KONICA MINOLTA

UNIFIED
COMMUNICATIONS

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COMMUNICATIONS
CLOUD-BASED
CALL CENTERS

FLEXIBLE OPTIONS

INCLUDED IN PREMIUM HOSTED PBX SEATS

BASIC CALL CENTER
A Basic call center is designed to provide for a single user or small group needing a simple call queue without agent sign-in or sign-out.

STANDARD CALL CENTER
A Standard call center is designed to support a normal call center environment where flexible routing options are needed and the agent's workflow dictates the need for Automatic Call Distribution (ACD) states such as Available, Unavailable, and Wrap-up. In addition, Standard call centers are designed to support deployments that require clients such as the Agent client and Reporting.

PREMIUM CALL CENTER
A Premium call center is designed to provide the most advanced set of routing and call management options to support a formal call center environment. It supports such capabilities as multiple dialed number identification service (DNIS) numbers being assigned to a single call center, agent skills levels for directing calls to more skilled agents, additional unavailable codes for when agents are not able to take calls, and disposition codes to associate with ACD calls, outbound calling, and silent monitoring of agents.

KEY
FEATURES

INBOUND INTERACTIVE VOICE RESPONSE
Callers can use an Automated Attendant to get routed to the most appropriate set of agents, with different routing options for business hours and non-business hours.

AUTOMATIC CALL DISTRIBUTION (ACD)
Intelligent call distribution selects an available agent using a combination of the agent's line state, availability setting, and skill level, or a combination of the agent's line state, availability setting, and a call distribution algorithm (direct agent hunt, most idle hunt, simultaneous ringing, weighted distribution).

QUEUING
Calls are queued with all the agents are busy, with associated entrance announcement, music, or video on hold, and periodic comfort messages played to the caller while they wait.

QUEUED CALL PRIORITIZATION
Calls in queue can be prioritized based on their time in the queue and the dialed number (DNIS).

CUSTOMIZED AUDIO AND VIDEO GREETINGS AND ANNOUNCEMENTS
Callers can receive custom greetings and announcements based on the dialed number (DNIS) when they reach a call center, when they are waiting in a queue, or when they are rerouted to alternate locations.

CUSTOMIZED WHISPER ANNOUNCEMENTS
Agents answering ACD calls can hear a custom whisper announcement before being connected to the caller. This allows an administrator to provide specific call instructions to agents prior to the call based on the dialed number.

TIME AND SCHEDULE-BASED ROUTING
Inbound calls are routed to alternate destinations during non-business hours and holidays.

CONDITIONAL ROUTING
Calls are rerouted based on various conditions, such as bounced calls, stranded calls, calls that have waited too long, and calls that reach a call center with an excessive number of queued calls.

TEMPORARY FORCED ROUTING
Calls can be automatically rerouted to alternate locations due to a temporary condition in the call center.

OUTBOUND CALLING
Outbound calls from agents can be associated with a call center, to support outbound dialing campaigns.

AGENT AND SUPERVISOR CLIENTS
Intuitive interface provides greater agent productivity and management oversight.

DASHBOARD
Real-time monitoring of agents and queues tracks current state and current performance of agents and queues.

REPORTING
Real-time and historical reports track key performance indicators (KPIs). Users have capability to schedule reports and system providers have the ability to customize reports.

THE DETAILS

FEATURE	BASIC	STANDARD	PREMIUM
Greetings and Announcements			
Entrance, M/VoH, comfort message	✔	✔	✔
Audio and/or video support	✔	✔	✔
Estimated wait time or location in queue		✔	✔
Alternate comfort messages			✔
Call Routing Policies			
Call distribution algorithms (all policies)	✔	✔	✔
Priority queuing		✔	✔
Overflow routing policies (size and time)	✔	✔	✔
Bounced routing policies		✔	✔ (enhanced)
Stranded routing policies		✔	✔ (enhanced)
Rest wait time when entering queue	✔	✔	✔
Alternate Routing Policies			
Night service			✔
Holiday service			✔
Forced forwarding			✔
Agent Availability Management			
Join/Un-Join call centers		✔	✔
Set ACD state (available, unavailable, wrap-up)		✔	✔
Automatic ACD state transition at sign-in			✔
Automatic time wrap-up at completion of ACD call		✔	✔
Unavailable codes		✔	✔

Empower your Call Center with features for responsive call flow enhancement and reporting to monitor real-time trends.

FEATURE	BASIC	STANDARD	PREMIUM
Call Presentation			
Call center name	✔	✔	✔
Calling party name/number	✔	✔	✔
DNIS name/number			✔
Calls in queue	✔	✔	✔
Call wait time	✔	✔	✔
Longest waiting call time	✔	✔	✔
Distinctive ring		✔	✔
Held call notification		✔	✔
Whisper message			✔
Last agent sign-out warning			✔
Call Handling			
Call transfers and conferencing	✔	✔	✔
Auto-answer incoming calls		✔	✔
Escalate call to supervisor (consultative)		✔	✔
Emergency escalate call to supervisor		✔	✔
Assign disposition codes to calls			✔
Barge-in on call (supervisor)		✔	✔
Silent monitor active/next call (supervisor)			✔
ACD Call Types Supported			
Inbound ACD call		✔	✔
Outbound ACD call			✔
Multiple DNIS numbers per call center (including prioritization and custom greetings)			✔
Software Client Support			
Receptionist enterprise		✔	✔
Agent		✔	✔
Supervisor		✔	✔
Capacity			
Max queued calls per call center	25	50	525
Reporting			
Reports	✔	✔	✔

COMPLETE
FUNCTIONALITY

CALL CENTER AGENT

Agents are users who have been assigned to Call Centers. The agent functionality can be split into three main types:

Call control functions

These are the functions for answering, initiating, or managing calls. They include the ability to answer/auto answer, hold, transfer, conference, dial, initiate customer originated trace (COT), and escalate calls to supervisors.

Agent availability functions

These are functions used by the agent to manage their availability to receive inbound calls from the call centers. They include Join/"Unjoin", Sign-in, Sign-out, Available, Unavailable, Unavailable codes, and Wrap-up.

Call tagging functions

This is the agent's ability to tag call center calls with a disposition code, either during or immediately after a call is completed. The disposition code is a custom tag created by the enterprise customer.

Agents also have access to real-time metrics as well as real-time and historical reports about themselves.

AGENT DASHBOARD (GUI) (Add-on feature)

Used by an agent to view real-time status of their assigned queues, the Agent Dashboard displays the name of each assigned queue as well as the number of agents currently staffing each queue. In addition, the following statistics information is provided via the Agent Dashboard pane for each assigned queue:

• Current number of calls in queue
• Longest wait time
• Expected wait time
• Average handling time
• Average speed of answer

Warning thresholds can be provisioned for each of the above items. When a "Yellow" or "Red" threshold value is crossed, the Agent Dashboard provides a color-coded indication of the crossing.

CALL CENTER SUPERVISOR

Supervisors are users who are responsible for call centers and agents who service those call centers. They can (optionally) act as agents as well. The supervisor functionality can be divided into three main types:

Queue profile management functions

These are the functions for managing the profile of a queue, for example, modifying policy settings, enabling the Night Service override mode, enabling forced forwarding, or managing agent assignments.

Queue monitoring functions

Retrieve a call, transfer a call, promote a call, reorder a call, monitor next call.

Agent monitoring functions

Barge-in, Silent Monitoring Supervisors also have access to real-time metrics as well as real-time and historical reports regarding the agents and queues that they supervise.

SUPERVISOR DASHBOARD (GUI) (Add-on feature)

Used by the supervisor to view the real-time status and performance of agents and queues they are supervising, the Supervisor Dashboard provides the following information:

Queue

• Current number of calls in queue
• Longest wait time
• Expected wait time
• Average handling time
• Average speed of answer
• Number of agents staffing the queue
• Number of agents idle
• Number of agents unavailable

Agent

• Sign-in time and duration
• Agent state and duration
• Call state and duration
• Average busy time on ACD calls
• Average busy time on outbound ACD calls
• Average wrap-up time

Additionally, warning thresholds can be provisioned for the following items:

Queue

• Current number of calls in queue
• Longest wait time
• Expected wait time
• Average handling time
• Average speed of answer

Agent

• Agent unavailable time
• Call state idle time
• Call state on-call time
• Average busy time on ACD calls
• Average busy time on outbound ACD calls
• Average wrap-up time

When a "Yellow" or "Red" threshold value is crossed, the Supervisor Dashboard provides a color-coded indication of the crossing.

PARTNERSHIP.

Konica Minolta can help give shape to your ideas and partner with you to achieve your corporate objectives.
Contact us to realize opportunities in:

INFORMATION MANAGEMENT

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Automated Workflow Solutions

Business Process Automation

Security and Compliance

Mobility

IT SERVICES

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Cloud Services

IT Security

Managed IT Services

IT Consulting & Projects

Apple Managed Services

Unified Communications

Technology Implementation
and Deployment

TECHNOLOGY

Office Multifunction Business Solutions

Commercial and Production Printers

Industrial Printers

Wide Format Printers

3D Printers

Scanners

Security Surveillance Systems

Laptops, Desktops and Computer Hardware

Servers and Networking Equipment

Managed Print Services (MPS)

Managed Enterprise Services

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