



CSE Call Center

CSE Informal Call Center application provides a valuable hosted service for help desks, order entry departments or any small-size contact group. It can be especially helpful to contact groups with variable or even seasonal call volume. In place of lost calls, busy signals or expanding staff just to accommodate peak periods, CSE Informal Call Center application handles incoming calls in an orderly and professional manner whether group members are immediately available or there is a period of call overflow.

CSE Informal Call Center receives calls coming into a contact group and distributes the calls among members (agents) of the company assigned to that group, whether the agents are in the call center or working from home or other remote location. The ACD (automatic call distribution) capability helps especially with busy call periods to present a professional customer interface and to maximize caller satisfaction. Businesses using CSE Information Call Center can easily arrange for multiple queues, with custom choices per queue, to meet business needs without the hassle and expense of call center equipment owners CSE and maintenance.



Call Distribution

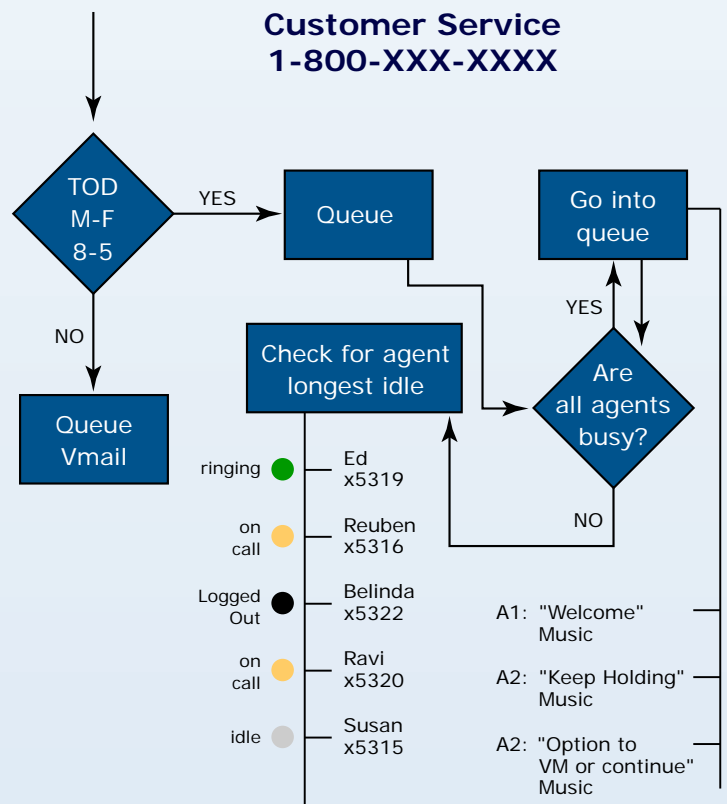
With CSE Informal Call Center, calls are always answered in the order they were received, and callers only have to remember a single number to call. Incoming calls roll to the first available agent based on a call queue or passed to agents in a hunt group for the most efficient response time.

With CSE Informal Call Center any number of ACD queues and agents to a queue can be set up. Queue types include:

- Longest Idle – calls will be sent to the agent who has been idle the longest
- Top-to-Bottom – calls will be sent in order to the extension with the lowest numerical value to the highest. Example: ext 2102, 2103, 2107
- Bottom-to-Top – calls will be sent in order to the extension with highest numerical value to the lowest. Example: ext 2107, 2103, 2102
- Round Robin – calls will be directed to the first line in the queue through the list to the last. Then the cycle will repeat.

An unlimited number of calls may be accepted to a queue, with callers remaining on hold until an agent is available. Or a limit can be set for the number of calls in queue, with overflow to: announcement then disconnect, voicemail, roll-over to another line, hunt group or queue, or route based on time-of-day or day-of week rules. Hunt groups offer another type of incoming call distribution. Hunt groups available include: multi-line hunt

Informal Call Center - ideal for small and medium companies needing improved incoming call handling for small contact centers without up front investment



groups, directory number hunt groups, and PBX trunk hunt groups, each with a variety of available call distribution patterns and to which a call overflow destination can be assigned.

Agents can belong to multiple queues and hunt groups. They log in and out of their assigned queues with a simple push of a phone button. Agents can be centrally located or dispersed wherever there is a broadband Internet connection giving access back to the CSE Informal Call Center. Agents at multiple sites can be set up to function in unified queues, helping businesses with queue coverage issues.

Other Features

While waiting for an agent, callers can hear a mixture of voice menus, music on hold and/or advertisements, break-in (multi) announcements. Or if all lines in a queue or hunt group are busy an overflow announcement can play.

The standard announcements can be used, or custom announcements can be easily set up, tied to a call routing plan, then recorded from a phone. Background music can be selected from a number of music styles.

CSE Informal Call Center provides agent mobility. Since it is based on Voice over IP (VoIP), agents can physically relocate their IP phone to any other broadband connection, with full services following, such as when changing desks or when working occasionally from another location such as home. Agents assigned CSE Web Portal access can easily move to a different call center station and use the web interface to reassign the new station phone, with complete services following the assignment.

Optional Enterprise Administrator access enables a business manager to setup or make changes to their call queues or hunt groups from the web-based Administrator ACD Wizard.

As this is an informal call center solution, there is no set of supervisory features. Speak to your CSE representative should you require a more formal call center solution.

CSE Informal Call Center

Productivity Benefits

- Improve customer service with professional, efficient use of agents
- Rescue currently lost calls and business
- Select from a variety of call distribution methods to meet your business needs
- Take advantage of flexible call center staffing by supporting both centralized and remote agents
- Promote your business with the flexible announcement-on-hold feature, reaching callers with information they might not otherwise hear
- Save time with the optional enterprise administration
- Save time with the built-in agent mobility

Budgetary Benefits

- Save on call center capital investment
- Save on moves, adds and changes with the built-in agent mobility and optional enterprise administration

Management Benefits

- On-site queue and hunt group management with the optional enterprise administration

Reliability Benefits

- With the hosted call center model, if connectivity to one office location goes down for any reason, callers will automatically be routed to agents in still-active locations or routed to an emergency out-of-service backup number

User Requirements

- Any phone approved for use with CSE Hosted PBX Service
- Agent access to Web Portal or management access to Enterprise Administration requires any personal computer running Microsoft Windows® XP or 2000 and running Microsoft Internet Explorer® 5.5 or higher for full features or Netscape® 7.0 or higher for basic features

CSE

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