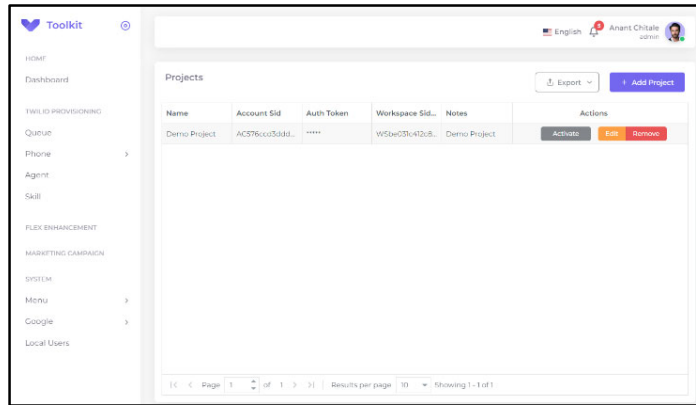


# Flex Superkit Datasheet

A 'middleware' that enables an enterprise/operator to simplify provisioning and skills/teams/queue management of Contact Centre agents, integrate with your corporate Directory, and provide special features like 'click-to-call', Call-back, Agent/Queue level Voicemail, Voicemail to Email, near-realtime management of Contact Centre and Queue level Work hours management and more.



## Superkit Features & Specifications

Features	Description	Availability
Integrated Queues, Skills and Agent Management	Vastly simplifies the associations between Telephone numbers/Queues, Queues/Skills and Skills/Agents. This enables elegant transfer of contact centre design to Flex implementation.	Available
Agent 'personal' queues	Provides a powerful feature to assign 'personal' queue to an agent, eliminating the need to have another soft client to make receive personal calls.	Available
Call Forwarding to External Numbers	Allows forwarding calls into any queue (contact centre or personal) to an external number. This provides a near-real-time powerful mechanism to manage any transient operational contingency (e.g. high call volume, Technology Issue etc)	Available
Support for Business Continuity Process	Supports organisational BCP by allowing temporary close or call diversion at Contact Centre, Queue or Agent level. Facilitated through 'Contact Centre Operating Hours' and 'Call Forwarding to External Numbers' features	Available
Identity provider integration	Powerful One-Click Integration with Google, Okta, Azure eliminates the need for specialist IT admin assistance. Minimizes any delays in standing up new contact centres and any scope for misconfiguration.	Available

Features	Description	Availability
Voicemail setup at queue and agent level	Customer can leave voice mail if no agent is available. VM presented as a task to the appropriate queue and forwarded to the configured email address	Available
Set up of Contact Centre Operating Hours	Facilitates set up Contact Centre operating calendar (including Weekends/State based Public Holiday). Facility available at Queue level, Contact Centre level and Agent Level. Also allows 'temporary' close of contact centre through one click operation for any operational contingency.	Available
Export/Import/Upload of Contact Centre Configuration	Facilitates export and Import of Configuration Relationships (through CSV/Excel files). This enables export of contact centre configuration, update and import of changes – thus providing a powerful ability to duplicate/ stand-up contact centres in near real-time. Also provides configuration back-up/restore facility, thus assisting customer's backup management and configuration management processes	Future
Intuitive Single screen Social Media Configuration	Enables the customer/implementer to deploy social media channels (SMS, WhatsApp, Facebook) for new or existing contact centres from one single screen	Future
Agent to agent chat	Enables agents/supervisor to chat with other agents/supervisor for consultation or assistance while on call with the customer. Greatly enhances an agent's ability to provide superior and targeted customer service	Future
Queue or Agent Specific Canned Response for Social Media Channels	Customer can configure pre-canned responses for specific queues or agents to standardize and streamline customer engagement	Future
Automated purchase & release of Twilio Phone numbers	Enables easy implementation of complex and dynamic workflows for applications that need elasticity.	Future
Simplified Queue/Agent Phone Number Assignment	Allows one-click assignment of Phone numbers to Queues/Agents	Future

Front end technology	REACT
Back-end technology	PHP
Database	MySQL