



## Automatic Call Distribution For Business and Call Centers



### **Making Connections Matters**

Busy organizations require a phone system that can do more than simply handle the traffic. Calls need to get answered fast and answered by the person with the most appropriate skills and experience. IPitomy's award winning IP PBX solution has the power and intelligence to handle incoming call volume on your busiest days.

IPitomy ACD and Q-Manager can keep your team working at optimal effectiveness with ease. Flexible ACD features make IPitomy the best choice for environments that require a highly flexible and capable Call Center Solution.

IPitomy is a Pure IP Solution. This makes it the ideal choice when including users and agents that are off site and need to work remotely. With IPitomy, users and agents can work from home or branch office locations.

Queues can be setup so agents can cover calls from outside the local time zone to add Follow-the-Sun coverage to extend your hours of operation without brick and mortar. Agents can be located anywhere there is a broadband connection. This adds instant expansion of your business without adding overhead.

### **Lowering Costs Is a Big Deal**

Sometimes adding efficiency to your call center requires simplification. With IPitomy, that's all part of the plan. IPitomy is a fully integrated IP Communications platform. This includes everything you need for a business phone system as well as an amazing suite of applications that round out your communications realm:

- **Unified Messaging**
- **Enterprise Class IP PBX**
- **Automated Attendant**
- **32 Party Conference Bridge**
- **Multi Media Trunking - SIP - T1 PRI - Analog**
- **IPitomy ACD Option - Complete ACD Solution**
- **Q-Manager Application for Desktop Control**
- **Support for Remote Users/Agents**
- **Flexible Inbound Routing**
- **Advanced Music on Hold Control**
- **Flexible Outbound Routing**
- **Call Queuing**
- **Multiple Call Distribution Strategies**
- **Web Based Administration**
- **On Demand Call Recording**
- **Call Accounting integration**
- **CRM Integration with Many Popular Programs**
- **Screen Pops**
- **Text Messaging**

# Q-Manager

## A Power Tool For Your Company

IPitomy's powerful ACD solution provides incredible capabilities to get your customers connected to the right agent fast.

Agents and Supervisors get the big picture when using Q-Manager. Q-Manager provides insight into all queued calls and agent status. All User and Agent Status is encapsulated in a small panel that provides lots of information about the user/agent at a glance. This avoids cumbersome additional screens for displaying information. Displaying all user/agent status in a single panel leaves more room on the screen to get the big picture without complicating training.

Q-Manager can display many more calls in a smaller space than most competitors products while displaying much more information. The screen below displays the status of 28 Agents at a glance. Panels can be resized to suit users preference.

## Bring Power to Each Call With Call Control Buttons

Each call displayed contains Caller ID Information, call duration, Call Tracking Codes and Call Control Buttons. Just click on the button to execute the action. Since the buttons are displayed on each call, training is simplified and mistakes are all but eliminated.



### Text Messaging

Phone Status Color Coded

Agent Login Status

Agent pause Status (Red when Paused)



Extension Number

Name

Presence Status

## Text Messaging Adds Another Dimension

Supervisors can text with agents offering advice and coaching while listening to the call. Private corporate text messaging extends to all users; even mobile phones. Whisper to agents as well as record the call for training, later.

## IPitomy Q-Manager Desktop Management Screen

Left Menu

Q Alerts Alarms

Parked Calls Click to retrieve

Real Time Queue Statistics

Agent Statistics

The screenshot shows the IPitomy Queue Manager desktop interface. At the top, there's a header with 'Settings View' and various status indicators like 'Auto Fwd', 'Fwd', 'ONLINE', and 'SHOW\_ALL'. Below this is a grid of agent status panels, each displaying an agent's name, extension number, and current status (e.g., OFFLINE, AWAY, ON\_CALL). A 'Left Menu' on the far left contains 'Q-Alerts' (Sales Queue Calls, Sales Queue Call Time) and 'Parked Calls' (701, 702, 703). Below the agent grid, there are call logs for specific agents, such as 'Calls for: 1022 Agent: Login' and 'Calls for Elaine Blodgett'. At the bottom, there are 'Queue Statistics' and 'Queue Members' tables.

Queue	In Queue	Avg Ans Wait	Avg Call Len	Answered	NotAnswered	Timeout	Abandoned
Music	0	0	0	0	0	0	0
Support	0	0	0	0	0	0	0
Sales	0	0	0	0	0	0	0
Ring All	0	0	0	0	0	0	0

Status	Name	Q Calls	Call Time
Not in use	**Victor Hassab	0	0
Not in use	**Mike Lunn	0	0
Not in use	**John Wolfe	0	0
Unavailable	**Drew2	0	0
Unavailable	**Shipping	0	0

Agent Panel Displays status information of each agent

Clicking the agent panel displays the call panel for the call they are on

Call Panel

Calls in Queue

## See All Calls In Queue

When calls are in Queue, an amazing amount of data is displayed on each Queued Call Panel. Time in Queue, Caller ID name and number, dialed number code and queue code are all displayed. Each Call Panel also has a Barge Button to easily pick up the call out of the queue.

Queue Calls		
2 min 19 sec NC:Tim Lee 9413056721 Q: Sales	1 min 29 sec NC:Jan Blue 2124721901 Q: Sales	1 min 29 sec NC:Jimmy Manns 6139892314 Q: Sales
0 min 29 sec NC:Bob Lake 8183358710 Q: Sales	1 min 29 sec NC:Ron Callen 2067213212 Q: Sales	1 min 29 sec NC:Jane Doe 7147893618 Q: Sales

## Sound The Alarm With Queue Alerts

Q-Manager displays all the calls in Queue and can be configured to set thresholds that will trigger an alarm condition. The Queue Call Panel will turn red indicating an alarm condition. An optional audible tone will be played over the PC speakers until the condition is cleared. Alarms are configured in the IP PBX administration interface.

## Drag and Drop Queue Calls

Agents can rescue calls in the queue by clicking the Barge button. Managers can drag calls from the Queue to any Agent. This allows managers to identify VIP calls and escalate their service level if required.

## One Click to Park calls

Agents can click on the park button to instantly park a call. Once the call is parked, the call is displayed in the left menu with the Caller ID.

Parked calls can be retrieved by clicking the park pickup icon on the parked call panel. Calls can also be retrieved from any IPitomy phone by selecting the Park Pickup key on the telephone.

## Who is on a Call With Whom

By selecting the User/Agent Panel the call will be displayed in the Call Display Screen. When selected, the Caller Panel displays the call information and the call control buttons. The call control buttons allow the manager to listen, Whisper, Pickup the call and Record the call; all with one click.

## Real Time Statistics

Get real time statistics on your teams performance. The results are updated throughout the day on the Q-Manager screen so supervisors can keep up on the critical information to keep your operation profitable.

Selecting a Queue from the list of Queues displays individual agent statistics in the Queue as well as a scorecard for the entire queue.

Queue statistics can also be displayed in a web based display on agent desktops or a wall mounted monitor.



### Q-Alerts

Sales Queue Calls

Sales Queue Call Time

### Parked Calls

701  
9023776655

702  
2063579625

703  
2125138901

Q-Alerts and parked calls are displayed in the left menu area

Alarm indicators are red

Calls can be parked by clicking the icon in the call panel

Parked calls can be retrieve with one click with the pickup icon

SIP / 2236 James Brown <9042231048> Inbound	26 sec Inbound		DAHDI/3-1
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Queues	In Queue	Ave Ans wait	Ave call length	Answered	Timeout	Abandoned
Sales	1	20	262	23	0	1
Support	2	27	461	60	1	1
VIP	0	2	455	6	0	0
Website	1	22	329	43	0	1

Queue Members			
Status	Name	Q Calls	Call Time
In Use	**John Allen	23	487
In Use	Mary Smith	18	329
In Use	**Derek lee	21	345
In Use	**Tom Jones	32	490
Unavailable	Pam Ort	20	340
In Use	**Jane Doe	26	442

## Connecting to the Right Agent is Critical

Routing inbound calls is important in any call coverage scenario. IPitomy offers multiple options to increase flexibility and assure precision call delivery. The precision call route starts at the DID level. Inbound DID's can be labeled so the campaign information is displayed along with the caller id. This not only tracks important inbound information that can be related to expensive marketing campaigns, but provides a visual element for agents to pounce on VIP calls the second they appear in the Queue.

In addition to the routing options, agents can be prioritized to receive mainly calls for their expertise. Certain agents can be pulled in to answer calls if they are available when an alternate queue is busy. Creating a skills based routing scenario is easy with just a few mouse clicks to set up which agents will be answering calls first in a particular queue.

Calls can be distributed using any of the 5 available call distribution strategies:

- Ring All
- Round Robin
- Least Recent
- Fewest calls
- Random
- Round Robin With Memory

## Routing In and Out of Queues

When there are no agents logged in or the Queue is full, flexible options exists on where the calls that are routed to the queue will go. They can overflow to another queue, go to Voice Mail, Automated Attendant or simply say goodbye.

## Delivering the message While in Queue

While callers wait in Queue, a distinct message can be played to the caller on a per queue basis or per inbound route basis. When a caller in queue is waiting, the caller can be informed of where they are in line and estimated hold time. Callers can dial 0 for a live operator if allowed. You never get a second chance to make a first impression. IPitomy delivers Message on Hold flexibility that will add the professional touch to your operation; either large or small.

## Inbound Route Exclusive Music/Message on Hold

When a caller calls into a specific DID, the call can be set so that only the message and music appropriate to that caller will be played for the duration of that call regardless of which queue they are in or which agent or user is handling the call. This feature allows you to leverage your advertising and on-line marketing dollars by supporting your campaign in print, on-line and on the call.

## Big ACD at an ALL-In-One Price

IPitomy's ACD includes all of the features you would expect in an Enterprise Class Communication system.

- Programmable Wrap Up Time
- Screen Pops
- Agent Statistics
- Agent Pause
- Presence Management
- Text Messaging
- Mobile Phone Integration
- Last Calls List
- Pop Up Abandoned Calls List
- Recorded Announcements
- Remote Users and Agents
- Call Recording
- All Call Recording
- Rescue Queue Calls
- Message/Music on Hold
- Easy to Use Display

## Power Tools Designed for Your Success

IPitomy ACD has an extremely powerful set of features. Not only are the tools powerful, but special care has been taken to add smart and intuitive design to display massive amounts of information in an amazingly small space. What this means for you is more efficiency and less training for your agents.

With all of the data required to run an efficient call center contained on the Q-manager screen, you can manage more and worry less!



## Empowering Managers

Managers can see all the activity of each agent. Agent groups can be viewed as a Queue group or as part of the entire call center. Managers can add agents to queues on the fly as well as log them out of queues.

Coaching tools are available to manage agents and get the most out of each and every employee. By enhancing each agents performance, profitability is maximized and customer satisfaction is increased. Happy customers are the goal of every call center. Happy people feel connected to your organization and are more loyal to your brand.

It's frustrating to spend marketing dollars on a campaign only to have calls be abandoned when your team is busy. Q-Manager keeps a running list of calls so abandoned calls can be called back as soon as possible.

## Empowering Agents

Every IPitomy user has the ability to be in a queue whether they are in the office or working remotely. Agents can log in using a telephone or by using the Q-Manager screen. With all of the information and power tools at their disposal, agents can be more efficient and perform at optimal level all the time.

## Empowering The Team

Every team requires collaboration. Call Centers can take advantage of IPitomy's Conferencing features to enhance internal and external communications with local and remote agents. IPitomy Q-Manager has a built in Visual Conference Manager that displays all of the participants in the conference. When a participant is speaking, an audio icon appears next to their caller ID indicating who is talking.

## Empowering Business

Every business that has customers and has telephones is a call center. Treat your customers like they are your most important asset; they are.

Add IPitomy ACD and IPitomy Q-Manager to your business today. Start reaping the rewards of a highly efficient organization.

For a no obligation demonstration contact your IPitomy Dealer:

