



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

Epygi's Call Center Solution offers advanced tools for a more sophisticated, multi-functional call center. It ensures that your company provides its customers with quality service and that your agents never miss a call. The solution optimizes time across operations and enhances the skills of your contact center staff.

The features available through licensing, **Automatic Call Distribution (ACD)**, **Automatic Outbound Calling (AOC)**, and the **Epygi ACD Console (EAC)** help build a robust 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 customization of the status codes, defines wrap-up codes for each call queue, creates custom announcements (initial, periodic, and repeat), and plays background music between announcements. Callers can be notified regarding their position in the queue and the estimated wait time. There is a callback 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 voicemail or to another ACD queue can be configured as well.

The **AOC feature** automates outbound calls directly to clients. It is a web-based application designed to control and monitor automatic outbound call sessions on the QX system. This feature allows users to configure, initiate, manage, and oversee the automatic outbound calling process.

The **EAC feature** is used for both inbound and an outbound calls. It allows call center agents, supervisors, and administrators to monitor agent activity and call queues, view call statistics, and update agent statuses through a user-friendly web 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 of one or multiple queues.
- Change or update agent status through the EAC application.
- View in-call progress displayed on the Dashboard.
- Make calls directly from the EAC application.
- Make blind transfers to agents or to other numbers from the EAC application.
- Access both graphical and numerical data showing the count of calls and their durations.
- Tag each call with a wrap-up code.
- Add comments to each call.
- Review personal call statistics over specified timeframes.
- Browse the directory and click to dial for all extensions and agents.
- Communicate with supervisors and other agents via chat, 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, QX60, QX100, QX200, QX500, QX3000 and QX5000, ecQX and UC80.
- 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.