



Use Microsoft Teams As A Full Contact Centre

Interact more effectively and efficiently with internal & external customers.



ContactCentre4Teams enhances Microsoft Teams with features and adds additional functionality to use Microsoft Teams as a full Contact Centre solution. CC4Teams adds features such as cold and warm transfer internal/external, adhoc/permanent call-recording, IVR, Agent plus or pro, supervisors, operator attendant, listen & call barge-in, historical and real-time reporting (integrates with Microsoft PowerBI), wallboards, and many more.

CC4Teams enables companies to interact more effectively and efficiently with their internal and external customers. We do this by routing Voice, Email, Webchat and Social Media communication from customers to the best skilled available employee in the company.



Enhances Microsoft Teams

Seamless Customer Experience

Easy to use in your home or office



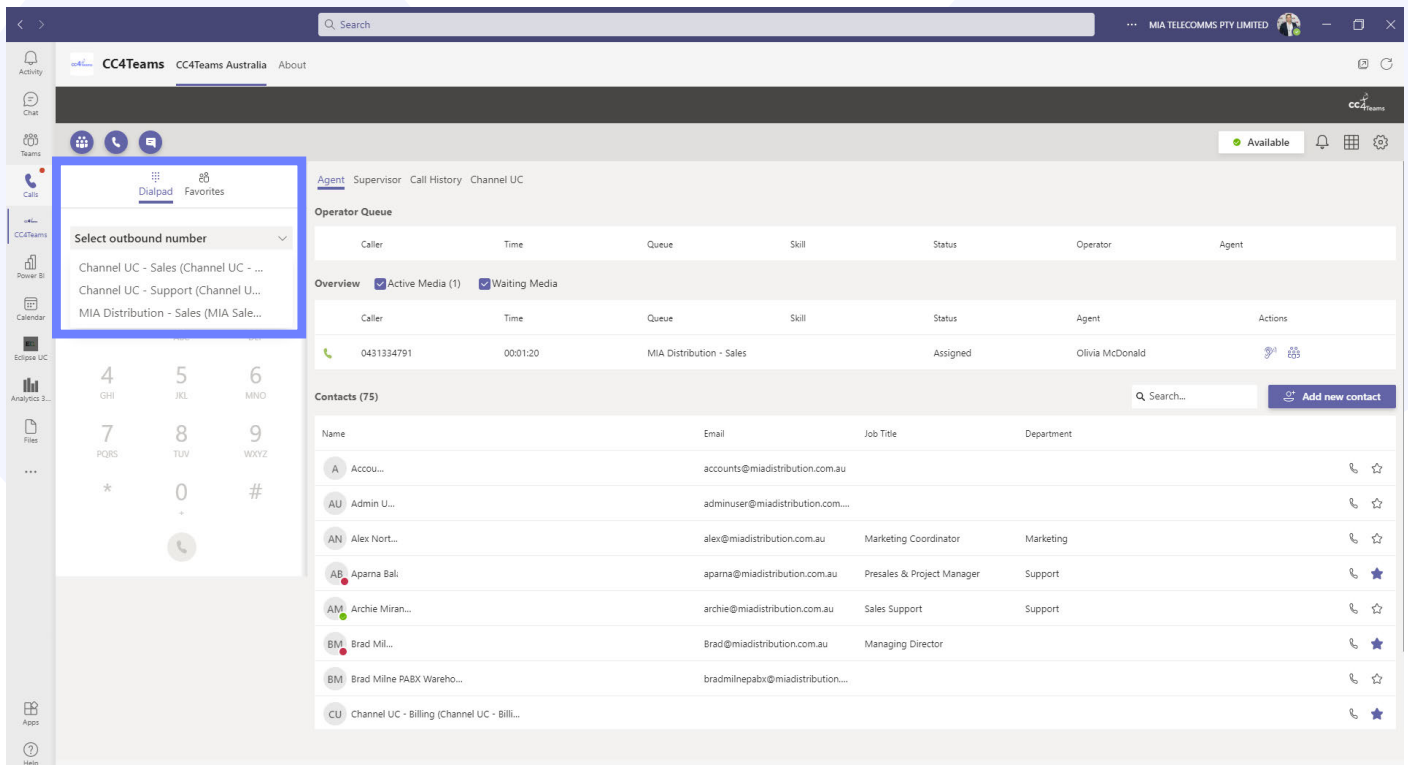
With Our Intuitive Customer, IVR and Easy-To-Configure Admin Centre, You Are Able To Achieve:

- A seamless customer experience
- Lower service costs

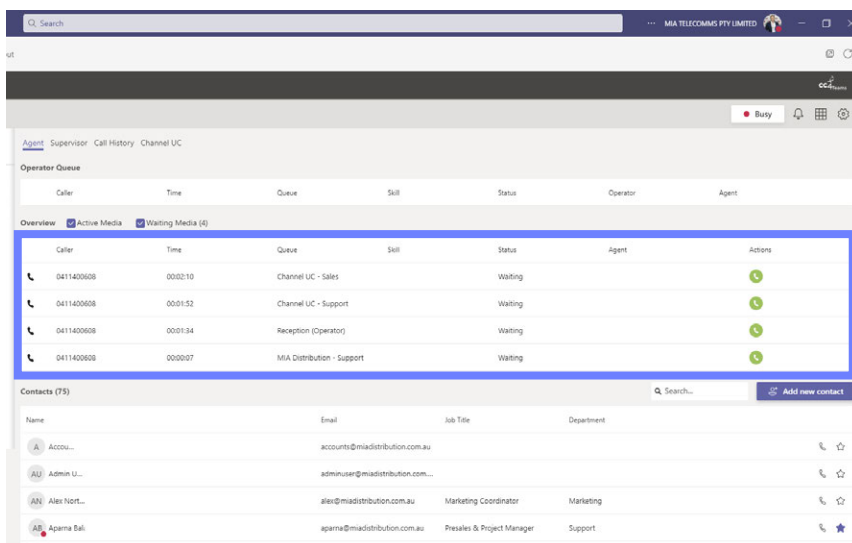
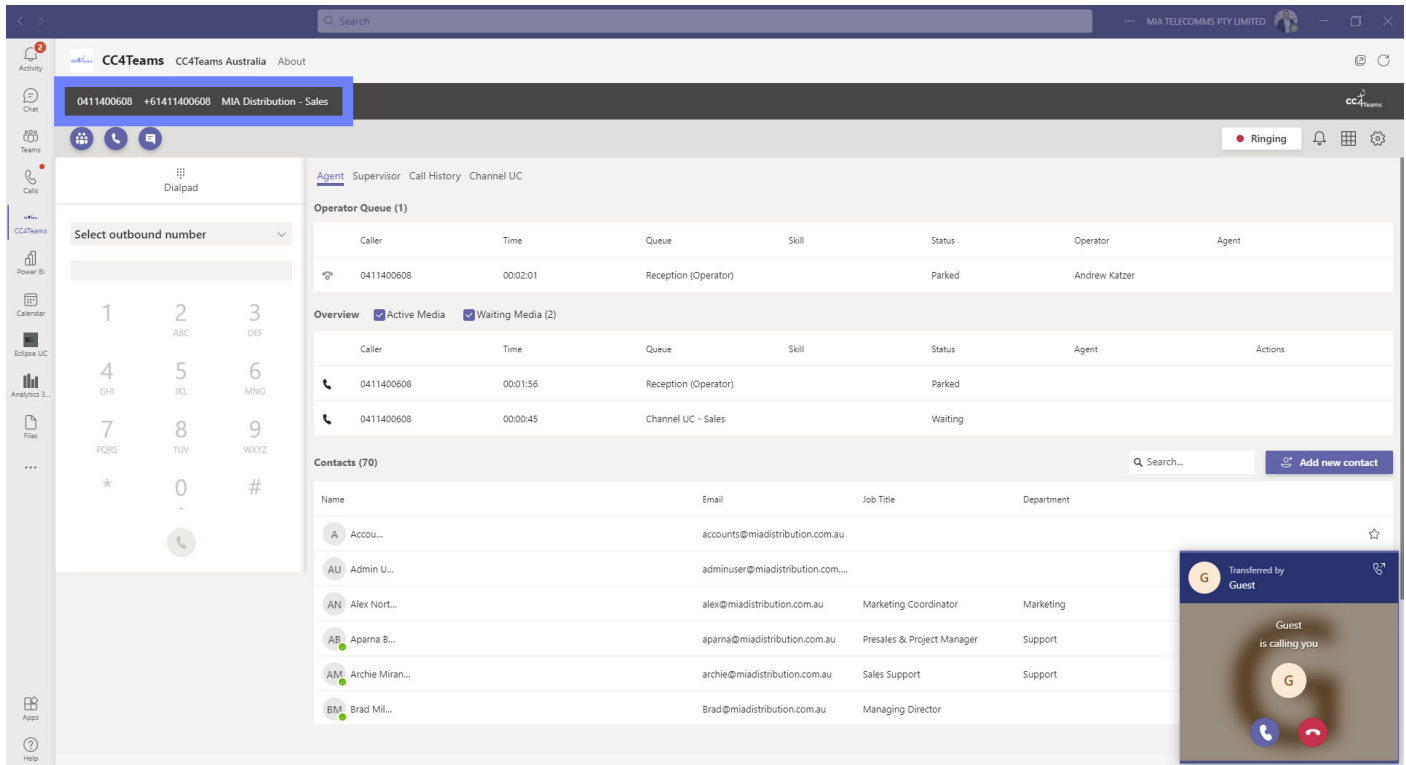
- Easy to use in your home or office
- Integration with CRM, ERP, WFM & ticketing systems
- Graphical IVR (call flow)
- Speech Recognition
- Real time & historical management reporting (Microsoft PowerBI)
- Completely integrated in Microsoft Teams, with access in any location, any time



Main Screen For An Agent, with The Ability To Select, Queue And Outbound Number.

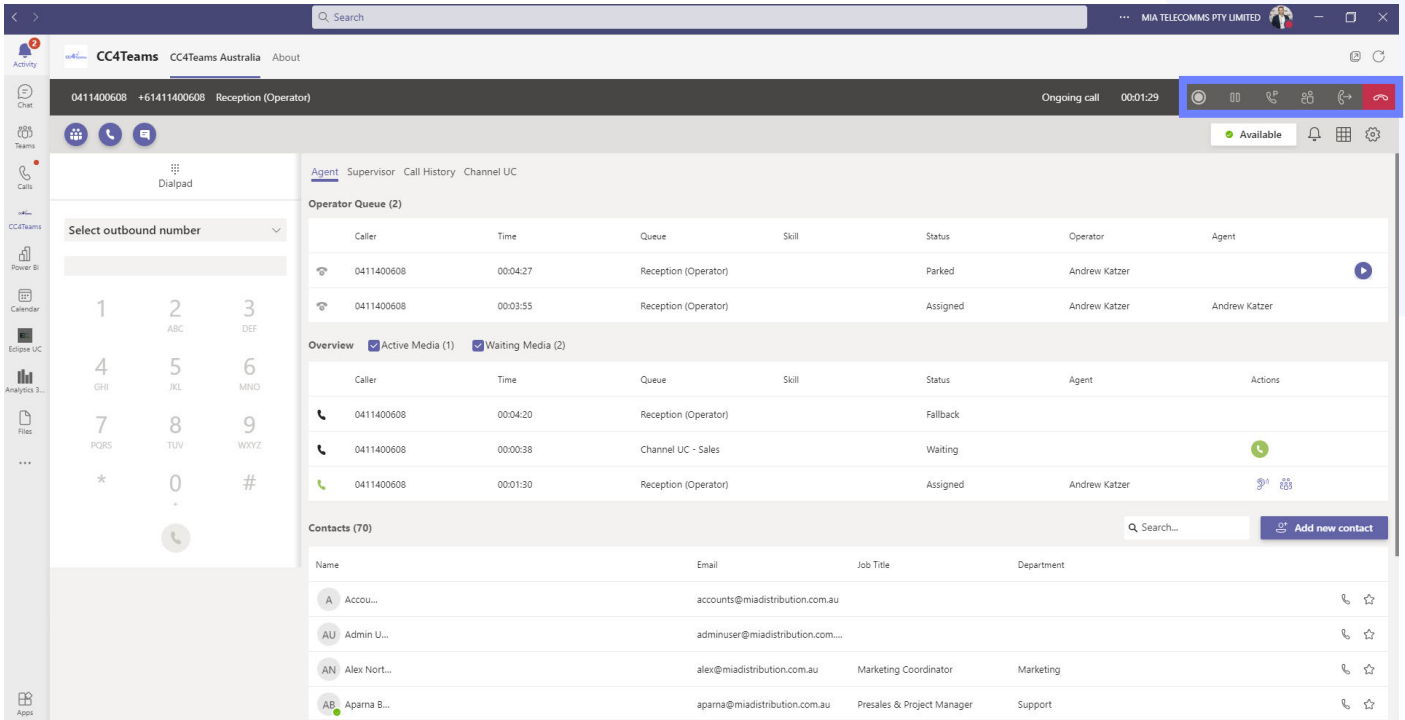


Incoming Calls Are Presented Inside CC4Teams With the Teams Toaster Pop-Up.



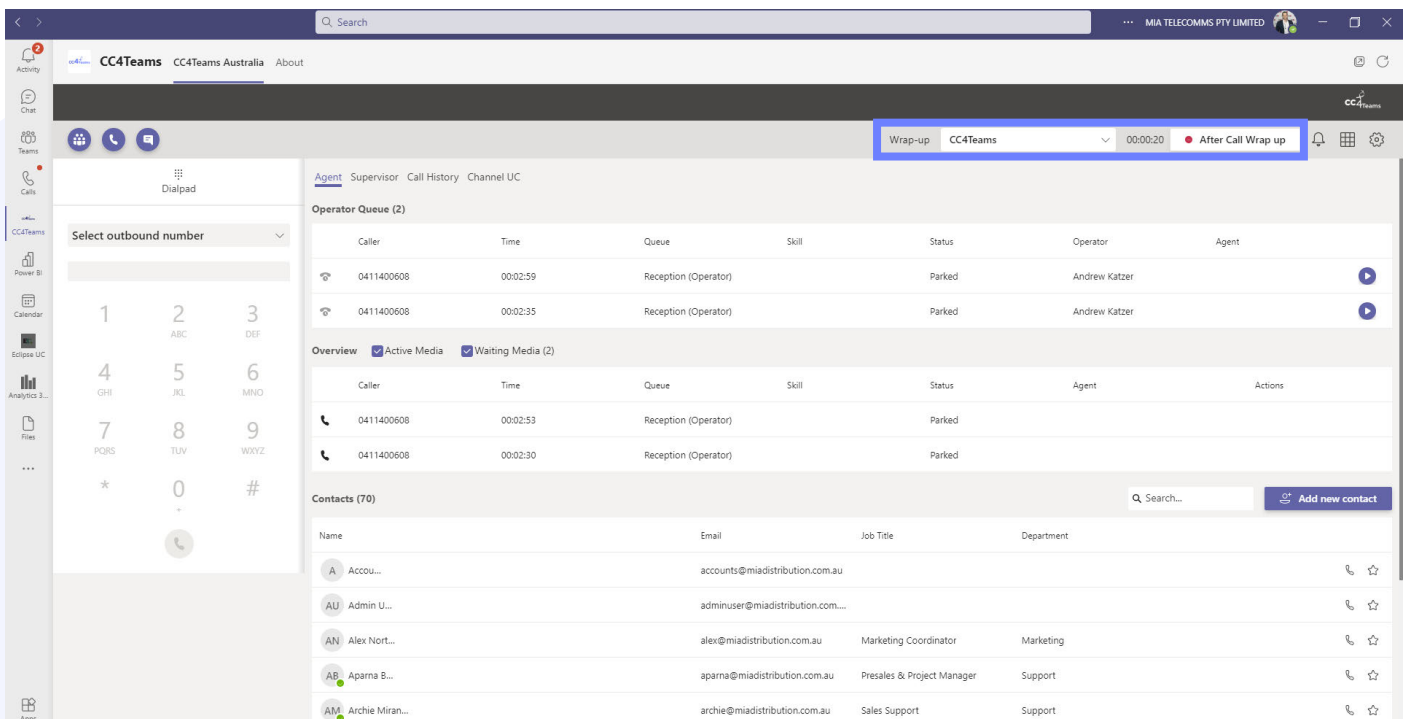
Call Pickup – Calls/ Media can be offered to agents that are busy or unavailable, when they forget to change their presence state back or miss a call, You can also enable call pickup so the Agents can cherry pick calls.

On Call Features



AD HOC call recording, secure mute, warm(assisted) and cold(blind) transfer options. Permanent call recording is available for each queue.

Call Wrap Up



Set a timer for each queue to give agents time to finish up before receiving the next call, use the collection drop down for quick information on each call

Supervisors

The screenshot shows the CC4Teams interface for a supervisor. On the left is a dialpad with a 'Select outbound number' dropdown. The main area is divided into sections: 'Operator Queue (1)' with a table of active calls, 'Overview' with 'Active Media (1)' and 'Waiting Media (3)', and 'Contacts (75)' with a list of user profiles. A blue box highlights the 'Listen in/whisper' and 'Join call' icons in the 'Overview' section.

Caller	Time	Queue	Skill	Status	Operator	Agent
0411400608	00:02:35	Reception (Operator)		Parked	Andrew Katzer	

Caller	Time	Queue	Skill	Status	Agent	Actions
0411400608	00:07:14	Channel UC - Support		Waiting		
0411400608	00:06:55	Reception (Operator)		Waiting		
0411400608	00:00:57	Reception (Operator)		Parked		
0411400608	00:02:13	Channel UC - Sales		Transferring		

Name	Email	Job Title	Department
Accou...	accounts@miadistribution.com.au		
Admin U...	adminuser@miadistribution.com...		
Alex Nort...	alex@miadistribution.com.au	Marketing Coordinator	Marketing
Aparna B...	aparna@miadistribution.com.au	Presales & Project Manager	Support

Supervisors can view active calls with the option to listen in/whisper or join the call.

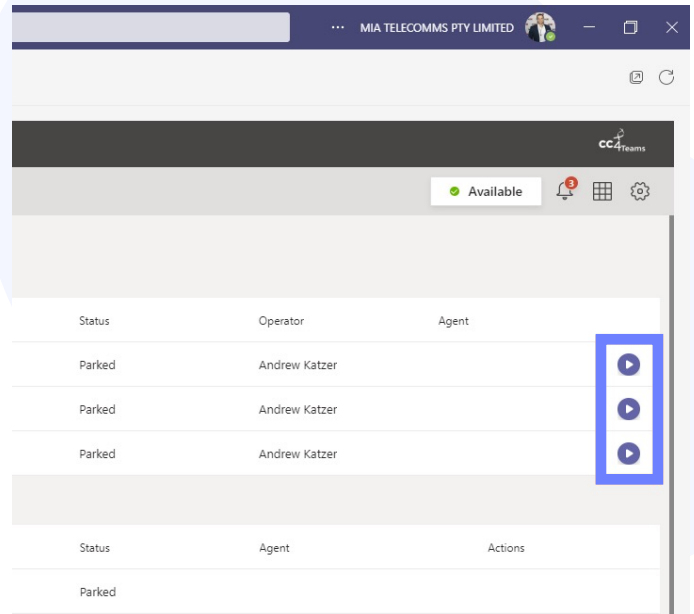
The screenshot shows the 'Agent Queue' management screen in CC4Teams. A blue box highlights the queue management table. The table lists agents with their status, timer, score, reason, skill, and 'Desire'/'Joined' checkboxes.

Agent	Status	Timer	Score	Reason	Skill	Desire	Joined
Xavier Cui	XC	01:18:54	0		MIA Distribution - Sales	<input type="checkbox"/>	<input type="checkbox"/>
Pauleen Lieu	PL	00:05:38	0		MIA Distribution - Sales	<input type="checkbox"/>	<input type="checkbox"/>
Olivia McDonald	OM	01:15:26	0		MIA Distribution - Sales	<input type="checkbox"/>	<input type="checkbox"/>
Oliver Lamey	OL		0		MIA Distribution - Sales	<input type="checkbox"/>	<input type="checkbox"/>
Nathan Leggett	NL	00:03:56	0		Channel UC - Sales	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Matt Milne	MM	00:08:33	0		MIA Distribution - Sales	<input type="checkbox"/>	<input type="checkbox"/>
Kearsney Cross	KC	01:07:24	0		Channel UC - Sales	<input type="checkbox"/>	<input type="checkbox"/>
Kamilija Traskina	KT	01:15:19	0		MIA Distribution - Sales	<input type="checkbox"/>	<input type="checkbox"/>
Daniel Wharton	DW	00:30:11	0		MIA Distribution - Sales	<input type="checkbox"/>	<input type="checkbox"/>
Daniel Erasmus	DE	00:13:38	0		MIA Distribution - Sales	<input type="checkbox"/>	<input type="checkbox"/>
Brad Milne	BM	00:05:38	0		Channel UC - Sales	<input type="checkbox"/>	<input type="checkbox"/>
Andrew Katzer	AK	00:00:03	0		Channel UC - Sales, MIA Distribution - Sales	<input type="checkbox"/>	<input checked="" type="checkbox"/>

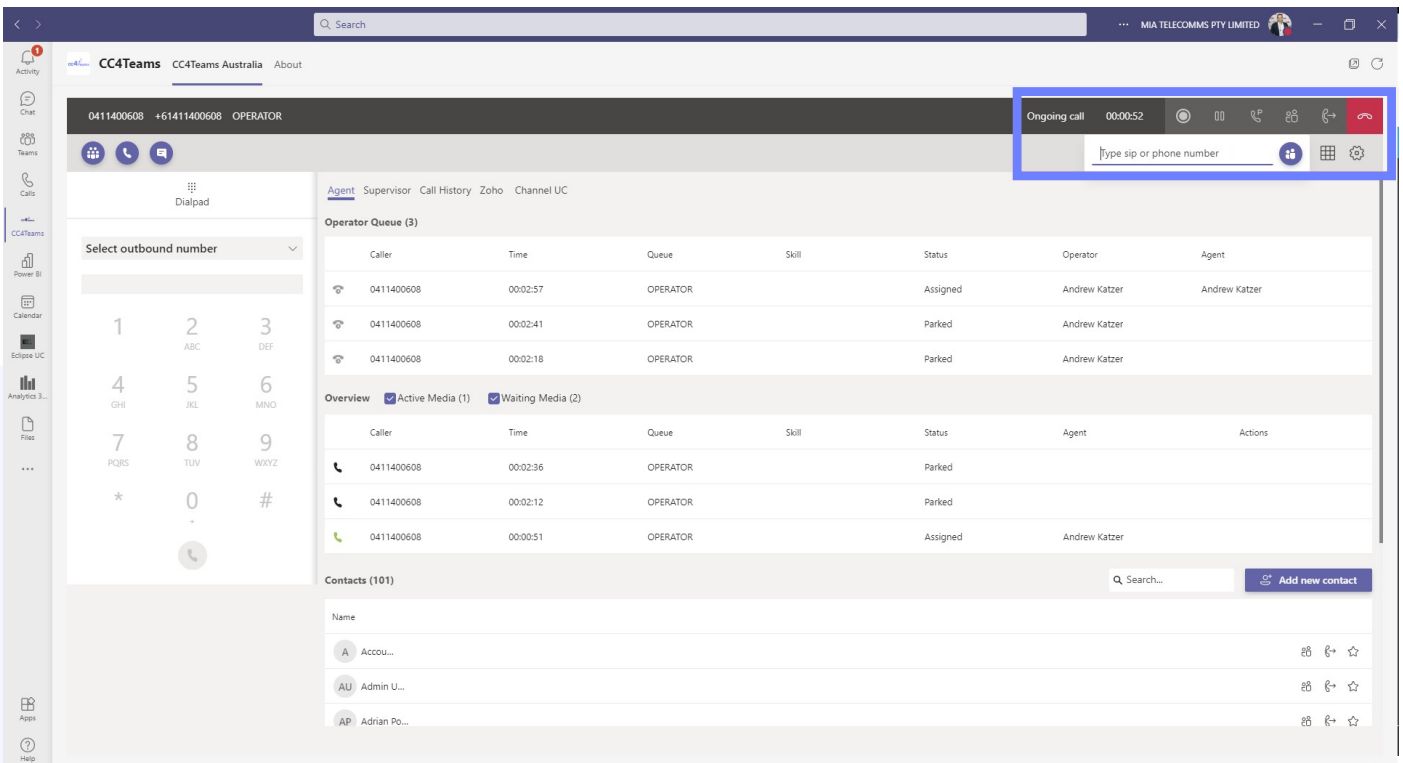
Supervisors can remove/add agents to queues and multiple their skilled based routing on the fly. As well as view the customisable present states set by Agents.

Operator

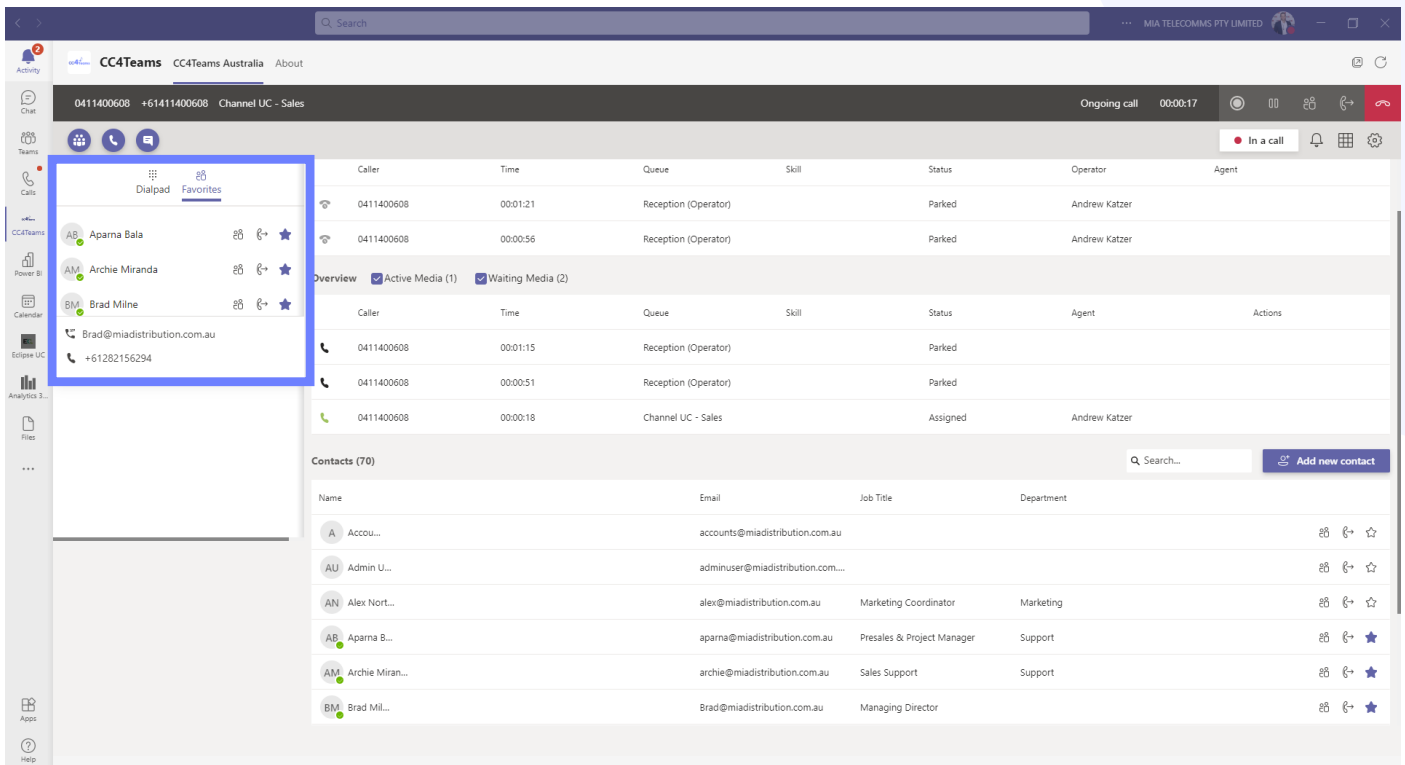
(Receptionist/Switchboard) can park and retrieve calls from the list.



Call Controls



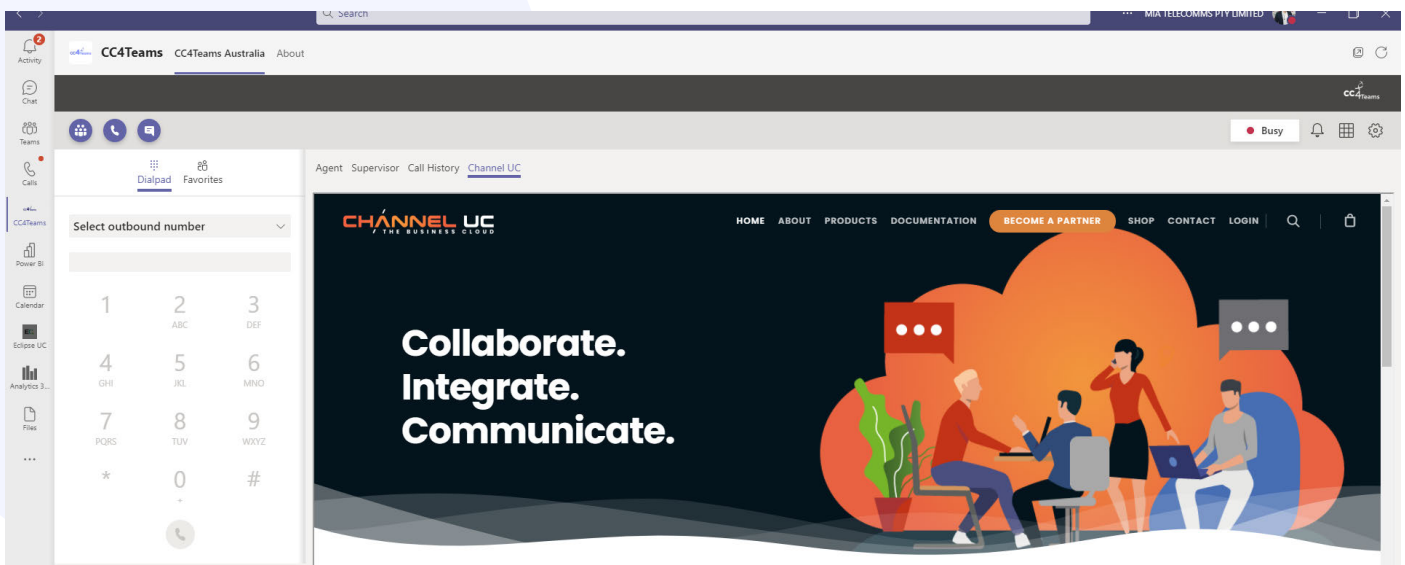
Ongoing call options include, Adhoc recording, Hold, Park, Warm & Cold transfer to external or internal numbers.



Set Favourites for quick, Warm (Assisted) or Cold (Blind) transfers. Available for Agent Pro, Supervisors and Operators.

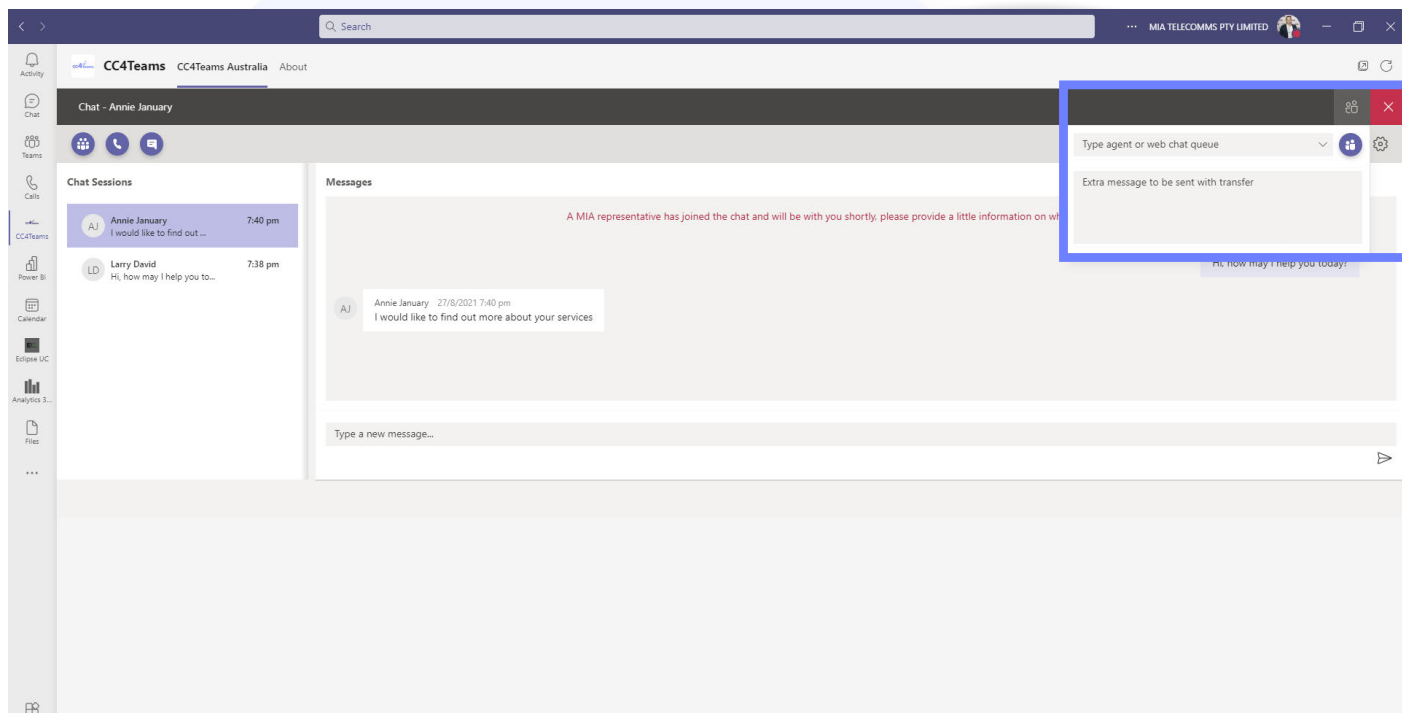
Add External Webpages

into CC4Teams so you can work purely from Teams, such as CRM, ERP, ticketing systems and more, with dynamic search and pop-up option, when a call is answered CC4Teams will search the phone number through the URL provided, for a quick and easy integration that provides you with the callers details from your database.



Webchat

Multi-layered Webchat queue with triggers on wording from the customer, Agent or an action that has been performed, agents also have the ability to transfer to another Agent or queue which they can provide additional notes and the history of the conversion

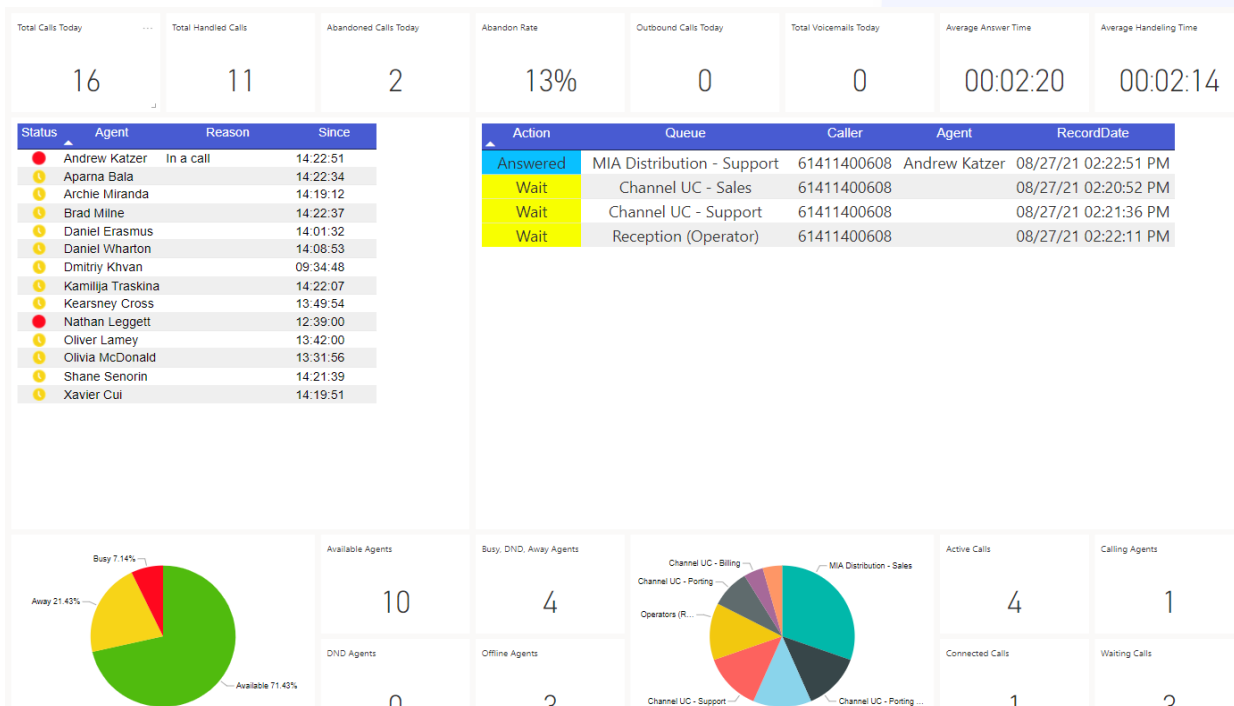
A screenshot of a custom webchat widget. The widget has a blue header with the text 'Chat to us Today!' and a close button (X). Below the header, it says 'Welcome to Channel UC'. There are three input fields: 'Please enter your full name' with a red asterisk, a dropdown menu with 'Enquiry' selected and a red asterisk, and 'Mobile number'. At the bottom, there is a blue button labeled 'Send'.

Webchat Widget

that is completely customisable, including the size, colour, shape, text and preform details where you can let the customer choose the queue/product they would like to enquire about.

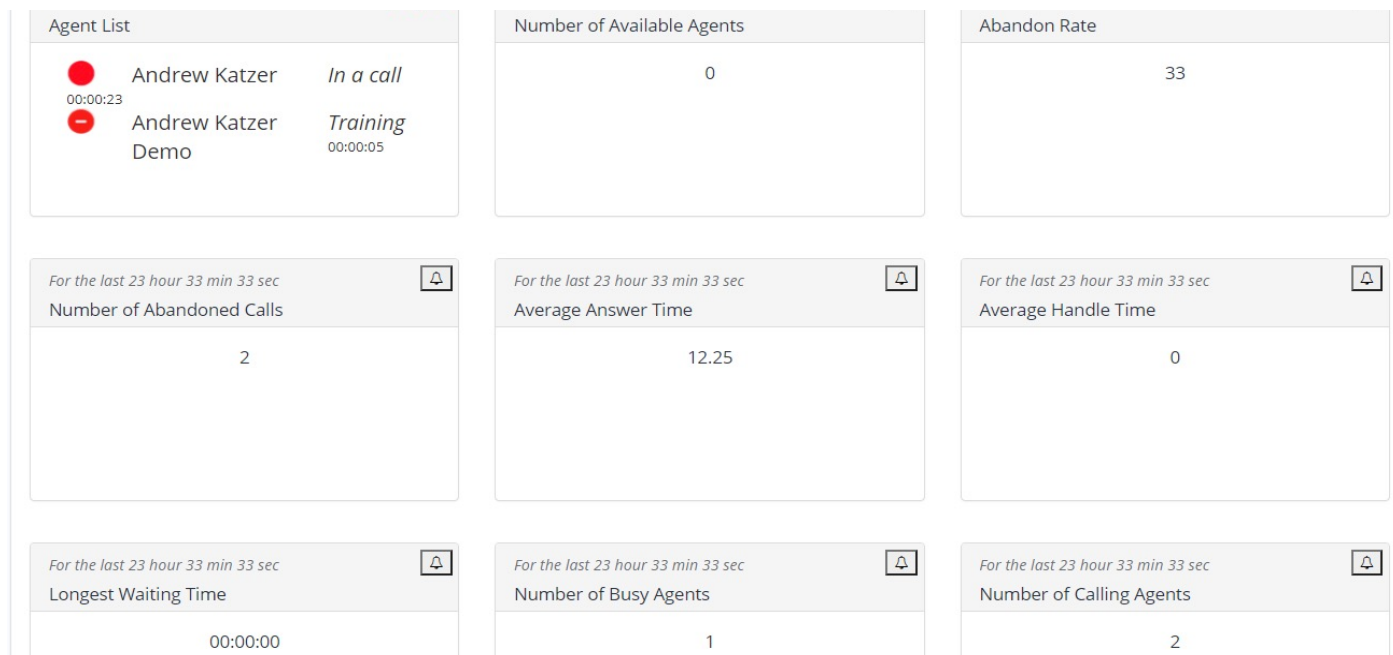
Reporting - Real Time

Integration with PowerBI



Gives you a completely customisable Real Time Dashboard with a live feed into CC4Teams for real time statistics

Free Reporting



Real Time Dashboard with a live feed into CC4Teams for real time statistics, each Supervisor will need to create their own dashboard by selecting which indicator's they wish to see

Reporting – Historical

Historical Reports / Edit Report

Report Type Call History

Report Name Call History Report

Parameters

- Range**
 - Call History
 - Agent History
 - Call Trace
 - Agent Trace
 - Voice Mail History
 - Database Step
 - Outbound History
- Start Date**
- Start Time**
- Elements**
 - Mail History
 - Mail Trace
 - Chat History
 - Chat Trace
 - Social Media History
 - Social Media Trace

Show deleted items

- Alex Norton
- Andrew Katzer
- Andrew Katzer Demo
- Aparna Bala

Queue

Public

End Date 16/03/2021

End Time 23:00

Merge

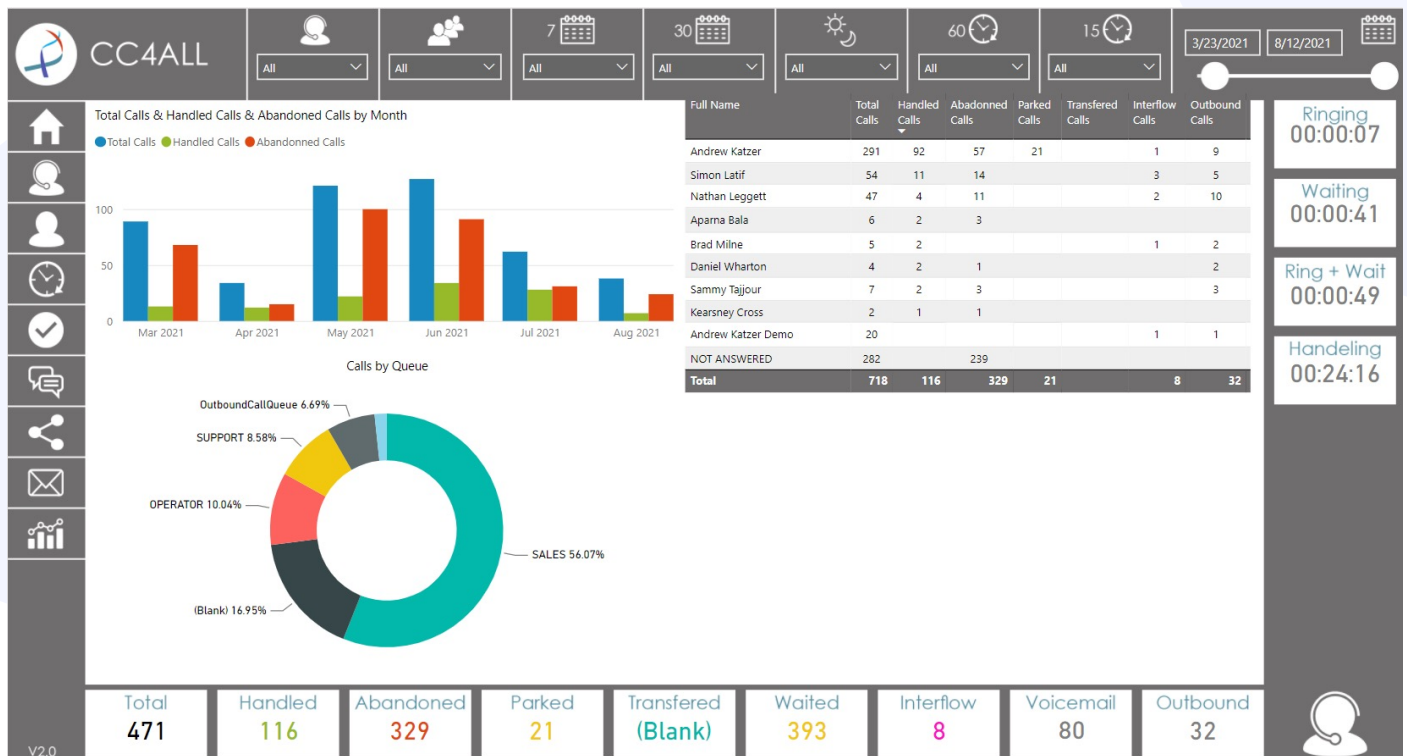
Display by

Period	<input checked="" type="checkbox"/>
Month	<input checked="" type="checkbox"/>
Day of Month	<input checked="" type="checkbox"/>
Day of Week	<input checked="" type="checkbox"/>
Queue	<input checked="" type="checkbox"/>
Agent	<input checked="" type="checkbox"/>
Skill	<input type="checkbox"/>

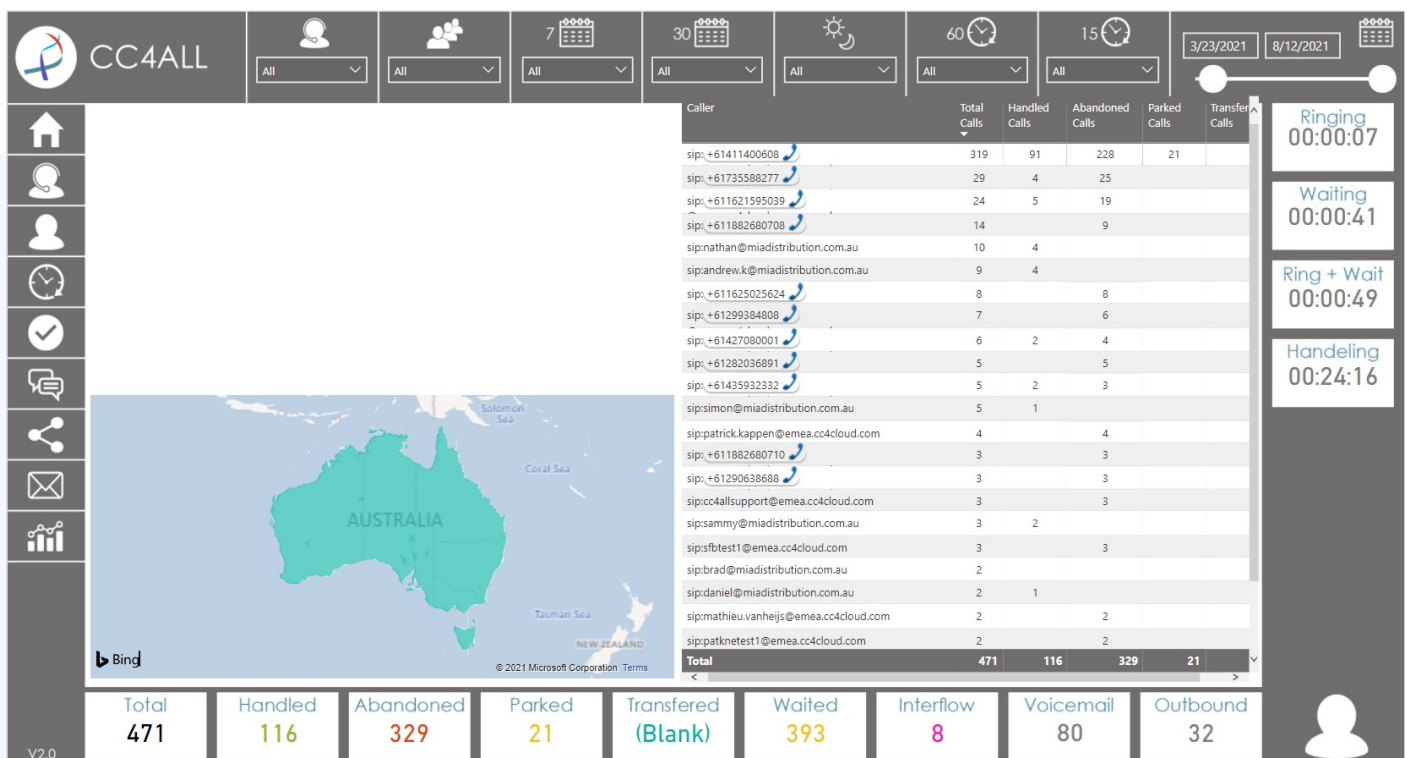
Column	TOTAL	AVERAGE	MINIMUM	MAXIMUM	PERCENT	SERVICE LEVEL
Handling Time	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				
Ringing Time		<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>
Waiting Time		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
#Ringing	<input checked="" type="checkbox"/>					
#Calls Handled	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>	
#Interflow	<input checked="" type="checkbox"/>					
#Requeue	<input checked="" type="checkbox"/>					
#Abandoned	<input checked="" type="checkbox"/>					
#Transferred	<input checked="" type="checkbox"/>					
#Direct	<input checked="" type="checkbox"/>					
#Calls Waiting	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>		
#Cold Transfer	<input checked="" type="checkbox"/>					
#Parked	<input checked="" type="checkbox"/>					
#UnParked	<input checked="" type="checkbox"/>					
#Personal Queue In	<input checked="" type="checkbox"/>					
#Personal Queue Out	<input checked="" type="checkbox"/>					
Queue Overflow	<input checked="" type="checkbox"/>					
Closed Queue	<input checked="" type="checkbox"/>					
Joined Agent Count				<input checked="" type="checkbox"/>		
Transfer Attempts	<input checked="" type="checkbox"/>					
Transfer Time		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		

Historical reporting can be generated immediately or scheduled to be emailed daily, monthly, quarterly or yearly – choose the report type, indicators, agents, queues and the date/time range that you want to see.

Power BI Reporting Historical

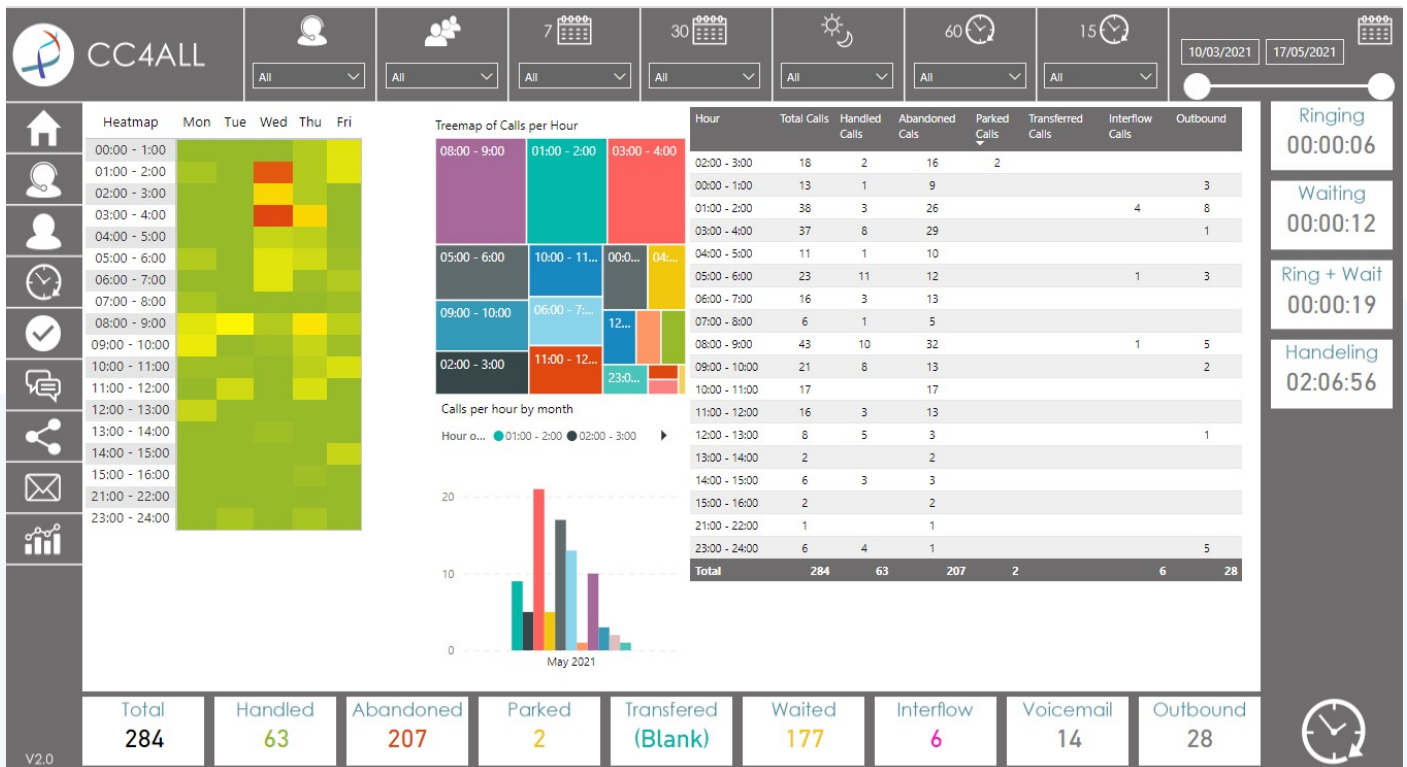


Provides a detailed report of all calls/media and interactions with customers and agents. with filters for all reports to measure by Agent, Queue, Date, Morning, Afternoon & Evening or by the hour.

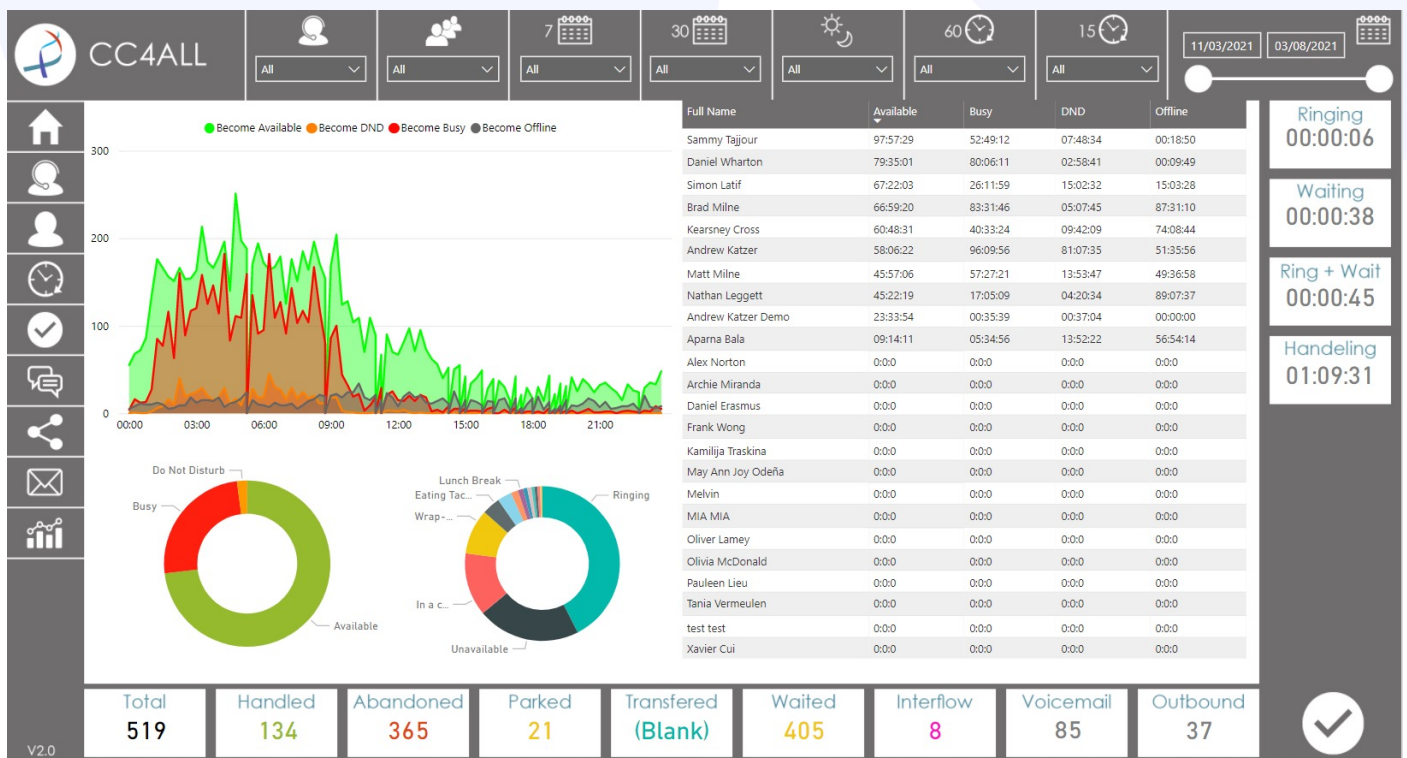


View all the numbers that are calling in and the total calls they have made, including how many times their call was handled, abandoned, parked or transferred

Power BI Reporting Historical Heatmap



Per hour calls, total, handled, abandoned, parked, transferred, interflow and outbound.



Report on users Microsoft presence state and CC4Teams customisable presence state, with the amount of time they have spent on each state.

Power BI Reporting Historical Webchat, Social Media and Email



View Total Chats, Handled Chats Abandoned Chats and a conversion percentage of all messaging communications made by your Agents, with individual counts and average answer times and the ability to filter by queues, date, time or hour of the day.

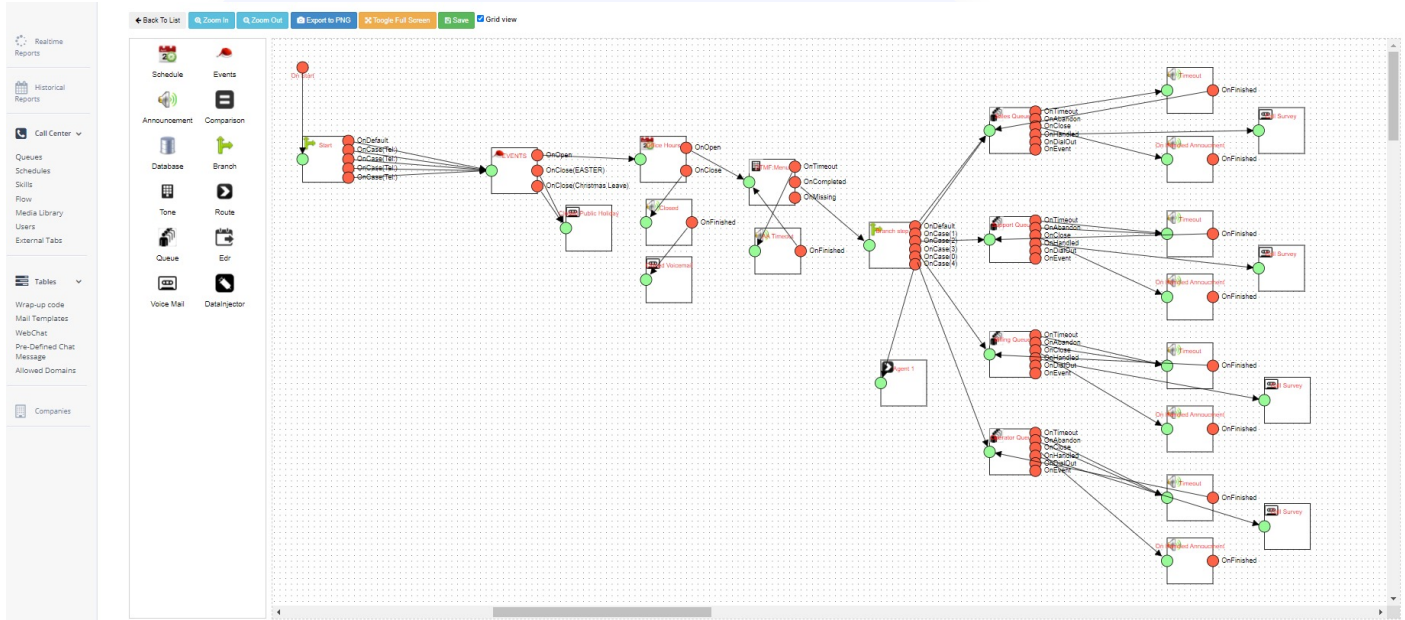
ID	Date / Time	Agent Name	Skill	Queue	Skipped ANI	Chats	Handling time	Ringing time	Waiting time	Handled	Parked	Ringed	Transferred	Direct	Abandoned
20414	12/05/2021 11:00:10	Simon Latif	Channel UC SALES	0735586277@emea.cc4cloud.com/user-phon		sgpMAtest2@emea.cc4cloud.com	00:00:00	00:00:04	00:00:33	✓	✓	✓	✓	✓	✓
20483	12/05/2021 14:06:06	Simon Latif	Channel UC SALES	0735586277@emea.cc4cloud.com/user-phon		sgpMAtest2@emea.cc4cloud.com	00:00:00	00:00:10	00:00:00	✓	✓	✓	✓	✓	✓
20486	12/05/2021 14:07:55	Simon Latif	Channel UC SALES	0735586277@emea.cc4cloud.com/user-phon		sgpMAtest2@emea.cc4cloud.com	00:00:00	00:00:06	00:00:10	✓	✓	✓	✓	✓	✓
20489	12/05/2021 14:14:12	Simon Latif	Channel UC SALES	0735586277@emea.cc4cloud.com/user-phon		sgpMAtest2@emea.cc4cloud.com	00:00:00	00:00:17	00:00:00	✓	✓	✓	✓	✓	✓
20492	12/05/2021 14:18:46	Simon Latif	Channel UC SALES	0735586277@emea.cc4cloud.com/user-phon		sgpMAtest2@emea.cc4cloud.com	00:00:00	00:00:05	00:00:06	✓	✓	✓	✓	✓	✓
20543	15/05/2021 08:56:19	Nathan Leggett	Channel UC SALES	0735586277@emea.cc4cloud.com/user-phon		sgpMAtest2@emea.cc4cloud.com	00:00:00	00:00:33	00:00:00	✓	✓	✓	✓	✓	✓
20571	15/05/2021 09:10:07	Simon Latif	Channel UC SALES	0735586277@emea.cc4cloud.com/user-phon		sgpMAtest2@emea.cc4cloud.com	00:00:00	00:00:07	00:00:21	✓	✓	✓	✓	✓	✓
20654	16/05/2021 08:57:23	Simon Latif	Channel UC SALES	0735586277@emea.cc4cloud.com/user-phon		sgpMAtest2@emea.cc4cloud.com	00:00:00	00:00:12	00:00:17	✓	✓	✓	✓	✓	✓
20655	16/05/2021 08:58:25	Simon Latif	Channel UC SALES	0735586277@emea.cc4cloud.com/user-phon		sgpMAtest2@emea.cc4cloud.com	00:00:00	00:00:34	00:00:10	✓	✓	✓	✓	✓	✓
20889	18/05/2021 03:02:42	Nathan Leggett	Channel UC SALES	0735586277@emea.cc4cloud.com/user-phon		sgpMAtest2@emea.cc4cloud.com	00:01:18	00:00:15	00:00:00	✓	✓	✓	✓	✓	✓
20890	18/05/2021 03:10:56	Andrew Katzer	Channel UC SALES	0735586277@emea.cc4cloud.com/user-phon		sgpMAtest2@emea.cc4cloud.com	00:02:08	00:00:11	00:00:00	✓	✓	✓	✓	✓	✓
20891	18/05/2021 03:57:10	Andrew Katzer	Channel UC SALES	0735586277@emea.cc4cloud.com/user-phon		sgpMAtest2@emea.cc4cloud.com	00:00:00	00:00:02	00:00:00	✓	✓	✓	✓	✓	✓
20894	18/05/2021 04:19:45	Andrew Katzer	Channel UC SALES	0735586277@emea.cc4cloud.com/user-phon		sgpMAtest2@emea.cc4cloud.com	00:00:00	00:00:02	00:00:00	✓	✓	✓	✓	✓	✓
20895	18/05/2021 04:11:04	Andrew Katzer	Channel UC SALES	0735586277@emea.cc4cloud.com/user-phon		sgpMAtest2@emea.cc4cloud.com	00:00:00	00:00:03	00:00:00	✓	✓	✓	✓	✓	✓
20896	18/05/2021 04:19:16	Andrew Katzer	Channel UC SALES	0735586277@emea.cc4cloud.com/user-phon		sgpMAtest2@emea.cc4cloud.com	00:00:00	00:00:02	00:00:00	✓	✓	✓	✓	✓	✓
20897	18/05/2021 04:19:48	Simon Latif	Channel UC SALES	0735586277@emea.cc4cloud.com/user-phon		sgpMAtest2@emea.cc4cloud.com	00:00:08	00:00:06	00:00:00	✓	✓	✓	✓	✓	✓
21094	19/05/2021 00:10:15	Simon Latif	Channel UC SALES	0735586277@emea.cc4cloud.com/user-phon		sgpMAtest2@emea.cc4cloud.com	00:00:00	00:00:11	00:00:00	✓	✓	✓	✓	✓	✓
21095	19/05/2021 00:10:58	Andrew Katzer	Channel UC SALES	0735586277@emea.cc4cloud.com/user-phon		sgpMAtest2@emea.cc4cloud.com	00:00:00	00:00:06	00:00:00	✓	✓	✓	✓	✓	✓
21096	18/05/2021 00:24:44	Andrew Katzer	Channel UC SALES	0735586277@emea.cc4cloud.com/user-phon		sgpMAtest2@emea.cc4cloud.com	00:00:00	00:00:07	00:00:00	✓	✓	✓	✓	✓	✓

View all the numbers that are calling in, how long they have been waiting, handling time, number they have called from, the Agent that handled the call, and quick overview with a green tick for it happened and a red hyphen for it didn't happen, to see if the call was handled, parked, transferred, directed to an Agent or was abandoned by the Agent.

Available on all channels including, Voice, Social Media, Webchat & Email queues.

Admin Centre

Graphical IVR Call Flow



Includes:

- Database – Integrate your database to send information back and forth.
- Comparison – True or False options regarding the database search.
- EDR – monitor calls waiting, call times and available agents and set thresholds to be redirected.
- Tone (DTMF) – Auto Attendant with Speech recognition.
- Branch – Identify and direct calls to the required location using several different methods.
- Announcements, Events & Voicemail.
- Queue – with extra options
 - Timeout – set a timer for customers, till they are provided a different option
 - On Abandon – when an Agent abandons the call before its answered
 - On Close – when no Agent is online or available, direct to another option
 - On Handled – when the Agent hangs up on a call, direct to a call survey
 - Dial Out – enable tone dial out for extra options
- Data Injector – Skilled based routing.

Schedules

- Realtime Reports
- Historical Reports
- Call Center ▼
- Queues
- Schedules
- Skills
- Flow
- Media Library
- Users
- External Tabs
- Tables ▼
- Companies

Schedules / Edit Schedule

Name					
	<input type="text" value="SALES"/>				
Monday	<input type="checkbox"/> All day	06:30- 07:30	08:30- 12:00	13:00- 19:00	20:00- 22:00
Tuesday	<input type="checkbox"/> All day	08:30- 12:00	13:00- 17:00		
Wednesday	<input type="checkbox"/> All day	08:30- 12:00	13:00- 17:00		
Thursday	<input type="checkbox"/> All day	08:30- 12:00	13:00- 17:00		
Friday	<input type="checkbox"/> All day	08:30- 12:00	13:00- 17:00		
Saturday	<input checked="" type="checkbox"/> All day				
Sunday	<input checked="" type="checkbox"/> All day				

Multiple schedules and times can be configured into the call flow

Events

Events

+ Add

Show 10 entries

NAME	ACTIVATE NOW (AD HOC EVENT)	RECURRING EVENT	START DATE	END DATE
EASTER	false	false	Apr 02 2021 00:00	Apr 05 2021 23:59
Christmas Leave	false	false	Dec 21 2021 00:00	Jan 09 2022 23:59

Events

+ Add

Show 10 entries

NAME
EASTER
Christmas Leave

Add recurring events, once off events, or activate an ADHOC event for automatic closure of the call centre when there is an emergency

Recordings

Recordings

Start Date: End Date: Search:

Media Type: Record Type: Visible:

VISIBLE	ID	DATE	DURATION	CALLER	QUEUE	SKILLS	AGENTS	SUPERVISORS	TAGS	MUTED
<input checked="" type="checkbox"/>	529e2aac-5f11-4626-8ebc-7f701d353fa3	17/05/2021 01:35:38	00:00:08	sip:+61411400608@emea.cc4cloud.com/user+phone	SALES	MIA-SKILLS,English	Andrew Katzer			<input type="checkbox"/>
<input checked="" type="checkbox"/>	3ba4acee-c999-435c-8c11-7ca02a7e4bbe	17/05/2021 01:34:52	00:00:08	sip:+61411400608@emea.cc4cloud.com/user+phone	SALES	MIA-SKILLS,English	Andrew Katzer			<input type="checkbox"/>
<input checked="" type="checkbox"/>	939b203a-50fc-481b-8060-754f66d4266f	14/05/2021 06:17:44	00:02:11	ClientP-115.70.230.23;Region:Australia/Sydney	WEBCHAT	MIA-SKILLS,English	Andrew Katzer			<input type="checkbox"/>
<input checked="" type="checkbox"/>	361fcd00-4dee-46e9-4186-bf5179e99abc	13/05/2021 05:25:05	00:00:53	sip:+61411400608@emea.cc4cloud.com/user+phone	SALES	MIA-SKILLS,English	Andrew Katzer,Brad Milne			<input type="checkbox"/>
<input checked="" type="checkbox"/>	b72d517e-e771-4005-b0b2-4c5c03961fba	12/05/2021 05:38:05	00:22:34	ClientP-27.32.174.246;Region:Australia/Sydney	WEBCHAT	MIA-SKILLS,English	Andrew Katzer			<input type="checkbox"/>
<input checked="" type="checkbox"/>	5733f960-5a15-4653-8ed5-3f4eebeadd02	12/05/2021 05:35:48	00:02:01	sip:+61435932332@emea.cc4cloud.com/user+phone	SALES	MIA-SKILLS,English	Andrew Katzer			<input type="checkbox"/>
<input checked="" type="checkbox"/>	3852g754-63af-4ce2-406d-e381f1973a6e	11/05/2021 08:37:23	00:01:33	ClientP-27.32.174.246;Region:Australia/Sydney	WEBCHAT	MIA-SKILLS,English	Andrew Katzer			<input type="checkbox"/>
<input checked="" type="checkbox"/>	a025df9d-54b3-4c36-a682-bfc334acc4246	10/05/2021 06:23:26	00:58:10	ClientP-115.70.230.23;Region:Australia/Sydney	WEBCHAT	MIA-SKILLS,English	Andrew Katzer			<input type="checkbox"/>
<input checked="" type="checkbox"/>	57be4c6e-be26-4e40-9d09-adeb542c7b90	10/05/2021 06:20:43	00:00:41	sip:+61411400608@emea.cc4cloud.com/user+phone	SALES	MIA-SKILLS,English	Andrew Katzer			<input type="checkbox"/>
<input checked="" type="checkbox"/>	ea487e30-fbdf-4289-84cd-5d9125389d99	10/05/2021 05:06:53	00:02:47	sip:+61411400608@emea.cc4cloud.com/user+phone	SALES	MIA-SKILLS,English	Kearsney Cross	Andrew,Nathan		<input type="checkbox"/>

Showing 1 to 10 of 85 entries

First Previous 1 2 3 4 5 Next Last

Download transcripts for Webchat, Social Media or Email queues, or WMA files for call recordings, with a simple search function for name, date, time, tags, phone numbers, queues, inbound or outbound.

Queue Configuration General

Queue Configuration General

Name: SALES

Operator Queue:

Mail Queue:

Chat Queue:

Social Media Queue:

Enable call pickup:

Offer calls to agents without client:

Offer calls to busy agents:

Offer calls to away agents:

Priority:

Ringing Type: Longest idle

Mailbox:

Integration

Executable:

URL:

Schedule

Name: MIA All Day

Open announcement: Select

Close announcement: Select

Close when no agent join:

Close when all agents offline:

Timers

Timeout:

Ringing Timeout(CCSkye only):

Unanswered Reason: Unavailable

Cancel Save

Choose the queue type, enable or disable, call pick up, offer calls to Agent who are busy or away, set a priority of the queue, enter an executable or URL to launch your database on a call with {CALLERPHONE} search/popup, close the queue if no one is online and activate a customisable present state to switch a user to unavailable if they miss a call.

Queue Configuration

The screenshot displays the 'Queue Configuration' interface for a queue named 'SALES'. It is divided into two main sections: 'Skills' and 'Supervisor'.

Skills Section: This section allows for defining skills and their weights. It features a table with columns for 'SKILL' and 'WEIGHT'. Two skills are listed: 'MIA-SKILLS' with a weight of 1, and 'English' with a weight of 2. Below the table, it indicates 'Showing 1 to 2 of 2 entries' and includes navigation buttons for 'First', 'Previous', 'Next', and 'Last'.

Supervisor Section: This section lists supervisors and their configuration options. It includes a table with columns for 'SUPERVISOR' and 'ACTIVE CALL MONITORING'. Seven supervisors are listed, all with the 'ACTIVE CALL MONITORING' checkbox checked. Below the table, it indicates 'Showing 1 to 7 of 7 entries' and includes navigation buttons for 'First', 'Previous', 'Next', and 'Last'.

Queue Configuration Skills

Give your skilled based routing different weights for each queue and customise skills to work different for each queue.

Queue Configuration Supervisor

Add your Supervisors to the queue and enable or disable there ability to Active Call Monitor

The screenshot displays the 'Queue Configuration' interface for a queue named 'SALES', specifically the 'Members' section. It features a table with columns for 'MEMBERED', 'AGENT', 'SKILLS', 'DESIRE', 'SCORE', 'RINGINGTIMEOUT', and 'JOINED'. Seven agents are listed, all with the 'MEMBERED' checkbox checked. Below the table, it indicates 'Showing 1 to 7 of 7 entries' and includes navigation buttons for 'First', 'Previous', 'Next', and 'Last'.

Below the 'Members' section is the 'Access Rights' section, which includes a table with columns for 'AGENT', 'RECORDED', 'JOIN/LEAVE', and 'REALTIME'. All seven agents listed have their respective checkboxes checked. Below the table, it indicates 'Showing 1 to 7 of 7 entries' and includes navigation buttons for 'First', 'Previous', 'Next', and 'Last', along with 'Cancel' and 'Save' buttons.

Queue Configuration Members

Add your agents to the queue and choose their access rights, whether they can toggle on/off ADHOC call recording, join or leave the queue or view their own Realtime reports.

Queue Configuration Playlist

Add multiple Events Announcements, On Hold Music or Waiting queue music, with extra options for Waiting queue music to be able to enable tones for Dial Out option or Dynamic Announcements to let the caller know how many people are in the queue and the expected wait time.

The screenshot shows the 'Queue Configuration Playlist' interface for a queue named 'SALES'. The interface is divided into three main sections:

- Events:** A table with columns 'EVENT' and 'ANNOUNCEMENT'. It currently shows 'No data available in table'.
- On Hold Playlist:** A table with columns 'ANNOUNCEMENT' and 'ORDER'. It contains one entry: 'MOH' with order '1'.
- Waiting queue playlist:** A table with columns 'ANNOUNCEMENT', 'ORDER', 'DYNAMIC ANNOUNCEMENT', and 'DIAL OUT'. It contains three entries:

ANNOUNCEMENT	ORDER	DYNAMIC ANNOUNCEMENT	DIAL OUT
#Dynamic - Waiting Calls	1	'1_Call', '2_Minutes	<input type="checkbox"/>
MOH	2		<input checked="" type="checkbox"/>
One moment please	3		<input type="checkbox"/>

Navigation buttons like 'Add', 'Search', and 'First/Previous/Next/Last' are present in each section. A 'Cancel' and 'Save' button are located at the bottom right.

Queue Configuration Reasons

Customise Present States for Do Not Disturb and Busy, that are relevant for each queue.

The screenshot shows the 'Queue Configuration Reasons' interface for a queue named 'SALES'. The interface is divided into two main sections:

- Dnd Reason:** A table with a 'REASON' column. It contains two entries: 'Training' and 'Wrap-up'.
- Busy Reason:** A table with a 'REASON' column. It contains two entries: 'Lunch Break' and 'Coffee Break'.

Navigation buttons like 'Add', 'Search', and 'First/Previous/Next/Last' are present in each section. A 'Cancel' and 'Save' button are located at the bottom right.

The screenshot shows the 'Reasons' configuration interface for a queue named 'SALES'. It features two main sections:

- External:** A form with an 'Email' field and an 'Add' button.
- Email Template:** A form with fields for 'Email Subject' (e.g., 'Sales VM on CC4Teams') and 'Email Template' (e.g., 'New VM From #incomingNumber').

On the right side, there is an 'Agent' selection dropdown with options like 'Alex Norton', 'Andrew Kater', 'Andrew Kater Demo', and 'Aparna Bala'. Below it is a 'Template Variables' section with fields for #incomingNumber, #queueName, #lineURI, #downloadLink, and #voicemailDuration.

Queue Configuration Reasons

Send Voicemails to Agents, Supervisors or External Emails (Also available to view/listen in the CC4Teams App within MS Teams).

Agent Plus vs. Agent Pro

Agent Features	Agent Plus	Agent Pro
Agent interface		•
Additional DND statuses		•
Additional Busy statuses		•
Consulted (warm) transfer to external numbers	•	•
Call History		•
Selective call pick-up (cherry picking)		•
Immediate (cold) transfer	Chat	•
Immediate (cold) transfer to external numbers		•
Extended Company Directory and contact list		•
Real time statistics dashboard		•
Possibility to join or leave a queue		•
Join multiple queues and/or multiple media channels	•	•
Automatically disabled when not answering the call	•	•
Wrap-up codes		•
Information about caller	•	•
Instant search in address book (for transfer calls)	•	•
Outbound dialling with number selection		•
External tab(s)		•
Waiting calls		•
Pick a call from the waiting queue		•
Click-To-Call		•

System Reporting	Agent Plus	Agent Pro
Real time reporting on all channels	voice	•
Historical reporting on all channels	voice	•
In- and outbound call reporting	•	•
Service level reports	voice	•
Reports related to abandoned calls	•	•
Status reports including do not disturb information and wrap up time	•	•
Queue statistics for agent and supervisor	voice	•
Export to MS Excel	•	•
Scheduled Reporting via Email	•	•
Power BI Integration	•	•

Agent Plus vs. Agent Pro

System Features	Agent Plus	Agent Pro
Native integration Teams	•	•
Native Teams client application		•
Cloud Architecture	•	•
Multi-Tenant	•	•
High Availability	•	•
Channels: Voice/Email/Web Chat/Social Media (Whatsapp)		•
(Multi) skill Based ACD Telephony	•	•
Integration with CRM / ERP / WFM (via dynamic URL)		•
Automatic Client Updater	•	•
Active Monitoring	•	•
Ad hoc call recording		•
Automatic and permanent call recordings	•	•
Social Media integration		•
Outbound Campaign dialer		•
Email integration via EWS (Exchange Web Services)		•

Queue Settings	Agent Plus	Agent Pro
Membership management	•	•
Supervisor(s)	•	•
Skills	•	•
Emergency routing	•	•
Additional DND statuses		•
Additional Busy statuses		•
Welcome Announcements	•	•
Music on Hold and waiting messages	•	•
Overflow	•	•
Automatic Recording	•	•
Ad-hoc Recording		•
Wrap up codes		•
Queue voicemail	•	•
Database script step	•	•
Ability to configure multiple endpoints/numbers in a queue	•	•

Agent Plus vs. Agent Pro

Power BI Reporting	Agent Plus	Agent Pro
Real time reporting available in Power BI	voice	•
Historical reporting available in Power BI on all channels with following templates:	voice	•
1. Call Agent Overview with SLA	•	•
2. Caller Overview on map	•	•
3. Hour Overview with heatmap	•	•
4. Agent Status Overview	•	•
5. Chat, Social Media and Email overview		•
6. Detailed insights on telephony, chat, Social Media and Email	•	•
7. Agent drilldown view	•	•

Administration	Agent Plus	Agent Pro
Web based administration interface (Admin Centre)	•	•
Easy and intuitive handling	•	•
IVR - Interactive Voice Response	•	•
Graphical call flow editor	•	•
Dynamic IVR*	•	•
Administration Tools	•	•
(Multi-) Skill Based Routing	•	•
Roles and rights per member of a queue	•	•
Access / synchronization to Active Directory	•	•
Employee from AD can easily be transformed to an agent	•	•
Integration of an agent in other branches or home office	•	•
Calendar and time-based routing	•	•

Dynamic IVR* - When there are a number of calls waiting or waiting time is longer than set, the system will take another route

Email Channel Details	Agent Plus	Agent Pro
Define priority between all channels		•
Ignore E-mail / send back to the waiting queue		•
Wrap-Up codes		•

Agent Plus vs. Agent Pro

Web Chat Channel Details	Agent Plus	Agent Pro
Web Chat channel interface integrated in the CC4ALL client		•
Define priority between all channels		•
Ignore Chat message / send back to the waiting queue		•
Auto-Reply on incoming chat based on Chat Rules		•
Chat Rules per queue: Accept/Closed by agent, on message content, time since last message, ...		•
System based Chat Rules: Visitor City/Country/IP@/Page URL, Waiting time, Time on page, Hour of the day, ...		•
Actions triggered on individual Chat Rules: Send a message to the visitor and/or the agent.		•
Pre-Defined Chat Answer Templates		•
Ignore Web Chat / send back to the waiting queue		•
Chat Widget styling (size, color, position) from the Web Administration Interface		•
Easy copy & paste Widget Script		•
Information on incoming Chat: IP@, Queue name, Customer region, Waiting duration, page URL, OS		•
Transfer an ongoing Chat to another CC4ALL agent		•

Social Media & Other Channels	Agent Plus	Agent Pro
Social Media channel interface integrated in the CC4ALL client		•
Support for Twitter, LinkedIn, Facebook, Messenger, Google+, Instagram, Whatsapp		•
Native WhatsApp integration		•
Native CC4Teams integration with Salesforce	•	•
Native Dynamics integration	•	•
Define priority between all channels		•
Ignore Chat message / send back to the waiting queue		•
360 degree customer view		•
Switch to a private message		•
Assign an ongoing Social Media conversation to another CC4Teams agent		•
Make notes on the customer		•

***Native CC4Teams integration with Salesforce / Native Dynamics integration** - Available at extra cost

Supervisor

Features	Supervisor
Agent Pro Licence Included	•
Supervisor interface/ Client or Web interface	•
Key performance indicators for real time reporting	•
Historical reporting regarding handled and abandoned calls	•
Real time and historical overview regarding waiting times per queue	•
High Availability	•
Monitor the Waiting Queue and Active Call List	•
Monitor the agent status and timer	•
Native Change the agent status integration Teams	•
Send automated alerts to active and inactive agents, in- and outside the contact center (and per email)	•
Active Monitoring	•
Wall display functions	•
Reporting available in Excel and PDF	•
Report Scheduler available for all reports	•
Online reporting interface	•
Active Call Options: Listen, and barge-in	•
Possibility to join or leave a queue	•
Change the agents skill based routing score from within the Teams interface	•

Operator

System Features	Operator
Operator interface	•
Operator status	•
Call On-Hold & retrieve	•
Call Park & retrieve	•
Consulted (warm) transfer	•
Consulted (warm) transfer to external numbers	•
Immediate (cold) transfer	•
Immediate (cold) transfer to external numbers	•
Waiting queue	•
Quick transfer - search name -> press enter -> transfer complete	•
Sending originating call ID to the destination with a call transfer	•
Possibility to add entries in directory	•
Ad hoc call(Queue) recording	•
Automatic and permanent call recordings	•
Create own address list (VIP)	•
Sign In / Out of Operator group	•
Pick a call from the waiting queue	•