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XO IP Flex, IP Flex with VPN, SIP Service

Call Center

For Group Administrators

This optional service enables business groups to set up a basic Call Center using Online Feature Management. Using Call Center, you can establish technical assistance lines, customer support numbers, or order-taking centers that serve your customers.

About Call Center

The Call Center provides a complete, business-ready application with enhanced call handling features, such as queuing, music on hold, and agent login/logout control. You may assign one or more Call Centers to different departments, and you may request an e-mail at the end of the day, displaying statistics that monitor the performance of Call Centers and track the performance of individual agents.

To use this feature, you must:

- Purchase this optional feature when you order services, or
- Contact XO Customer Care to initiate the feature.

How It Works

A Call Center automatically processes incoming calls received by a single phone number and distributes them to the next available agent. Call Centers inherit all of the characteristics of Hunt Group service and are also provided with sophisticated call-handling features, including:

- Uniform distribution of incoming calls to the available agents
- Queuing of the incoming calls that cannot be answered immediately
- Overflow to a given destination when the group is unable to accept calls
- No-answer policy to redirect a call to the next agent if not answered in a specific number of rings by the previous agent
- Music on hold, comfort messages, and personalized names (You can upload a custom .wav/MP3 file to be broadcast into Online Feature Management using the Browse function.)

Please note that:

- Call Center settings override individual line features
- "Barge-in" monitoring of a call is not supported
- Call center agents cannot log in to the queue as they become available; instead, the call center response has to be set up through Online Feature Management in the XO Business Center
- Note that you must order voice mail separately from the Call Center in order to use both features. You can access Call Center voice mail from the Voice Portal or from Online Feature Management in the XO Business Center. Call center customers can use voice mail to set Call Forwarding No Answer to roll to voicemail. When this occurs, if a call center is busy and the maximum number of callers in a queue is reached), the incoming call will roll automatically to voice mail.

Accessing Call Center in Online Feature Management
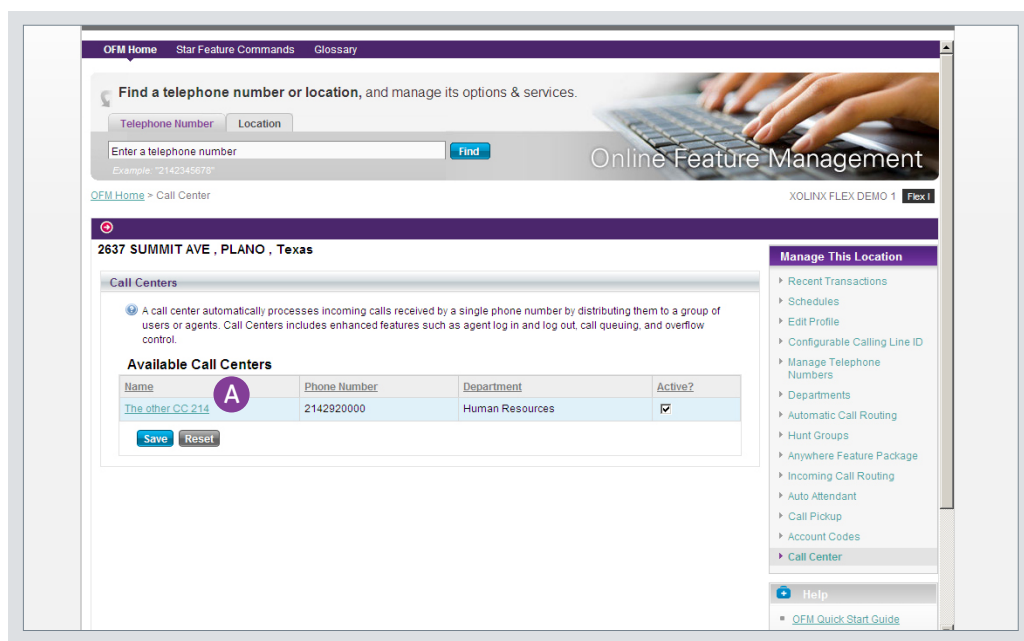
A Click on a Call Center to:

- Edit Call Center Profile
- Set Announcements
- Set Routing Policies
- Obtain Statistics
- Reset passcode for Call Center
- Set personalized name for the Call Center

Figure 1: Accessing Call Center

Configuring General Call Center Settings

OFM > Call Center > General Settings

Figure 2: General Settings

A Identify call center and Calling Line ID (if you want to change this information, click **Change User ID**)

B Select Call Center Department, if you wish. (Select None in the drop down menu if you do not wish to select a department).

C Confirm language and time zone.

D Select queue scheme you want to use to route calls:

- Circular means that agents are visited in order, starting where the last hunt group ended.
- Regular means that agents are visited in order, always starting with the same agent.
- Simultaneous means that calls are presented to all idle agents simultaneously,
- Uniform means that calls are distributed uniformly to the agents, starting with the most idle agent.

If no agent is available, caller hears welcome message, then Comfort message until an agent picks up.

Note: See the figures on subsequent pages of this guide to view instructions for using these sub-menus.

Remember to Save Changes

Bandwidth and Quality of Service (QoS) Settings

Figure 3: Bandwidth and QoS Settings

A Use the Bandwidth and QoS settings to set preferred announcement/music codec for external and internal calls. If you choose None from the drop down menu, callers will not hear music or an announcement.

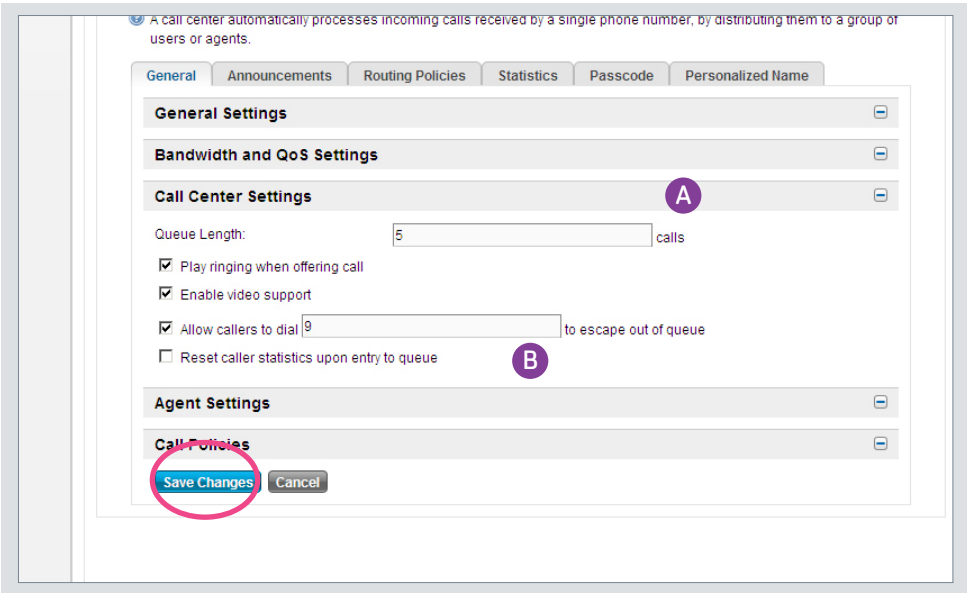**Note:** Remember to Save Changes

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Call Center Settings

Figure 4: Call Center Settings

A   You can specify queue length, that is the number of calls waiting in line for the next available agent. This is configurable to a maximum of 50 calls.

B   You can also select the options you prefer for callers in the queue.

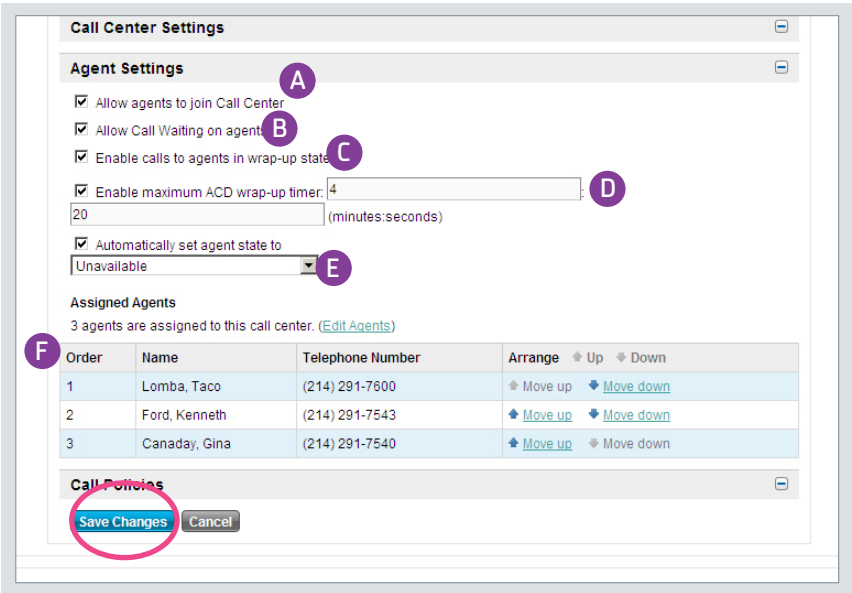**Note:** Remember to Save Changes

Agent Settings

Figure 5: Agent Settings

A   Permit agents to join or log into Call Center if they are online

B   Allow call waiting on Agents

C   Enable calls to agents in wrap up state

D   Enable maximum Automatic Call Distribution (ACD) timer

E   Automatically set agent state

F   View a list of agents assigned to call center, and set placement in queue. Use the Add and Remove button to add/remove names from the Available Users box to/from the Assigned Users box. All of the users listed in the Assigned Users box will receive calls from this Call Center.

Note: Remember to Save Changes

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Call Policies

Figure 6: Call Policies

(A) You can set call center policies for the connected line or for the forwarded call from this page.

Note: Remember to Save Changes

Call Center Announcements

Figure 7: Announcements-Entrance Message

For (A) Entrance, (B) Comfort and (C) Music on Hold messages, you can select Default or Custom.

If you choose Custom, you can upload a .wav file, which must be recorded using the codec - > CCI TTu-LAW at bitrate of 8 Mono 8khz. The maximum length for a comfort message is 5 minutes. The maximum length of a hold message is 10 minutes.

Note: Remember to Save Changes
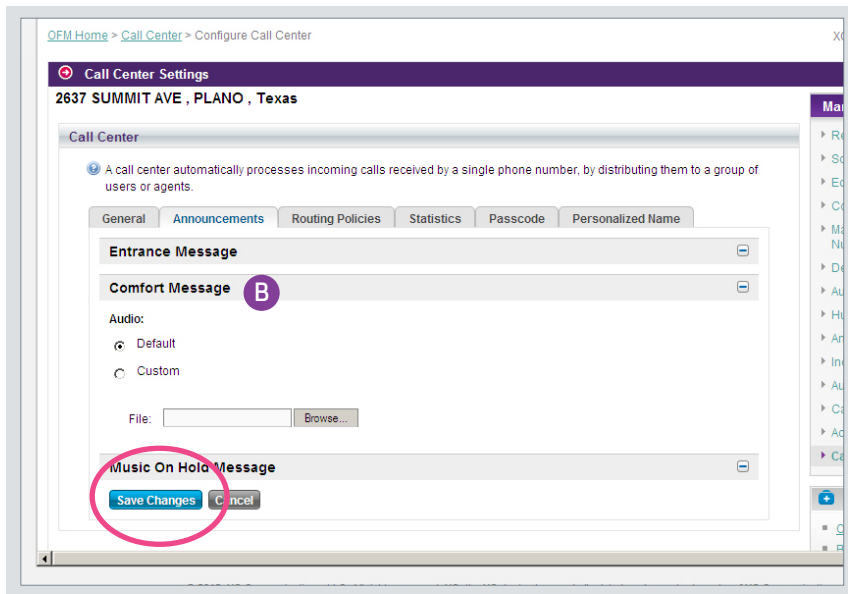
Figure 8: Announcements – Comfort Message

B For Comfort message, you can select Default or Custom, and if you choose Custom, you can upload a .wav file.

Note: Remember to Save Changes

Figure 9: Announcements – Music on Hold Message

C For Music on hold message, you can select Default or Custom. If you choose Custom, you can upload a .wav file.

Note: Remember to Save Changes

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Call Center Routing Policies

Figure 10: Routing Policies – Distinctive Ringing

A Use this menu to select and enable distinctive ring tones to associate with specific call center calls.

Note: Remember to Save Changes

Call Center Routing Policies-Overflow

Figure 11: Routing Policies – Overflow

A Use this menu to select how you want calls answered when the call center number is already busy/full, and you are still receiving incoming calls.

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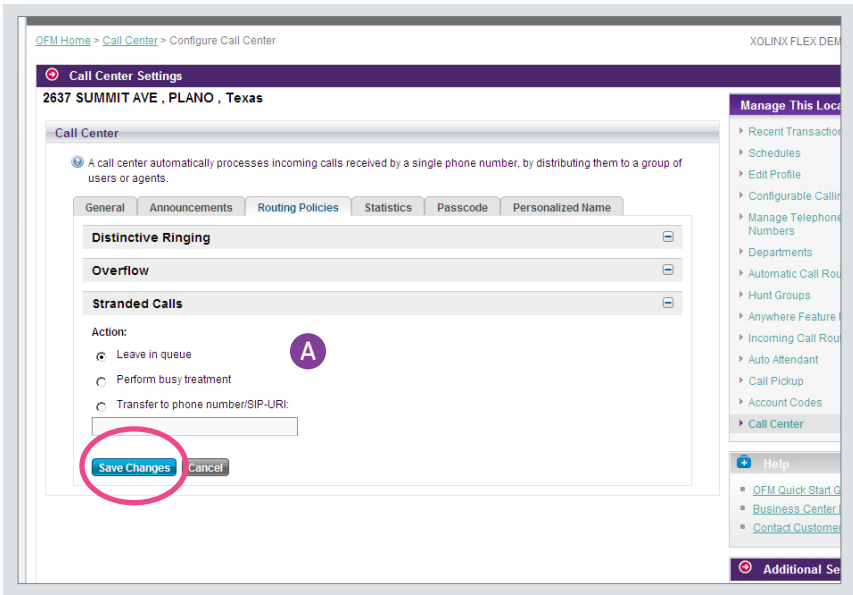
Call Center Routing Policies-Stranded Calls

Figure 12: Routing Policies – Stranded Calls

A This menu allows you to determine the treatment of calls remaining in the queue during busy or extended periods of waiting.

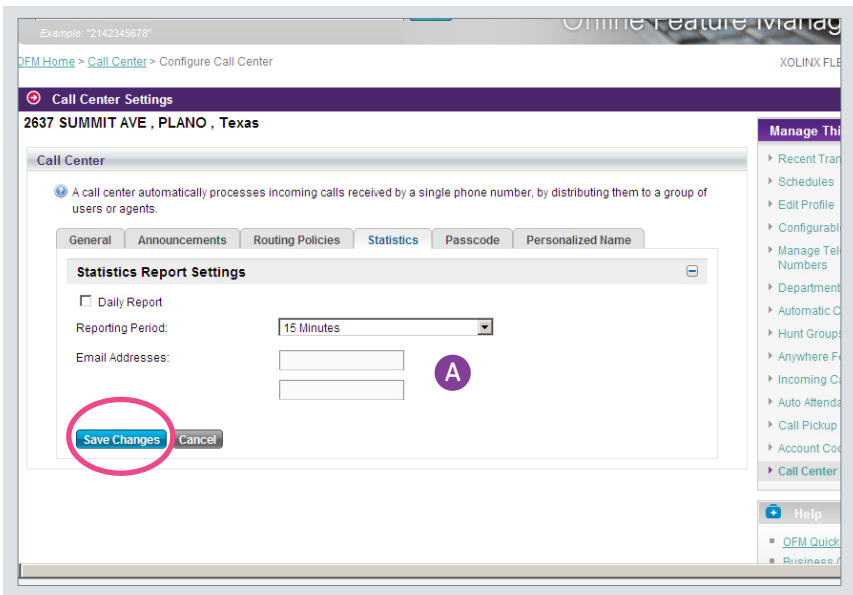**Note:** Remember to Save Changes

Statistics Report Settings

Figure 13: Statistics Report Settings

A You can get reports generated by an agent or by a call center supervisor. This page allows you to set up the duration of reports and who should receive them.

The report is in a CSV file format, and contains statistics for the group and by agent.

Samples of Report Types

Group	Agent
Number of calls queued	Number of calls received
Number of busy overflows	Average time with agent
Number of calls answered	Time logged off
Average time with agent	Time busy
Average time in Queue	Time idle
Average agent logged off	Number of calls not answered
Average hold time before loss	

Note: Remember to Save Changes

Call Center Passcode

Figure 14: Call Center Passcode

In Online Feature Management, you can reset the Voice Portal passcode for a call center pilot number.

When you change the passcode on the Call Center page, the passcode is automatically changed for other location services, including Hunt Groups and Auto Attendant.

It does not change the passcode for individual telephone lines or users. The owner of this telephone line will need to permanently reset the passcode through the Voice Portal.

To reset the Voice Portal passcode for the Call Center pilot number:

A Enter the new passcode

B Confirm the passcode

Click Save Changes to confirm.

Enable Personalized Name

Figure 15: Enable Personalized Name

You can upload an audio file with a personalized name for the entire call center group.

To do this:

A Check the box Enable Personalized Name

B Upload the file

Click Set Personalized Name to confirm.

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