



## Epygi's Call Center Solution: Complete with Powerful Communication Tools

Epygi's Call Center Solution offers advanced tools for a more sophisticated and multi-functional call center solution. It ensures that your company provides its customers with quality service and that your agents never miss a call. It allows for time optimization all around and improvement of the skills of your contact center staff.

The **Automatic Call Distribution (ACD)**, the **Automatic Outbound Calling (AOC)** and the **Epygi ACD Console (EAC)** are the licensable features which will help you build a powerful communication bridge between organizations and customers. The ACD feature can be used on its own; whereas the EAC and AOC rely on ACD and work only if ACD is active.

The **ACD feature**, mainly used for inbound calling, allows creating and adding agents to the call queues. The maximum number of calls waiting in the queue and the wait time can be defined for each queue, along with the agent ring timeouts in a queue. Several call distribution types are supported: ring all agents, round robin, longest idle, less busy over the last hour, random hunting and skills-based routing. It allows to customize the status codes, define wrap-up codes for each call queue, create custom announcements (initial, periodic and repeat) and play background music between announcements. Callers can be notified regarding their position in queue and the estimated wait time. There is a call back option available for customers who are not willing to wait in the queue. They can be redirected on timeout or by using the Zero-Out option. Additionally, the agent wrap-up time can be set for each queue and a direct ACD overflow to voice mail or to another ACD queue can be configured as well.

The **AOC feature**, when used for outbound calls, automates outbound calls directly to clients. It is a web-based application designed to control and monitor automatic outbound call sessions on QX. It allows the configuring, start, control and monitoring of the automatic outbound calling process on the QX.

The **EAC feature** is used for both inbound and an outbound calls. It allows call center agents, supervisors and administrators to monitor the queues and agents, to watch the call statistics and to update the agents' status through an easy to use web-based application.

Unlike other call center solution which require a separate database, Epygi's solution is unique because its database is self-contained, thus more secure, easier to configure and does not require an external server.

# Epygi's Solution Specifications, Features and Benefits

## Agent Features

- Receive calls directed to the agent's extension or mobile number
- Log-in and log-out to/from one or multiple queues
- Change/update agent status from the EAC application
- View in-call progress shown on Dashboard
- Make calls from the EAC application
- Make blind transfers to agents or to other numbers from the EAC application
- View the graphical and numerical count of calls and call durations
- Have an ability to tag each call with a wrap-up code
- Have an ability to add a comment on each call
- View personal call statistics over specified timeframes
- View directory and click to dial for all extensions and agents
- Chat with supervisors/agents and keep chat history

## Supervisor/Administrator Features

- Barge-In
- Monitor each queue and agent for live and statistical details
- Monitor critical performance metrics
- Generate and download statistical reports for queues and agents for desired time periods
- Send team banner alert messages
- Chat with individual members or the entire team
- Change an agent's status
- Increase or decrease available agents for each queue

**Please Note:** The Supervisor has full permission within the scope of the specified queue.

## Requirements

### System Requirements

- The ACD, EAC and AOC features are available on Epygi QX50, QX200, QX500, QX2000 and QX3000 running firmware version 6.2.40 and higher.
- Google Chrome, Mozilla Firefox, Microsoft Edge or Opera are the recommended WEB browsers when using the EAC on a PC.

### Network Connectivity

For Agents using the EAC application. Agent's PC and the Epygi QX should be visible to each other.

Capacity	Simultaneous Calls	Recorded Calls	EAC Sessions
<b>QX50 Scenario 1</b>	12	12	12
<b>QX50 Scenario 2</b>	16	4	16
<b>QX200 Scenario 1</b>	15	15	15
<b>QX200 Scenario 2</b>	30	0	30
<b>QX500 Scenario 1</b>	24	24	24
<b>QX500 Scenario 2</b>	60	0	60
<b>QX2000</b>	300	150	300
<b>QX3000</b>	500	200	500