

Incoming Call Center

Improve service reputation and productivity with POPP's ACD / Incoming Call Center features, reports, and techniques.

With powerful call analytics reports, dashboards and a cost-effective price point of **less than 30 cents per user per day**, POPP's cloud-based Incoming Call Center is ideal for businesses that handle a high volume of incoming calls.

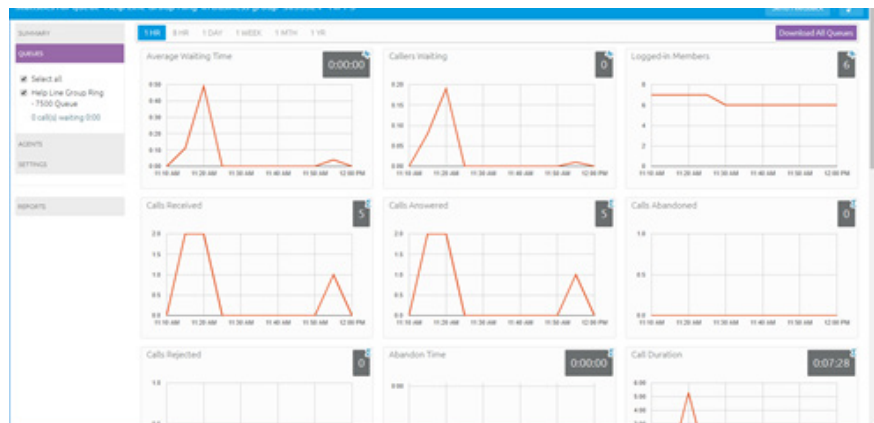
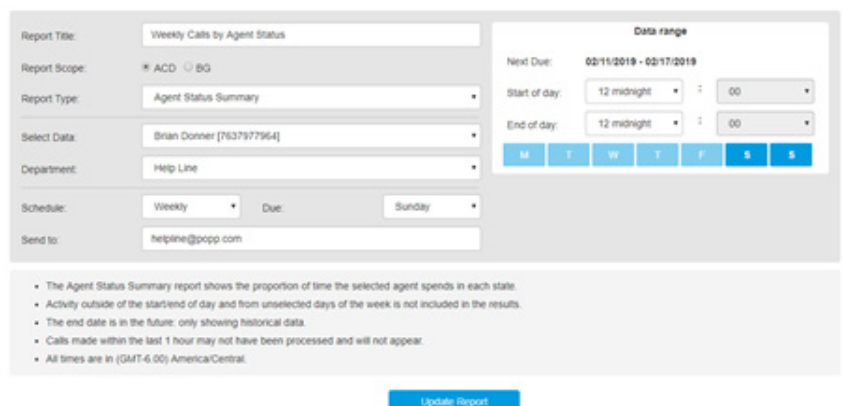
Incoming Call Center enables the **measurement of customer consumption and agent capacity**, and helps illuminate opportunities to increase productivity.

Leverage POPP's Incoming Call Center features to **enhance customer experience and deliver world class support**.

Supervisor Tools Help Recognize Top Performers & Increase Productivity

Incoming Call Center Supervisors use the Supervisor Dashboard to:

- View agent performance metrics – share call activity and capacity reports with agents in coaching meetings
- Create reports to track agent activity goals and trends in increments of 1 hour, 1 day, 1 week, etc.
- Coach and assist agents with challenging calls via Monitor, Whisper, and Barge-In features
- Add/remove agents from call queues and log them in/out as needed
- Create Disposition Codes, or categories for agents to label calls for reporting and analysis (e.g., Resolved, Unresolved, Escalation, etc.)
- Create Agent States, or statuses that agents can set for themselves (e.g., Break, At Lunch, In A Meeting, etc.)
- Supervisors may also use an Agent license to take calls as an Agent

This is a report configuration form for 'Weekly Calls by Agent Status'. It includes fields for Report Title, Report Scope (ACD or BG), Report Type (Agent Status Summary), Select Data (Brian Donner [7637977964]), Department (Help Line), Schedule (Weekly), and Due (Sunday). A 'Data range' section allows setting the Next Due date (02/15/2019 - 02/17/2019) and Start/End of day (12 midnight). A calendar view shows the selected dates. A 'Send to' field is set to helpline@popp.com. A 'Update Report' button is at the bottom.

Report Details:

- Report Title: Weekly Calls by Agent Status
- Report Scope: ACD BG
- Report Type: Agent Status Summary
- Select Data: Brian Donner [7637977964]
- Department: Help Line
- Schedule: Weekly Due: Sunday
- Send to: helpline@popp.com
- Data range: Next Due: 02/15/2019 - 02/17/2019
- Start of day: 12 midnight
- End of day: 12 midnight

Report Notes:

- The Agent Status Summary report shows the proportion of time the selected agent spends in each state.
- Activity outside of the start/end of day and from unselected days of the week is not included in the results.
- The end date is in the future: only showing historical data.
- Calls made within the last 1 hour may not have been processed and will not appear.
- All times are in (GMT-6:00) America/Central.

Call Center Routing and Agent Features

Customize and utilize flexible features in POPP's Incoming Call Center application.

Flexible Call Routing, Queuing and Skills-Based Routing

Adjust call routing based on time-of-day/day-of-week specific to your business hours, peak times, and seasonal call traffic. Route incoming calls to ring one or more agents from multiple queues for specialized call handling.

Agent Features

Choose **Basic Agents** for simple dashboard and statistics gathering, or **Premium Agents** for additional reporting and supervisory tools, plus queue status announcements. Basic or Premium Agent capability is defined per queue.

Agents access the **Agent Dashboard** via the intuitive online User Portal.

Agent Features	Basic Agent	Premium Agent
Access to Online Agent Dashboard	✓	✓
View Number of Calls Waiting & Average Wait Time	✓	✓
Supervisor may View Call Analytics	✓	✓
Agent States (e.g., Break, At Lunch, In a Meeting, etc.)		✓
Wrap-Up Timers (Preset time to complete post-call tasks before a new call is presented)		✓
Disposition Codes aka Call Categorization (e.g., Resolved, Unresolved, Escalation, etc.)		✓
Supervisor may Monitor, Whisper or Barge-In		✓
Queue Status Announcements (e.g., "There are 2 callers ahead of you." "Your approximate wait time is 5 minutes.")		✓

Reports Available Via Supervisor Dashboard		
Abandoned Calls Detail	Calls By Queue	Hourly Usage
Abandoned Calls Summary	Call Detail by Agent	Inbound Summary
Agent Status Summary	Call Duration Summary	Queue Summary
Agent Summary	Call Log	Short Calls by Agent
All Agents Status Summaries	Daily Traffic	User Statistics
Calls by Day	Frequent Caller Summary	