Tips for Existing Contact Center Users

CONTACT CENTER AGENTS AND SUPERVISORS
Did you know: A Pre-recorded Agent Greeting is available in Interaction Client?

Agents that answer all calls with the same greeting can pre-record their greeting so callers get the same pleasant greeting every time. When a call is answered by the agent, both the caller and agent hear the greeting as it automatically plays.

A Contact List is an easy way for your agents to look up and dial frequently called numbers. The list is customized to display only the information for your department and can include office, pager and mobile numbers, email addresses, titles, department and many other fields.

SUPERVISORS
In Interaction Supervisor you can create alert messages that can automatically be sent to an email address, pager, or as a pop-up on individual agent or all agent PC’s.

To reduce the cost of answering service, you can play a message with detailed office hours that callers will hear after normal business hours. An option can be provided for callers to reach your answering service, but many callers will prefer to call back during your normal business hours.

AGENTS
You can view your personal and workgroup statistics in Interaction Client by selecting the Workgroup Queue Statistics tab and clicking on Shift\Period Statistics. Statistics are displayed by Shift and by the Current Period.