

Enhance Your Customer Experience



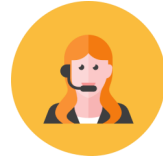
Actionable Analytics and Reporting



Real-time Contact Center Management



CRM & Third-Party Services Integrations



Agent Management & Analysis Tools



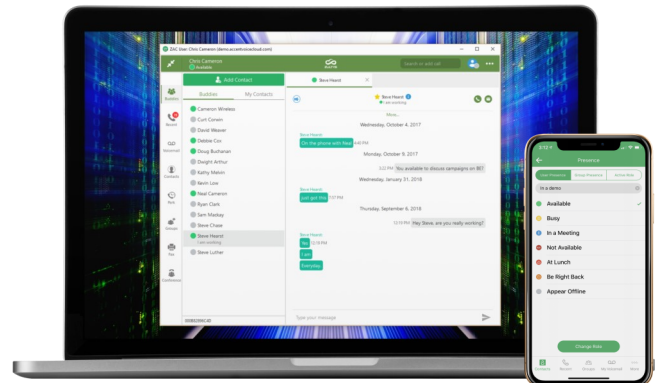
“Accent’s cloud contact center has lowered wait times, improved agent efficiency and increased our customer satisfaction scores!”

Cloud Contact Center Platform Which Delivers Results

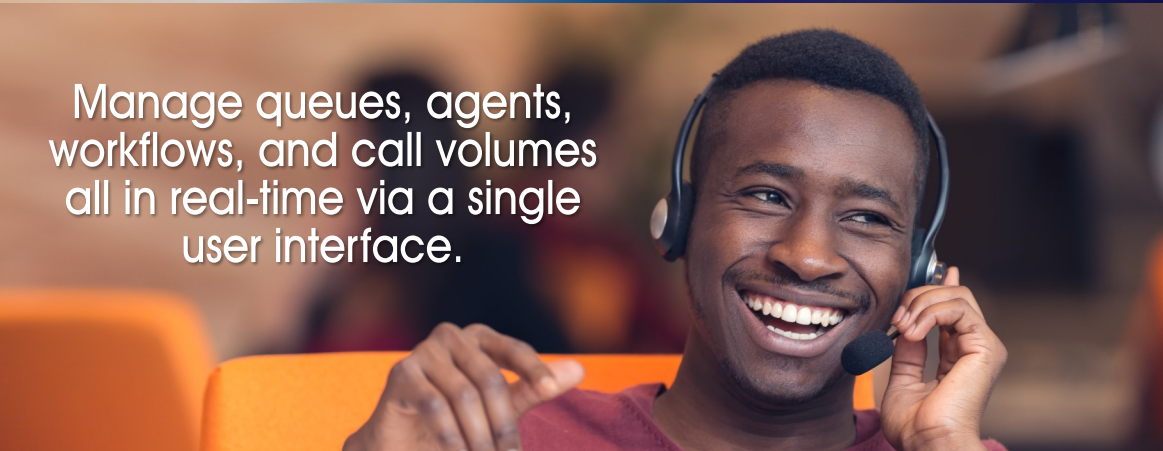
- Integrate with third-party CRM's, business applications, and external databases.
- Record all contact center calls along with screen captures and archive recordings forever.
- Track agent performance and improve quality with our analysis and management tools.
- Generate customized reports in seconds and automate scheduled report delivery.

Agent & Supervisor Communication Tools

Provide your agents and supervisors with the tools needed to take your customer experience to the next level. Using our team collaboration and unified communications tools your business will increase customer satisfaction and improve first contact resolution along with other key performance metrics. Contact center teams can chat and share files in real-time, manage and take calls via desktop or mobile apps, integrate with CRM's and third-party apps, and more.



Manage queues, agents, workflows, and call volumes all in real-time via a single user interface.



CLOUD CONTACT CENTER FEATURES

- Advanced call routing based on real-time activity
- Call recording – full-time and on-demand with archiving
- Screen capture with recording sync
- Wallboard for real-time stats & analysis
- Call Attached Data (CAD) for customizable Agent Scripts, wrap up/ exit codes, and more
- Integration with CRM's, third-party apps, and databases
- Integrated customer webchat
- Automated callback requests and queueing
- Multimedia Queue – calls, webchats and callback requests are queued in the order they are received
- Customizable music-on-hold, position in queue, & expected wait time announcements
- Last Agent Routing option will send repeat callers to the same agent that handled their previous call

- Web-based live queue and agent monitoring interface.
- Manage & monitor multiple inbound queues, callbacks, webchats, and call groups in real-time.
- View live agent activity, silent monitor calls, and barge-in to calls if needed.
- Prioritize inbound calls and route calls to specific agents.
- Create customized alerts based on queue levels and call activities.

ZULTYS															LOG OUT								
TechSupport - Agents: Total: 9 Available: 0																							
Type	Service L.	Log.	Qu.	Act.	Longe...	Total	Inb...	Out...	Answ...	Aband...	Overfl...	Voice...	Disco...	Max w...	Avg w...	Avg wal...	Avg wal...	Talk tl...	Talk tl...	Call back r...	Call backs...	OCB req...	OCB co...
94.74	5	0	1	00:00	26	19	7	19	0	0	0	0	0	01:05	00:13	00:13	00:00	08:02	03:29:06	0	0	0	0
Agent	User pr.	Agent	TL	Call st.	Dir...	Answ...	Inbou...	Outbo...	Avg cs...	Total ca...	Total...	Session	Priority	Direct...	Agent	Contact...	Name	Wait time	Talk time	Hold time	Total time		
Waren	Off Line	Logge...	00...				3	3	1	2431	01:38:06	00:00	Connect...	0	Out	Steve	97386...	97386...	00:16	09:34	00:00	09:50	
Albert	Logge...	Logge...	00...				0	0	0	00:00	00:00	00:00											
Derrick	Busy	Not av...	06...				3	3	1	04:05	16:21	06:43											
TechSupportAdv - Agents: Total: 8 Available: 0																							
Type	Service L.	Log.	Qu.	Act.	Longe...	Total	Inb...	Out...	Answ...	Aband...	Overfl...	Voice...	Disco...	Max w...	Avg w...	Avg wal...	Avg wal...	Talk tl...	Talk tl...	Call back r...	Call backs...	OCB req...	OCB co...
87.50	5	0	2	00:00	19	16	3	14	0	0	0	2	0	00:15	00:08	00:08	00:00	06:06	01:43:51	0	0	0	0

Customized Reporting and Statistics

- Comprehensive reporting and analytics platform delivering over 50 unique data points.
- Choose from pre-built contact center reports or build your own customized reports.
- Automate report generation and schedule report delivery based on your business needs.
- Deliver reports to email, file shares, FTP servers, and other destinations.
- Track calls “cradle to grave” to analyze the complete customer service experience.
- Create spreadsheets, graphs, wallboards, and other document types for enhanced data visualization.

