



## Clearspan Call Center

### Product Overview

Clearspan Call Center provides an integrated, full-featured solution for managing customer contacts and allows businesses to establish technical assistance lines, customer support numbers, or order-taking centers. Call Center enables calls received by a single phone number to be distributed among a group of user, or agents regardless of location and provides an intuitive, graphical interface for managing calls and queues.

Call Center builds on the basic Hunt Group hence, call centers inherit all of the characteristics of the Hunt Group and are also provided with sophisticated call-handling features like queuing, music on hold, etc.

Incoming calls are handled according to the selected policy. Policy options include:

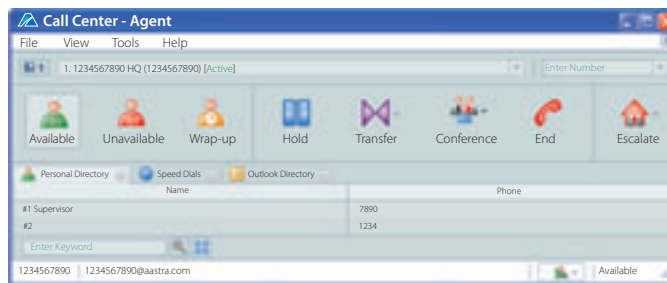
- » Uniform call distribution
- » Weighted call distribution
- » Skills-based call distribution
- » Linear hunt group
- » Circular hunt group
- » Simultaneous ringing

### Call Center Agent/Call Center Supervisor

Within the single application, there are two modes of operation: one for Call Center agents, and one for Call Center supervisors. The mode is determined when a user logs in, according to the license the user has been granted on the Clearspan Application Server.

- » **Agent mode** – interface which allows users to answer calls in the queue, to transfer calls back to the queue, to make outbound calls, and to manage their availability. Agents can also escalate calls to a supervisor on duty.
- » **Supervisor mode** – provides all the capabilities of agent mode with the additional abilities to monitor the status of all agents in the Call Center, to barge in silently on active calls, and to examine statistical reports on Call Center activity and queue size.

#### Call Center Agent

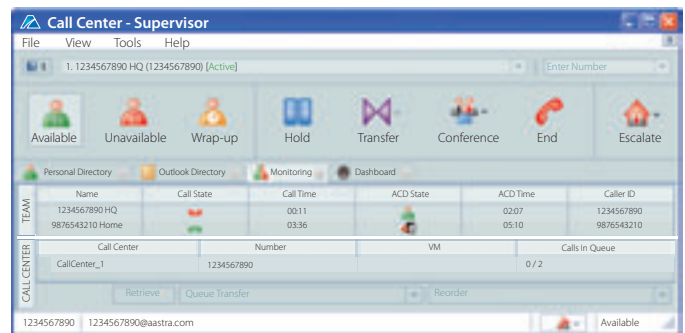


Clearspan Call Center expands call centers' capabilities by delivering a true remote agent solution. Call Center Reporting provides critical data to manage the center and increase customer satisfaction.

The Clearspan solution embodies the true meaning of Unified Communications, combining all end-user communication tools into a single, integrated, enterprise-wide infrastructure accessible from any device for dramatically increased productivity.

Add Call Center to the network through a simple software license file with no costly hardware upgrades. All Clearspan applications run on the same platform, use a common interface, and can be added to the network at anytime. Easily deployed and managed, it provides immediate impact.

#### Call Center Supervisor



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## Call Center Key Capabilities

The table below represents a sampling of the key capabilities of Clearspan Call Center

Capability	Description
Call Queuing	When all call center agents are busy, incoming calls can be queued until they can be presented to an available agent.
Overflow	When a call center cannot accept any more calls, incoming calls can be forwarded to an overflow phone number.
Night service	Calls received after-hours or on non-business days receive a service menu of options allowing a caller to leave a voice message or transfer to an emergency number.
Configurable Music on Hold	The queued callers are provided with music or advertisements between periodic announcements.
Voicemail	If there are no agents to handle an incoming call or the call goes unanswered for a specified amount of time, the call can be forwarded to a call center voice mailbox.
Queue Flushing	When all agents in the call center group log out, queued calls are automatically sent to the call center group voice mailbox.
Queue Escape	Callers who are queued can press a key to be sent directly to the call center voice mailbox instead of waiting for an available agent
Agent/Supervisor	
Agent Log in/Log off	Calls are only presented to agents who are on duty.
Hoteling	Agents can log in at any available workstation while maintaining unique user settings.
Call Control Functions	Auto Answer, Hold, Transfer, Conference, and Supervisor Escalation
Agent State Control Functions	Agent Login/Logout, Ready, Not ready, and Wrap Up. Calls are only presented to agents who are on duty.
Screen Pop-ups	Incoming calls pop up on a web screen showing information associated with the incoming call. A group-specific URL is accessed for each call.
Outlook Contact Integration	vCards from the agent's Outlook or Exchange contact database pop up for incoming calls and agents can utilize Click-to-Dial.
Supervisor Only	
Agent Monitoring	Statistics generated on individual agents (avg time on call, amt of time logged in and idle, etc.)
Supervisor Barge In	Can become an active part of agent call at any time.
Queue Monitoring and Manipulation	View calls in queue and control accordingly (transfer to voicemail, etc.)
Real Time and Historical Reports	Preset reports for effective management.

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