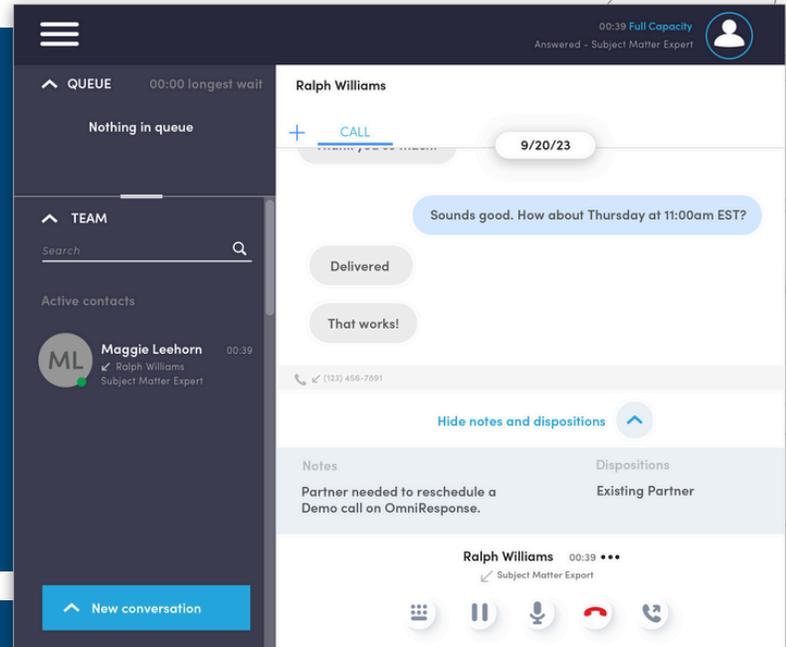# Contact Center Omni Channel Guide

Manage interactions across channels

Create a high-quality inbound and outbound communications experience for your customers and employees. Our feature-rich Contact Center solution delivers advanced capabilities—such as the ability to see full customer history with each interaction, no matter if it's **SMS, chat, email or voice**—with a clean and intuitive interface.

(Screenshot interface elements)
- 00:39 Full Capacity
- Answered – Subject Matter Expert
- QUEUE 00:00 longest wait — Nothing in queue
- TEAM — Search — Active contacts
- ML Maggie Leehorn 00:39 — Ralph Williams — Subject Matter Expert
- New conversation
- Ralph Williams — CALL — 9/20/23
- Sounds good. How about Thursday at 11:00am EST?
- Delivered
- That works!
- (123) 456-7891
- Hide notes and dispositions
- Notes: Partner needed to reschedule a Demo call on OmniResponse.
- Dispositions: Existing Partner
- Ralph Williams 00:39 — Subject Matter Expert

Key Features

Channel types
- Voice, SMS, WebChat, Email
- Facebook for Business (coming soon)

Quality assurance
- Call recording
- Coaching and silent monitoring

Agent experience
- Web-based UX
- Downloadable client
- Browser-based softphone
- PBX phone support
- Call dispositions
- Call notes
- DND codes (agent state)
- Screenpop/agent scripting support
- Contact history display
- Canned responses

Dashboards and reporting
- Standardized reports
- Customizable reports
- Report subscriptions
- Customizable dashboards
- Real-time agent dashboard
- Real-time queues dashboard
- Export data for external analytics

Third-party integrations
- CRM: Salesforce and more
- Microsoft Teams
- Cloud storage (AWS, Google, Azure, SFTP, FTPS)
- TTS (Google, Microsoft, IBM Watson)
- ASR (speech recognition)
- WFM support
- Chatbot support

Queue treatments
- Skills-based routing
- Queue actions/rules
- Call back in queue (CBIQ)
- SMS Keyword Responder
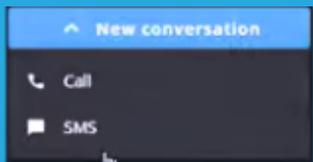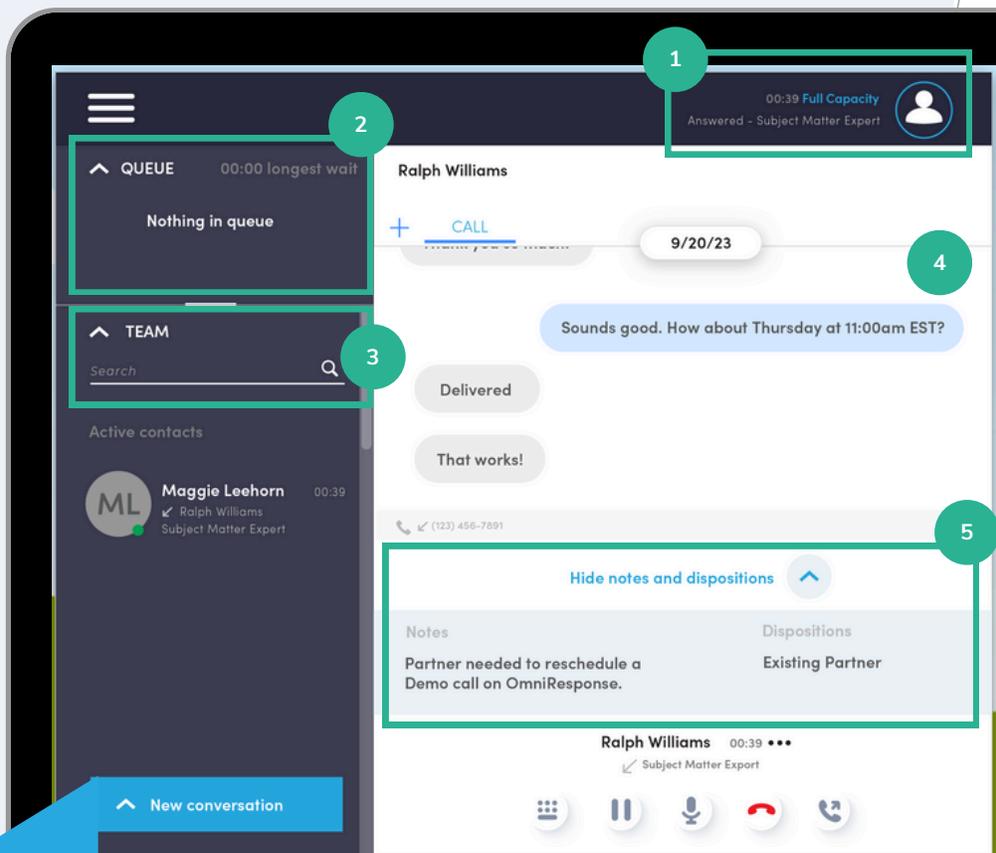- Custom routing logic support

Other features...
- Outbound dialer campaigns (SMS, voice)
- List management with import
- Contact manager
- Single sign-on support
- Enhanced security with 2FA
- Continued expansion of industry standard features with quarterly releases
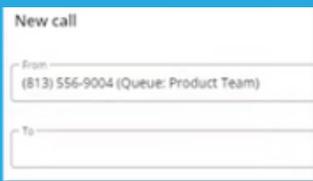- Redundant/HA architecture for maximum uptime

Agents Experience

An intuitive, easy-to-use, web-based interface

1. **View states, switch between them, and track interaction time.**
2. **See items in queue, whether calls, SMS, or webchats.**
3. **List of team members.**
4. **Details of the active interaction with the customer and access to its history.**
5. **Notes and dispositions**

QUEUE 00:00 longest wait
Nothing in queue

TEAM
Search

Active contacts

ML **Maggie Leehorn** 00:39
Ralph Williams
Subject Matter Expert

New conversation

00:39 Full Capacity
Answered – Subject Matter Expert

Ralph Williams
+ CALL
9/20/23

Sounds good. How about Thursday at 11:00am EST?

Delivered

That works!

(123) 456-7891

Hide notes and dispositions

Notes | Dispositions
Partner needed to reschedule a Demo call on OmniResponse. | Existing Partner

Ralph Williams 00:39 •••
Subject Matter Export

New conversation
- Call
- SMS

New call
From
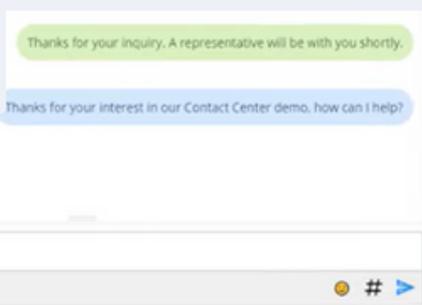(813) 556-9004 (Queue: Product Team)
To

Start new interactions through calls or SMS.

Select the queue and add the number you are trying to contact with.

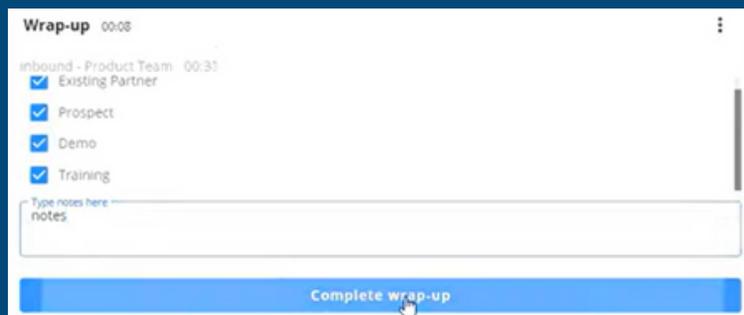⛔ **Use # to autofill with frequently used text messages**

Thanks for your inquiry. A representative will be with you shortly.

Thanks for your interest in our Contact Center demo, how can I help?

Wrap-up interactions

Select the dispositions (customizable by type of channel)

Wrap-up 00:08
Inbound - Product Team 00:31
☑ Existing Partner
☑ Prospect
☑ Demo
☑ Training
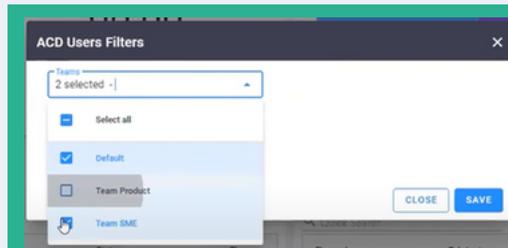Type notes here
notes

Complete wrap-up

Leave notes and complete the wrap-up

Essential metrics to manage your teams right at your fingertips

1. Customizable menu based on each user's role.
2. ACD Users: shows users and their current status.
3. In Queue: displays the number of callers in the queue and their current wait time.
4. Today's Handle Time: provides key stats on how the Contact Center is performing today.onversations.
5. User States: show individual users their status in real-time.
6. Active Contacts: shows users who are currently in conversations.

All tabs have filters so you can see statistics by teams, for example.

ACD Users Filters

Teams
2 selected ·

Select all
Default
Team Product
Team SME

CLOSE   SAVE

Demo - Omni Channel   START SESSION

Home Dashb   MENU

ACD Users   2
Inbound
Ready
Outbound
Not Ready
Wrap Up
3

In Queue   3
0
00:00
Longest Wait

Today's Handle Time   4
Offered: 6 Answered: 6 Abandoned: 0 Callbacks Requested: 0 Denied: 0 AHT: 01:18
ASA - 00:27   ATT - 00:50   AWU - 00:16

1

User States   5
Quick Search

	User	Presence	State	Time
	Steve Hudson	●	Online	3:35:10
	Brian Jones	●	Online	00:04
	Derek Hennekens	●	Busy	1:06:42

Active Contacts   6
Quick Search

Channel	Originator	User Handling	State	Channel Typ
	(747) 777-4606	Pending...	Routing	SMS

	User	Presence
	Steve Hudson	●
	Brian Jones	●
	Derek Hennekens	●

Use the icons to listen in on the agents' calls so you can whisper them or provide coaching.
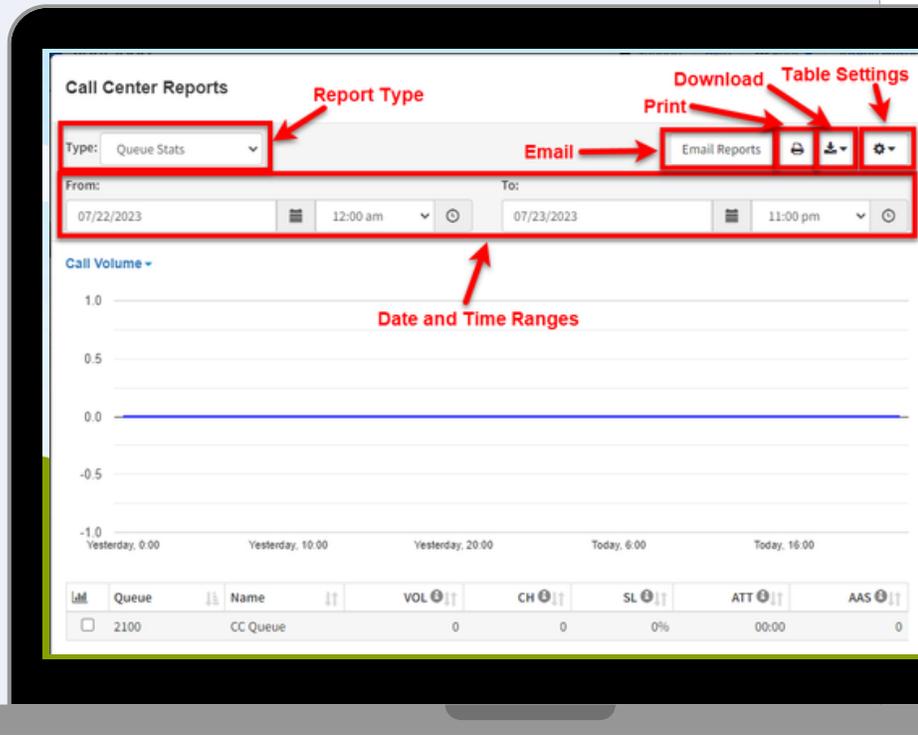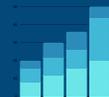
Reporting

Tailored data insights to take your business to the next level

Choose between different types of reports: Queue Stats, Agent Stats, Agent Availability, Dialed Number Stats, Abandoned and...

- Customize them to fit your needs with a wide range of available parameters.
- Filter by time ranges and dates.
- Easily share them via email, download, or print them.

Do a deep dive by clicking on the hyperlinked statistics to see all the information used to calculate them.

Even at this level of detail, you can download or print the report and choose between other options in the icons on the right side of the page.
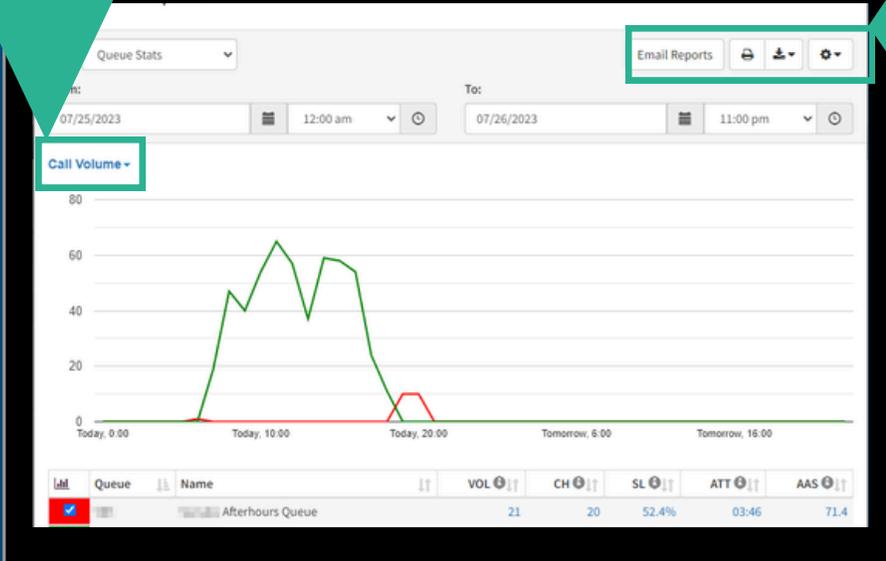
Queue Stats

Provides call center supervisors with a view of the data for specific attributes on a queue-by-queue basis.

Call Volume ▾
- Call Volume (VOL)
- Calls Handled (CH)
- Average Talk Time (ATT)
- Average Wait Time (AWT)
- Abandoned Calls (AC)
- Service Level (SL)

Each queue has various parameters. The table shows a row for each queue in the call center and the stats are in the columns. Columns can be customized through the Table Settings button.

Queue Stats

From: 07/25/2023 | 12:00 am | To: 07/26/2023 | 11:00 pm

Email Reports

Call Volume ▾

	Queue	Name	VOL	CH	SL	ATT	AAS
☑		Afterhours Queue	21	20	52.4%	03:46	71.4

Email Reports

CHOOSE TABLE COLUMNS TO SHOW:

- ☑ Name
- ☑ Call Volume (VOL)
- ☑ Calls Handled (CH)
- ☐ Calls Offered (CO)
- ☐ Adjusted Calls Offered (ACO)
- ☐ Voicemail (VM)
- ☐ Forward (FWD)
- ☑ Average Talk Time (ATT)
- ☐ Assisted Calls Handled (AST)
- ☐ Average ACW Time (ACW)
- ☐ Callbacks (CB)

- ☐ Average Hold Time (AH)
- ☑ Service Level (SL)
- ☐ Percent Dial Transfers (DT)
- ☐ Abandoned Calls (AC)
- ☐ Adjusted Abandoned Calls (AAC)
- ☐ Abandon Rate (AR)
- ☐ Adjusted Abandon Rate (AAR)
- ☐ Average Handling Time (AHT)
- ☐ Average Wait Time (AWT)

GENERAL SETTINGS:
- ☐ Hide rows with no data

Agent Stats
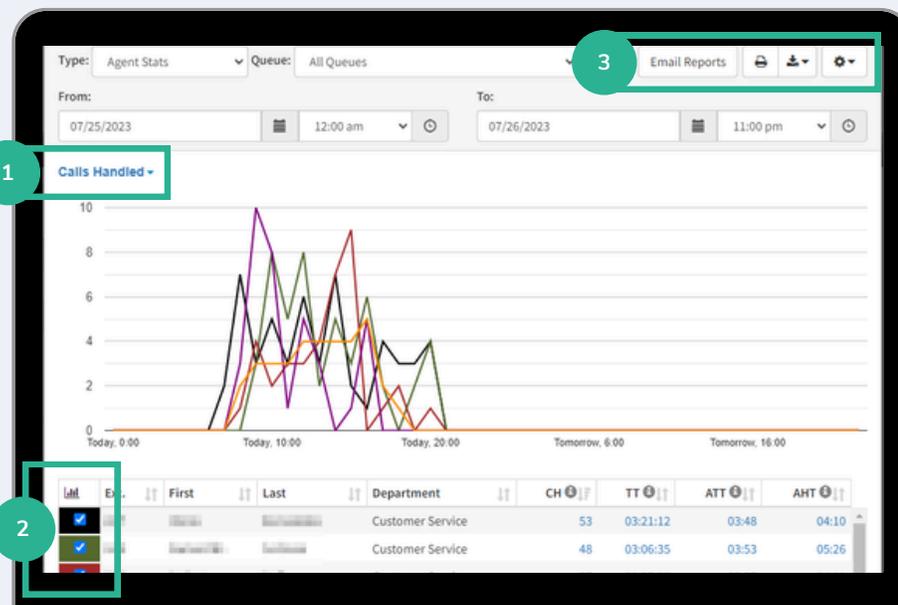
3
The shown columns on the table below the graph can be customized through the table settings button. Just pick the stats you want to see:

Type: Agent Stats | Queue: All Queues **3** Email Reports
From: 07/25/2023 | 12:00 am | To: 07/26/2023 | 11:00 pm

1 **Calls Handled ▾**

2

	Ext.	First	Last	Department	CH	TT	ATT	AHT
☑				Customer Service	53	03:21:12	03:48	04:10
☑				Customer Service	48	03:06:35	03:53	05:26

Email Reports

CHOOSE TABLE COLUMNS TO SHOW:

- ☑ Extension
- ☑ Department

INBOUND STATISTICS TO SHOW (PER QUEUE):
- ☑ Calls Handled (CH)
- ☑ Talk Time (TT)
- ☑ Average Talk Time (ATT)
- ☐ Assisted Calls Handled (AST)
- ☐ Average ACW Time (ACW)
- ☐ Average Hold Time (AH)
- ☑ Average Handling Time (AHT)
- ☐ Missed Calls (MC)
- ☐ Inbound Attempt (IA)
- ☐ Inbound Answered (IANS)
- ☐ Inbound Minutes (IM)
- ☐ Inbound Average (IAVG)

OUTBOUND STATISTICS TO SHOW (NO QUEUE):
- ☐ Outbound Attempts (OATT)
- ☐ Outbound Answered (OANS)
- ☐ Outbound Minutes (OM)
- ☐ Outbound Average (OAVG)

GENERAL SETTINGS:
- ☐ Hide rows with no data

1
Calls Handled ▾
- Calls Handled (CH)
- Average Talk Time (ATT)

Change graph view between Calls Handled and ATT

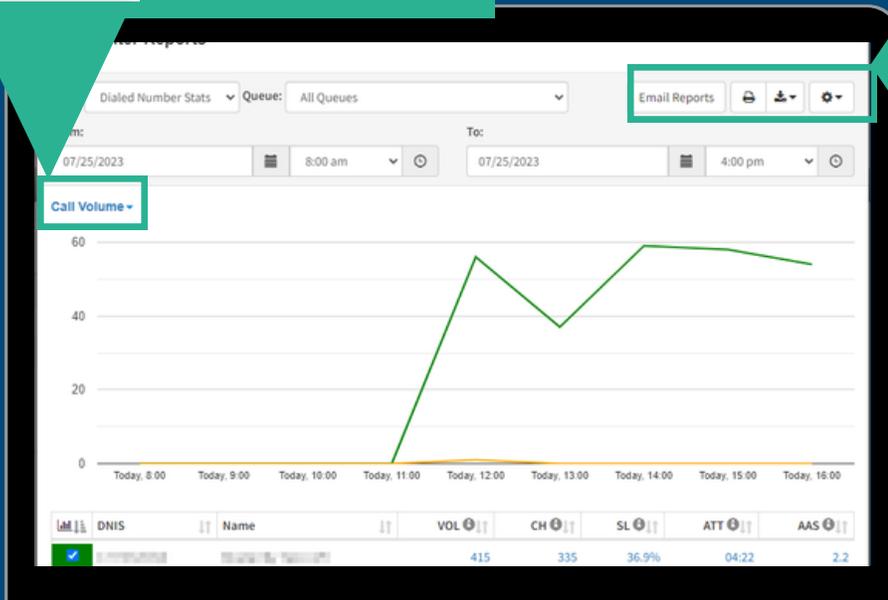**2** Click on the checkboxes to select the agents whose stats you want to see

Dialed Number Stats (DNIS)

displays information based on the Dialed Number Identification Service (DNIS).

Call Volume ▾
- Call Volume (VOL)
- Calls Handled (CH)
- Average Talk Time (ATT)
- Average Wait Time (AWT)
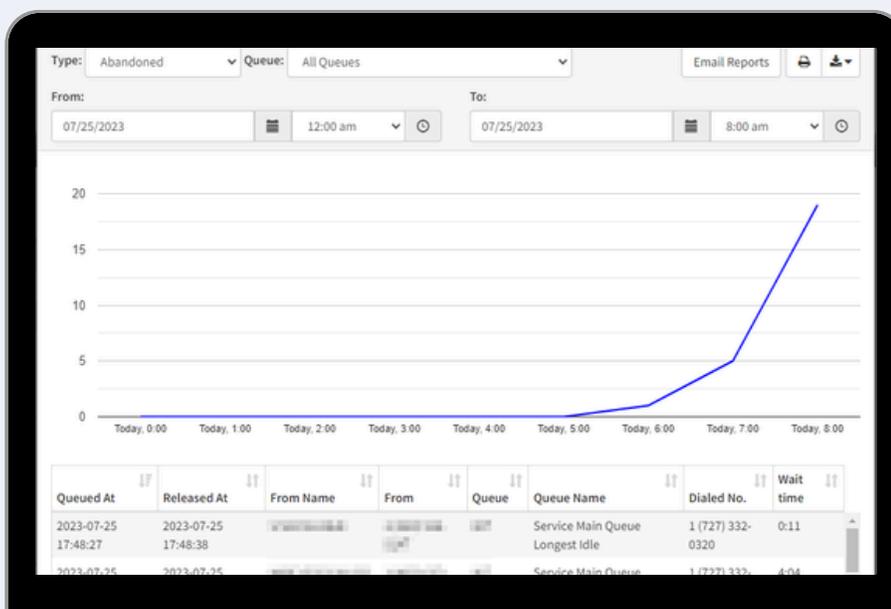- Abandoned Calls (AC)
- Service Level (SL)

Each number has various parameters. The table shows a row for each agent and the stats are in the columns. Columns can be customized through the Table Settings button.

CHOOSE TABLE COLUMNS TO SHOW:
- ☑ Name
- ☑ Call Volume (VOL)
- ☑ Calls Handled (CH)
- ☐ Calls Offered (CO)
- ☐ Adjusted Calls Offered (ACO)
- ☐ Voicemail (VM)
- ☐ Forward (FWD)
- ☑ Average Talk Time (ATT)
- ☐ Assisted Calls Handled (AST)
- ☐ Average ACW Time (ACW)
- ☐ Callbacks (CB)
- ☐ Average Hold Time (AH)
- ☑ Service Level (SL)
- ☐ Percent Dial Transfers (DT)
- ☐ Abandoned Calls (AC)
- ☐ Adjusted Abandoned Calls (AAC)
- ☐ Abandon Rate (AR)
- ☐ Adjusted Abandon Rate (AAR)
- ☐ Average Handling Time (AHT)
- ☐ Average Wait Time (AWT)

Abandoned Calls

The Abandoned Calls report displays call center graphs for abandoned calls, grouped into individual queues. The graphed information is displayed with time in the x-axis and the number of calls abandoned in the y-axis. All the abandoned calls for the queue are displayed below the graph, including some statistics for each individual call.