Powerful groups services to better manage incoming call traffic

Most organizations use some form of shared call answering to manage high volumes of incoming calls or peak calling periods. Temovi provides multiple options to improve a caller's experience and control how calls are queued and presented to available staff.

Temovi makes it easy to deploy an array of hunting functions as well as integrate 3rd party contact centre services to make staff more productive and give managers better control over the customer experience. Services as simple as queuing incoming calls with music and status announcements to skills-based routing with proactive real time management and robust historical reports.

3 Levels of Call Handling

Temovi provides traditional hunting capabilities that allow users to be assigned into groups and search for an idle line before being re-routed elsewhere in the company. More advanced UCD (Uniform Call Distribution) features provides basic queuing functions and allow authorized users to log in and out to accept calls destined for the group pilot number.

For advanced call centre services, Temovi offers contact centres from a trusted partner as well as field proven, standards-based interfaces to leading contact centre providers. Temovi's long standing partnership with T-Metrics offers a robust omni-channel contact centre with skill-based routing, real time agent monitoring and historical reports.

Level 1 – Hunting and Hunt Groups

Temovi's Directory Number Hunt Groups offer sequential or circular hunting such that an incoming call will search through the group members to find an idle member. Sequential Hunting starts at the group's primary number then searches in a pre-defined order for available members of the group (sometimes referred to as descending).

Circular Hunting (sometimes called round robin) starts searching for an available member of the group based on the last group member to answer a call; the next available member in the list will be presented the new call. In both cases, if no idle member is found, the call is redirected to another line, announcement or voicemail.

Pilot Number Hunting is also available. In these cases, callers dial a dedicated telephone number (pilot number). Members 'log- in' to the hunt group to receive calls directed to the pilot number.

Two types of groups can be configured; Multi-line Hunting searches for an idle member always beginning at the same member, and Distributed Line Hunting searches begin in a round robin fashion, providing a more even distribution of calls among hunt group members.

Pilot Number Hunting is often used for receptionist coverage of an organization's main phone number. Users can be assigned as members of multiple hunt groups and be active in multiple groups at any time. In addition, one or more members of the hunt group can be assigned as Supervisors.

Supervisors can add members to the hunt group via their Personal Agent Web Portal if enabled. Supervisors have the ability to log users in and out of hunt groups; set a 'stop hunt' marker against a specific member, causing calls to immediately overflow to a coverage point when no members are available.

Level 2 – Uniform Call Distribution (UCD)

UCD services provide an ideal solution for companies that regularly experience high incoming call volumes or struggle with peak calling periods. UCD allows any line in the enterprise to be assigned as a UCD 'Agent'. Agents can log in and out of their assigned queue, taking calls dialled either to the UCD Pilot number or to their own personal telephone number. If no agents in the UCD queue are idle, calls are queued, offered announcements and music-on-hold until an agent becomes available.

Incoming calls are presented to the agent who has been logged in and idle the longest. When calls are queued, the longest waiting call will be presented to the longest idle agent available in the queue. Users can be assigned to more than one UCD Group and answer incoming calls for more than one Pilot number at any time.

One or more members of the group can be assigned as Supervisors. Via the Personal Agent Web Portal, supervisors have the ability to

- Open and close queues
- Force agents into answer or 'ready' mode
- Add/remove agents in the queue
- Dynamically define where calls are routed if no one answers or the queue is closed
- Set the maximum number of calls allowed to queue
- Set how long calls will ring before given an announcement
- Set how frequently callers hear announcements while in queue
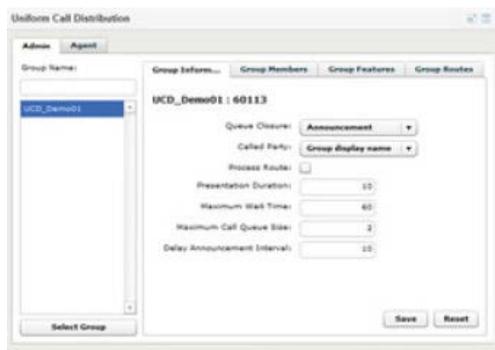
UCD Supervisor

Level 3 – Integration with 3rd Party Contact Centre Solutions

For users requiring more sophisticated Contact Centre requirements, Temovi has a longstanding partnership with T-Metrics. Additionally, Temovi provides SIP interfaces and open APIs that have been field proven to integrate with the industry's leading contact centre providers.

Whether you choose T-Metrics or another contact centre provider, Temovi offers integration to enable sophisticated multi-media queuing algorithms including skills-based routing. Customer interactions can be proactively monitored and managed by contact centre supervisors. Robust reporting packages expose key metrics and long term trends that can be leveraged to improve the customer experience as well as call and screen reporting to assure maximum productivity.

T-Metrics - TM-2000 Contact Centre Server

T-Metrics is a long standing Temovi partner for contact centre solutions. Together, the organizations support some of the largest public and private sector contact centres in the world. The TM-2000 gives organizations a single point of control for interactions that span multiple media types. Innovative solutions, such as screen recording, enhance a managers ability to assure performance as text-based interactions increase.

Capabilities include:

- Omni-channel interactions (Voice, Web, Email, Social, SMS, WebRTC)
- Skills-based routing on all media types
- Optional call and screen monitoring and recording
- Advanced agent desktop module to manage interactions
- Supervisor desktop with real-time queue display, agent presence status and performance monitoring tools
- Robust historical reporting
- Optional scorecards for customer feeedback
- Optional IVR and multi-site networking
- Agents retain their SIP identity for personal inbound and outbound calls

For more information contact us through our website at temovi.cloud

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Solution Brief

Temovi
Real-time Communications