Cloud Contact Center

ENABLE YOUR
REMOTE AGENTS

Provide a better customer experience (and make your life easier) with TelNet Cloud Contact Center. This cloud-based solution makes it easier to manage and distribute incoming calls to available agents, and acts as a voice traffic controller for your business phone system.

TELNET
WORLDWIDE

Improve Customer Experience

Prevent customers from reaching a busy signal or voicemail.

Promote Your Brand

Record custom messages to promote products, specials, store hours or FAQs.

Work From Anywhere

Agents can answer calls from their Webex desktop app to ensure mobility.

Key Features

Call Distribution
The queue will know which agents are available and distribute calls accordingly.

Automated Attendant / IVR
Customize call flow to route to various departments or queues. Alternate routing for after hours and holidays.

Announcements
Upload custom announcements and music on hold. Play periodic messages to alert caller that agents are assisting other customers.

Agent Phone Access
Sign-in / Sign-out of queues via phone or Webex app.

Call Presentation
Present incoming call information to agent. Differentiate queue and personal calls with distinctive ring.

Advanced Call Routing
Controls are available to automatically handle overflow conditions, bounced calls, stranded calls, emergency forwarding, etc.

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Optional Add-Ons

Optimize agent and supervisor performance with these applications

Contact Center Agent App

This desktop application empowers agents by simplifying call handling and providing visibility of queue details.

Enhanced Call Control
- Toggle agent availability state (available, unavailable, wrap-up)
- Place and receive calls, hold, transfer, drag and drop, and more

Dashboard
- Display current queue conditions (caller ID, duration, status, etc.)
- Display personal call metrics, calls in queue and abandoned calls

Improved Visibility
- View and search company directory
- View ACD state of fellow agents (available, unavailable, wrap-up, idle, DND, forwarded)
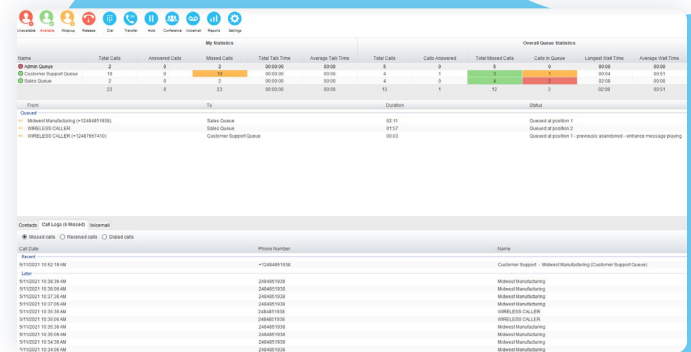
Contact Center Supervisor App

The supervisor application is a powerful reporting and management engine that gives supervisors and team leaders relevant, real-time performance information on agents and queues.

Manage Call Queues
- View activity of all queues and staffing ratios based on busy hours
- Display quantity of calls in queue

Greater Visibility
- View queue state of all agents and details of calls in progress
- View all calls in queue and dynamically assign to agents
- Silent monitoring of active or next call; barge in to active call

Comprehensive Reporting
- Access numerous real-time, historical and scheduled reports
- View dashboard with overall contact center and agent metrics
- Intuitive and easy to use interface

Get to Know TelNet Worldwide

Too many businesses struggle with communication technology that's ineffective and frustrating. **We're changing that.** Our empowering, cloud-based solutions simplify the way you communicate and collaborate.

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