00:00	DISPO	Agent	5614059583	2016-10
20404	Christ		1		00:00:00	00:00:06	00:04:15	00:00:10	00:00:00	0	CS_B	00:03	ENGAGED	Agent	8555111598	2016-10
TOTAL	151	21	3254		00:40:42	44:14:04	66:09:10	70:27:55	13:01:39							

Total Status Breakdown (# Agents)



Selected Agent:

Monitoring:

Logout Agent

Barge In

Listen

Coach

Stop

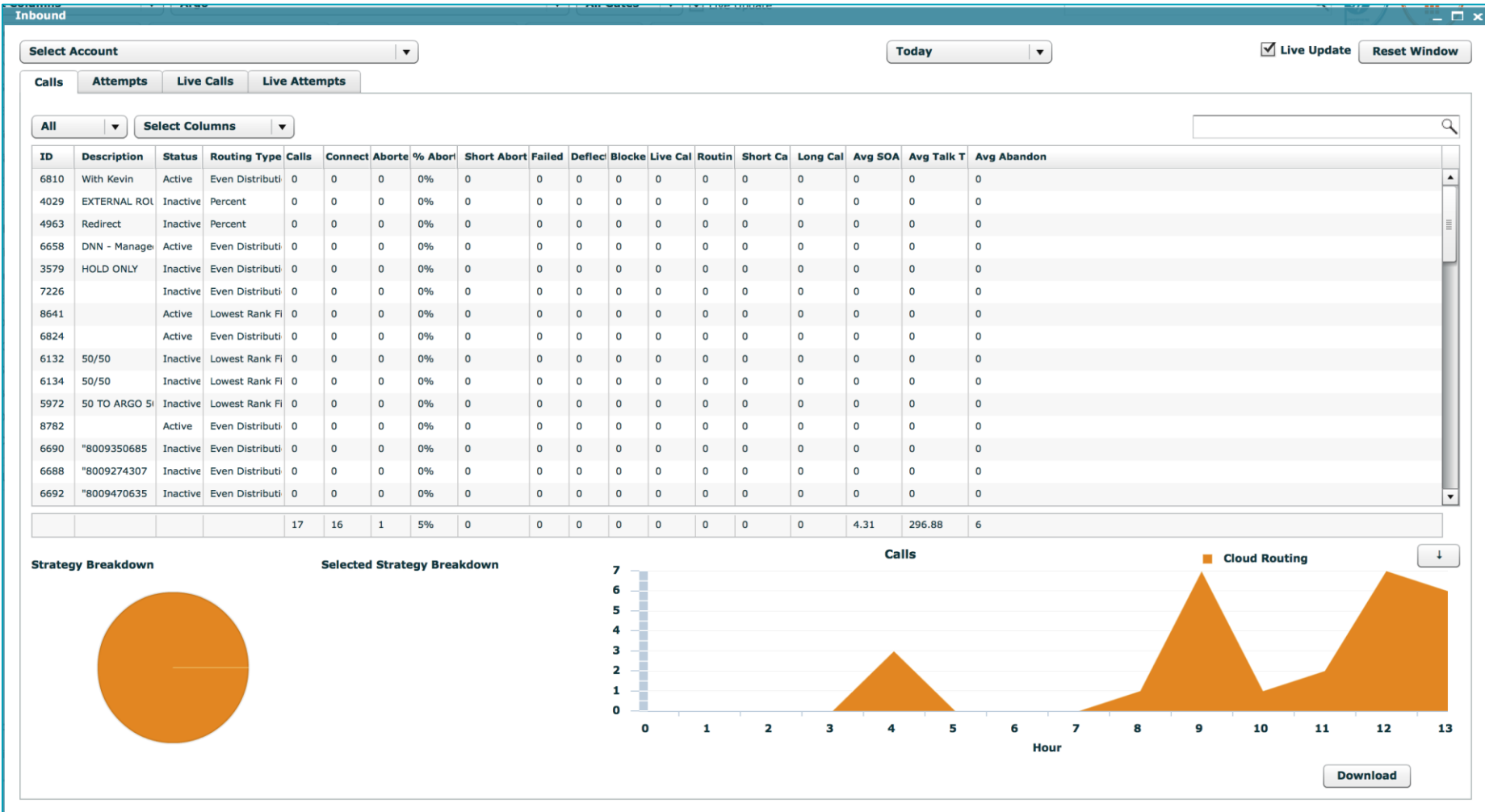
Phone:

Ext: SIP

Pause Agent

Live Gate Assignment

Download



Select Account

Select Gate Group

Today

Live Update

Reset Window

Calls Today Live Calls

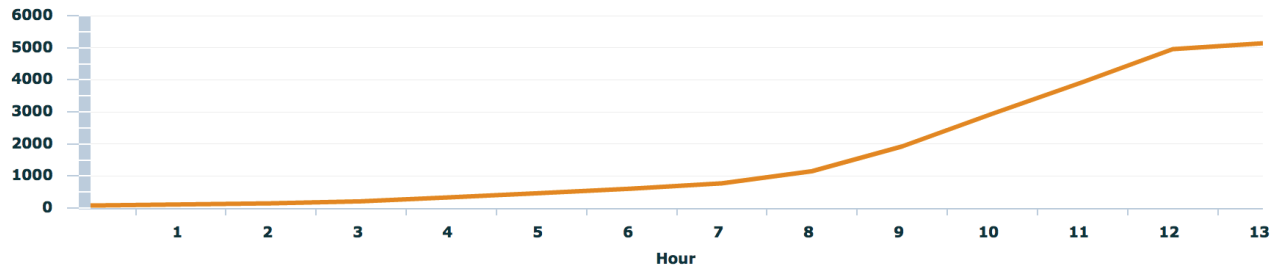
Select Columns

Search

ANI	TFN/DID	Queue Time	Start Time	Agent ID	Gate ID
447847565138	5614059523	0	2016-10-24 13:10:07	2042163	7024
4087386649	3055212972	0	2016-10-24 13:08:04	2042724	9207
5126882783	3055214004	0	2016-10-24 13:07:43	2042476	9375
5203906009	5612291550	0	2016-10-24 13:06:57	2042736	8959
6195932648	8003722201	0	2016-10-24 13:05:36	2041160	9209
6233273655	5612316672	0	2016-10-24 12:51:50	2041589	7795
3604577358	8002176708	0	2016-10-24 13:03:55	2040218	2697
3363449344	3055212969	0	2016-10-24 13:09:46	2042746	9201
7056493521	5619220645	0	2016-10-24 13:01:43	2041237	10374
8564301639	8662098906	0	2016-10-24 13:05:45	2042470	8785
7145454640	8555111598	0	2016-10-24 13:04:00	2040428	5598
9058484049	7542031220	0	2016-10-24 12:53:49	2040452	6012
		0			

Active Calls

Calls Today



Monitoring:

Barge In

Listen

Coach

Stop

Phone:

Ext:

Paused Agents

Send Call to Agent



TAKING CONTROL OF YOUR TOLL FREE NUMBERS

TFN/DID

Select Account: All Modules:

Select Metadata Columns:

Search Numbers: Limit To:

888

<input type="checkbox"/>	Account Name	Number	Orig DNIS	Currently Active	Start Time(EST)	End Time(EST)	Description	Type	Assigned
<input type="checkbox"/>	Advantone - All modul	8885198610		No			Demo only TFN ? Not	Cloud Routing	Dorso 3483
<input type="checkbox"/>	Advantone - All modul	8885198614		Yes			Demo Only TFN Not Pe	Cloud Routing	
<input type="checkbox"/>	Advantone - All modul	8885207971		No			Demo only TFN ? Not	Cloud Routing	
<input type="checkbox"/>	Advantone - All modul	8885238249		No			Demo only TFN ? Not	Cloud Routing	Eric Test 45
<input type="checkbox"/>	Advantone - All modul	8885252939		No			Demo only TFN ? Not	Cloud Routing	
<input type="checkbox"/>	Advantone - All modul	8885278816		Yes			points to out01.advan	ACD	Andy Gate
<input type="checkbox"/>	Advantone - All modul	8885323803		No			Demo only TFN ? Not	Cloud Routing	
<input type="checkbox"/>	Advantone - All modul	8885921879		Yes			DR - Test Number	Cloud Routing	Knuds Strategy
<input type="checkbox"/>	Advantone - All modul	8885677312		Yes			8885677312	IVR-Advanced	Joe Bell Test IVR

Selected **0** number(s) of **23**

Update the Original DNIS for the 0 number(s) above:

OR

Import Original DNIS from a file:



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THANK YOU!