

- Supervisors and operators agent rights
- Collection and export of statistical information
- Call history and conversations recording
- Call distribution based on operator skills



**Call center** is an additional licensed component of ECSS-10 system, including:

- Queues – describe the algorithms for selecting a call center agent to handle incoming calls and waiting parameters such as: maximum number of attempts, maximum distribution duration, maximum waiting time, queue length, etc.
- Operators – users of automated workstations who handle calls from queues. The operator role provides additional functions compared to a regular phone number.
- Supervisors – users of automated workstations who monitor the processing of calls in queues, observe and manage the current work of the call center.

#### User-friendly web interface

- Call management directly from the web interface
- Conferences with other operators
- Viewing call history and listening to call recordings
- Statistics on operator performance over a specific period of time
- Receiving faxes from customers
- Sending statistics to email

#### Call distribution strategies

##### Basic queue<sup>1</sup>:

- Random – the operator is selected at random
- Multicall – all available operators are selected simultaneously
- Serial – operators are connected in the order in which they were added to the queue
- Progressive – attempts to connect with operators are made sequentially, but unlike the serial strategy, the connection with the previous operator is not terminated when a connection with a new participant is established
- Cycled – attempts to connect to operators are made sequentially. After reaching the last operator, the window moves to the first operator and so on cyclically

##### Extended queue:

- MIA (Most Idle Agent) – select the operator who has taken the most time since the last distribution attempts
- LOA (Least Occupied Agent) – select the operator who has handled fewer calls than others over a certain period of time
- Skill-based distribution – select the operator who best matches the level of professional skills is selected
- Repeat contact principle (preferred operator) – the call distribution program remembers which operator was selected last time to handle a call from number A, and will consider this operator to be the preferred one for handling the call, attempting to distribute it to them
- Manual – manual call distribution mode from the extended queue. When the manual distribution strategy is specified, the automatic call distribution program will not be executed. This will be handled by the supervisor

##### Integration with Redmine and Confluence

The operator's web client supports integration with Redmine and Confluence. If integration is configured, the web client will display the Redmine or Confluence page in a special area and automatically log in to one of this systems.

<sup>1</sup>Available under the ECSS-10 standard license.

## Features and capabilities

### Participant roles

- Operator
- Supervisor

### Role functionality

#### For operator:

- Accept/reject incoming calls via web browser
- View call history and statistics via the workstation
- Support for statuses created via the advanced web configurator
- Support for 'available', 'gone' and 'block' statuses
- Call recording
- Call pickup
- Creating conferences with other operators

#### For supervisor:

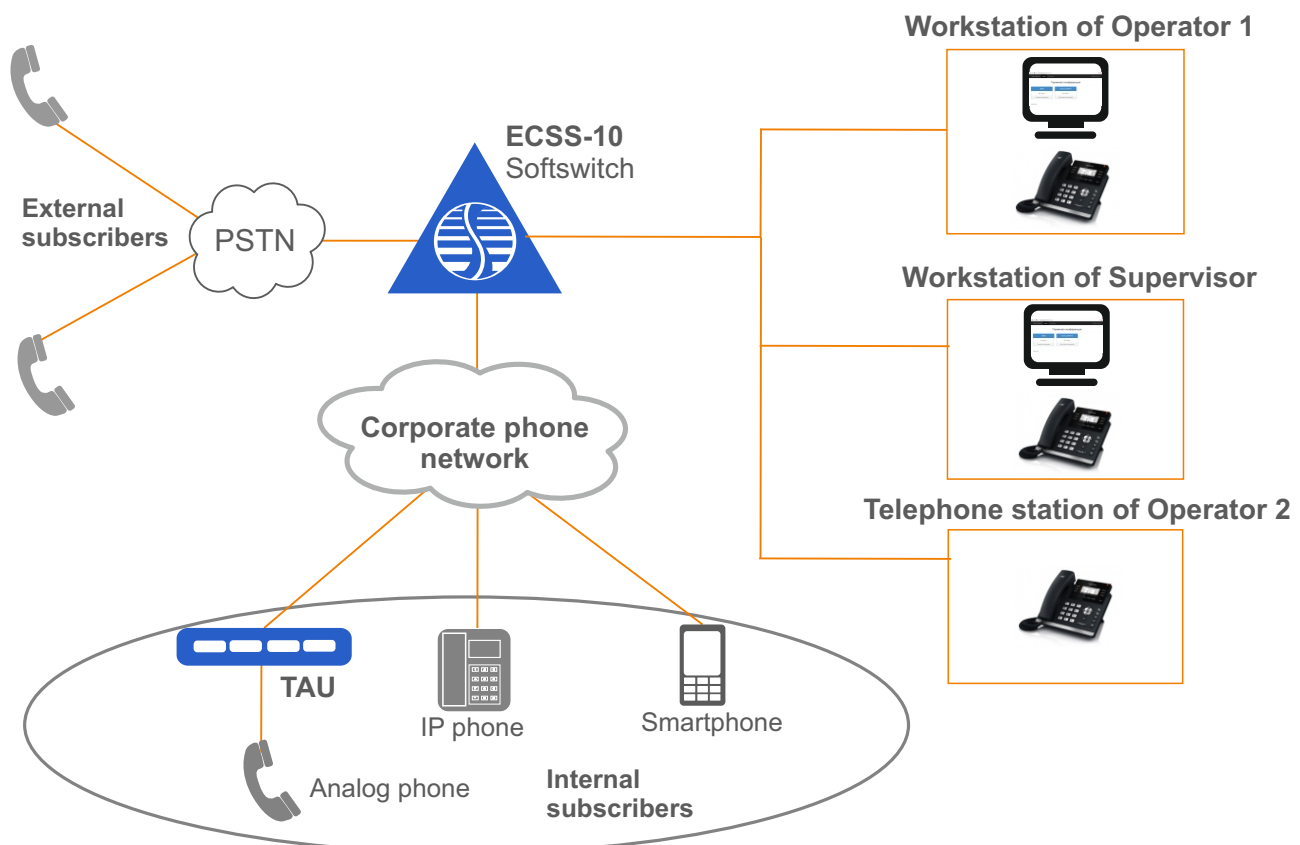
- Support for all operator role functionality
- Connecting to a call handled by operator in consultation, listening or conference modes

- Assigning statuses to operators
- Blocking a selected operator
- Operator's redistribution between queues
- Call center statistics collection and analysis
- Creating reports with dynamic or static periods for sending by email

### Feature codes

- Logging into the Call center as an operator
- Logging out as an operator
- Completing call post-processing
- Transition to 'gone' status
- Transition to 'available' status
- Connecting to the selected operator by supervising mode
- Call to operator via operator ID
- Supervision in consultation, listening or conference modes
- Sending the default supervising mode

## Use case



## Ordering information

Name	Description
<b>Subscriber licenses</b>	
ECSS-CCS-O-1-L	Extension of ECSS-SC-1X-L license: ECSS-CCS-O-1-L license for ECSS-10 Softswitch software for one active call center operator without supervisor functions support
ECSS-CCS-O-5-L	Extension of ECSS-SC-1X-L license: ECSS-CCS-O-5-L license for ECSS-10 Softswitch software for five active call center operators without supervisor functions support
KCC-CSS-S-1-L	Extension of ECSS-SC-1X-L license: KCC-CSS-S-1-L license for ECSS-10 Softswitch software for one active call center operator with supervisor functions support
KCC-CSS-S-2-L	Extension of ECSS-SC-1X-L license: KCC-CSS-S-2-L license for ECSS-10 Softswitch software for two active call center operators with supervisor functions support

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### About Eltex

**Eltex** Enterprise is a leading Russian developer and manufacturer of communication equipment with 30 years of history. Complete solutions and their seamless integrability into the Customer's infrastructure are the priority growth areas of the company.