

# Hosted Contact Centre

Contact centres are a vital resource for companies to communicate with customers. Gage Networks creates unique Contact Centre solutions to meet the business needs of large and mid size companies without any capital investment.

Using our carrier class IP Telephony platform the functionality is extended using Queuing technology to provide a cost effective and flexible Hosted Call Centre solution.

Incoming calls are directed into queues and held on the Hosted Telephony platform until an agent is ready to accept the call.

Your network bandwidth requirements are driven by the maximum number of agents not the number of peak callers into your call centre – a significant cost saving. Therefore in peak busy periods calls are not dropped, even if all agents are unavailable.



Agent functionality allows log-on, log-off, pause and pause reason codes. Agent functionality can be assigned independent of location, supporting multiple or distributed call centre locations, remote agents and "follow the sun" operations.

The simple monthly cost-per-seat model allows contact centre managers to easily and quickly scale to meet demand.

Contact centre managers can measure budget targets, SLA targets, agent activity and more, with a level of detail that goes down to listening to any call on any queue.

For monitoring and agent training QueueMetrics includes call recording for all agents. All call recording and storage is hosted in a high integrity, secure data centre, removing the upfront costs, maintenance costs, security compliance and secure backup issues associated with an onsite dedicated solution.

Gage Networks is a licensed telco service provider and can offer a range of geographic and non geographic numbers throughout the UK and internationally.

## Queuemetrics:

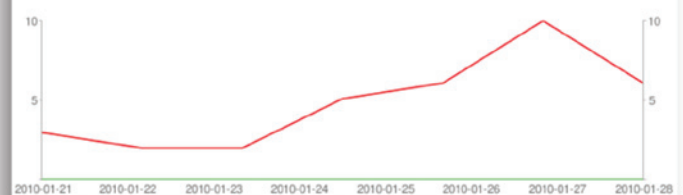
Using QueueMetrics, contact centre managers can access an array of real-time and historic reporting tools. These tools allow analysis of each queue, each contact centre location and each agent's performance, to help balance agent utilisation for maximum call flow efficiency. Real-time information is presented on a wallboard via a web interface showing the following information:-

- Calls received
- Calls abandoned or unanswered
- Calls waiting to be answered
- Outbound calls made
- Number of agents available and on pause

Single or multiple queues can be supported. Incoming calls can be distributed to agents based on a number of rules:

- Ring All Agents
- Ring Agents in "round-robin"
- Ring Agent with least recent calls
- Ring Agent with fewest calls
- Ring Agents at random

### Answered call wait time per day



### Calls Answered by Agent

Agent	N. Calls	---	Total call time	Average call time
Teri	6	12.8%	6:52	1:00
Sarah	4	8.5%	19:17	4:49
Sieghan	7	14.9%	17:39	2:31
Lisa	2	4.3%	2:29	1:14
David	3	6.4%	13:36	4:32
Mary	2	4.3%	4:26	2:13
Randy	4	8.5%	19:08	2:32
Lori	4	8.5%	12:13	3:03
Mark	15	31.9%	20:03	1:20