FEATURE LIST

Zylinc

FEATURE

DESCRIPTION

AGENT DEVICE

Built-in Softphone

Softphone using WebRTC.

External Device

Type the external number into the device, and all calls to the agent will be redirected to this device.

AGENT SETUP

Work Mode

Choose between Active, Inactive or Standby.

Distribution Mode

Choose between Manual or Offer (automatic).

Hotkeys

Redefinable hotkeys for standard actions.

VIEWS

Incoming Calls

Shows calls from all queues the agent is staffing – the agent can manually select calls to answer from this frame.

Active Call

Shows the active call, all available information about the call and the caller's history.

Queues

Shows the queues the agent is staffing, along with the ability to staff/unstaff the queue and the option to see all queues.

Agents

Shows all available agents along with their status.

Favorites

Shows the current status of contacts marked as favorites.

Activity

Shows all the completed calls, their recent codes and transfer status.

Parked Calls

Shows currently parked calls and allows for reactivation of set calls.

Supervisor

Enables the supervisor to monitor the assigned agents, as well as control their Workmode and queue staffing.

CALL ACTIONS

Answer

Answers the call from a queue.

Hold

Puts the current call on hold, no option for recieving new calls.

End

Ends the call.

Dial Out	Dials out to a number or contact. Can be done either as a stand alone action or as part of a transfer with consulatation.
Transfer	Transfers the call to the contact.
Bridge	Bridge two calls before leaving (Transfer with consultation).
Park	Leaves the call in Park mode, freeing the agent to answer other calls. Parked calls can always be retrieved by the agent.
Camp On Busy	Transfers the call to a busy agent, leaving the caller to wait for the contact to become available. The caller can escape the Camp on Busy and return to the original queue if they like.

MESSAGES

Email Message	If done while a call is active, we can copy caller information into a predefined email template.
SMS Message	If done while a call is active, we can copy caller information into a predefined SMS template.
Teams To Chat	Click on the user and the MS Teams chat application will open to start chatting with your colleague.

PRESENCE OVERVIEW

Teams Presence	Shows the current status for the contact's Teams client - available, busy or afk.
Mobile Presence	Shows the current status for mobile – busy or available.
Broadworks Presence	Shows the current status for BW user – busy or available.
Calendar	Shows today's calendar and when the contact is next expected to be available.

SEARCH ENGINE

Search Criteria	Name (name, surname), department, office, number, email, keywords.
OR Search	Allows the user to search using two or more phrases for broader search.
AND search	Allows the user to search using two or more phrases for narrow search
Filter Search	Assign a filter to only search that type of data (e.g. department).

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Direct Dial Out	If entering an external number in the search field, you can dial out by hitting enter.

DIRECTORY IMPORT

Azure AD
Broadworks
.CSV

QUEUE FEATURES

Call Back	Enables the caller to ask to be called back, when they become nr 1 in the queue. The caller can either use their current caller ID or enter an alternative number to use. Agents will be presented with the call, and unless succesfull they can reschedule the call for a later time.
Automatic Opening Hours	Opening hours can follow a normal schedule as well as an alternative schedule for bank holidays.
Digit Collect	Allows the caller to enter a series of digits (e.g. customer ID) before entering the queue.
Queue Announcements	Welcome, ad hoc welcome, ad hoc queue announcement, periodic announcement for new calls, periodic announcement for returning calls, position announcement, IVR announcement for Digit Collect.
Weight	The greater the weight, the greater priority for answering calls.
Display Color	The color of the queue, when presented in the Web Agent.
Reason Codes	Allows the agent to select between predetermined reasons for calling. The reason can be unique pr queue or the same across the platform.
Service Goal	Defines when the agent should get a visual alarm, that calls have exceeded the limit in terms of queue length or waiting time.
CRM/URL Lookup	Makes the client open a new tab using URL combined with the caller's number and/or Digit Collect.
Failover	Allows calls to be redirected if no agents are staffing the queue or the queue is filled to capacity.
Standby Thresholds	Sets the rules for use of the standby state. If these threshold value s are exceeded, the agent will be forced active until the numbers drop below the threshold.
Recording	Enables recording for calls on the queue – this can be done with or without collecting

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consent from the caller. If done with consent, this will be stored along with the conversation.

IVR MENU

Language	Shows that multiple languages are supported.
Custom Announcement	Show what can be selected in the menu.
Failover	If no digit is selected within a set amount of time, we can either repeat the announcement or forward the call to a predetermined number.
IVR action	Allows configuration of the digits 1–9 with a corresponding action - transfer to queue, transfer to IVR, transfer to number or repeat voice prompt.

AGENT GROUPS

Tag	Links the configuration to a specific tag imported from Azure AD or applied to specific users.
Agent Timers	Defines the values for call offering, wrap up, dial out timeout, bind transfer timeout.
Web Agent Configuration	Defines the default device, work mode and distribution mode.
Mobile Agent Configuration	Defines the default device, work mode and distribution mode.
Simple Agent Configuration	Defines the default device and if always on that it should be active.
Queues	Defines which queues agents of this group should staff.

AGENT CONFIGURATION
(This overrides Agent group configuration for this agent)

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SIP TRUNK

Configuration	Allows for the input of data related to SIP trunks to be used on the tenant.

STATISTICS

Activity Data	Shows a dashboard covering data related to incoming calls, average handling time, average queue waiting time etc. These values are calculated across the platform as a whole.
Queue Statistics	Shows a dashboard covering the specific queues in terms of incoming calls, redirected calls, wait time, service level etc.
Supervisor Agent Statistics	Shows a dashboard covering the specific agents in terms of call volume and average handling time.
Reason Code Statistics	Shows a dashboard showing the call reason codes in volume, and how the calls assigned the reason, performed in terms of wait time and handling time.
Workmode statistics	Shows a dashboard of agents workmode and how agents are currently assigned and their overall use.
Scheduled Reports	You can schedule reports to come on a daily basis.

GDPR TOOL

Tool for Removing Call ID Citing GDPR	Allows you to remove the caller ID from our logs, if the customer asks for this under GDPR.