

# FEATURE LIST



LIBERATING TECHNOLOGY

# FEATURE

# DESCRIPTION

## SOLUTION FEATURES

Queues

Unlimited numbers of queues can be created free of charge.

IVR

Unlimited numbers of IVR can be created free of charge.

Federation

Federation to Teams, to set you state to busy if your busy as an agent – or busy as an agent, if your busy on Teams.

## AGENT DEVICE

Build in Softphone

Softphone using WebRTC.

External Device

Type in the external number to the device, and all call to the agent will be redirected to this device.

## AGENT SETUP

Layouts

The Web client supports different layouts based on the needs of the agent – including a switchboard specific.

Workmode

Choice between Active, Inactive or Standby.

Distribution Mode

Choice between Manual or Offer (automatic).

Hotkeys

Redefinable hotkeys for standard actions.

Layouts

Multiple layouts to choose from depending on personal preference.

Dialout number

Choose wich number to show when dialing out.

Default templates for SMS and Email

Option for choosing individual templates for both SMS and Email.

Personal Greeting

Allows the user to upload a personal greeting, that will be used every time the agent answers a call

## VIEWS

Incoming Calls

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

Active Call

Shows the active call along with available information about the call and the callers history.

Queues

Shows the queues the agent can be staffing, along with the ability to staff/unstaff the

Queue	Shows all the calls in the queue, as well as 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, as well as their reason codes and transfer state.
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	Answering the call from a queue.
Hold	Puts the current call on hold, no option for receiving 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 consultation.
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.

## SUPERVISOR ACTIONS

Listen In	Allows the supervisor to listen in on a call between an agent and a customer. The agent receives a notification that there is a supervisor on the call.
Whisper	Gives the supervisor the option to do one-way communication with the agent during the call.
Barge In	Makes the supervisor participate in the conversation, allowing for direct communication with the agent and the customer.

## 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.

### Group chat for teams based on Queue

Single button to create group chat for all staffed agents on a queue

### Portal for send SMS and Email

Portal containing all sent SMS and Emails sent through Novus accessible to all agents.

## 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 the calendar for today, 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).

### 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

## VOICE PORTAL

### Text-To-Speech

Lets you enter text and have it converted into speech for direct use as an announcement on our platform. Support all our current default languages.

### Direct recording

Allows you to record announcements via PC microphone for direct use on our system.

## QUEUE FEATURES

### Skill based Routing

Routing based on skills, allowing for a more precise call distribution.

### 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 alternate number to use.

### Automatic Opening Hours

Opening hours can follow a normal schedule as well as an alternate 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 higher 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 reasons 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 values 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 consent from the caller. If done with consent, this will be stored along with the conversation.

**Caller lookup** Based on built in services or API, allows for caller lookup, enriching the information on a received call.

**Open API** Open API that support multiple services, including order call back from website.

## **IVR MENU**

**Language** Multiple languages supported.

**Custom Announcement** Tells what to select 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.

**A-number based routing** A-number-based routing enables us to create separate call flows based solely on the caller’s phone number.

## **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 should be active.

**Queues** Defines which queues agents of this group should staff.

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

**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.
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Queues	Defines which queues the agent should staff.
<b>SIP TRUNK</b>	
Configuration	Allows for the input of data related to SIP trunks to be used on the tenant.
<b>STATISTICS</b>	
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.
<b>GDPR TOOL</b>	
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.