

Call Center Tips and Tricks

Know all the best features to manage incoming and outgoing calls inside your call center



INTRODUCTION:

Call Center Dialer has the potential to revolutionize how you connect with your team and your customers. With a variety of different features you can certainly create a solution that caters specifically to your business needs. *astTECS Call Center Dialer is an independent & intelligent auto dialer software that controls both incoming and outbound calls using various algorithms.



FEATURES:

Soundboard One touch response:

One of the unique features is the Agent's Soundboard to play pre-recorded audio on demand. Agents can use the Soundboard to provide clear and consistent messages on each call. Soundboard encourages call center scripts to be delivered correctly. For scripts with mandatory state disclosures, script adherence is essential

The screenshot displays the VICIdial web interface during a live call. The top status bar shows the user is logged in as '6868' on phone 'IA2/1001' to campaign 'TESTCAUP'. The session ID is '8600052' and there are '0' calls in the queue. The interface is divided into several sections:

- Left Sidebar:** Contains controls for the call, including 'PAUSE', 'RESUME', 'DIAL NEXT NUMBER', 'LEAD PREVIEW', 'ALT PHONE DIAL', 'RECORDING FILE', 'RECORD ID: 136291', 'STOP RECORDING', 'WEB FORM', 'WEB FORM 2', 'PARK CALL', 'TRANSFER - CONF', 'HANGUP CUSTOMER', and 'SEND DTMF'.
- Main Content Area:** Displays the 'Sales Inbound Script' for a 'soundboard test'. It lists five main steps with their respective responses:
 - 1. Greeting, how may I help you?
 - 1. OK, I can help you with that
 - 2. Im sorry, could you repeat that?
 - 3. OK, I will transfer you to our support group
 - 2. Could you tell me you phone number?
 - 1. Im sorry, could you repeat that?
 - 2. Thank you, could you please tell me your name? (This line is highlighted in yellow)
 - 3. Great, could you tell me how many widgets you would like to order?
 - 1. OK, I have that confirmed, your order will ship out in 2 business days
 - 4. Is there anything else I can help you with today?
 - 1. OK, well thanks again, and have a nice day
 - 2. OK, I let me transfer you
 - 5. SHORT RESPONSES
 - 1. exactly
 - 2. Im not sure, let me ask
 - 3. Im sorry I cant help you with that
 - 4. manager transfer
- Right Sidebar:** Features the 'ZOIPER' widget with a 'Phone to dial' field, a 'Find a contact...' search bar, and a set of call control icons (answer, end call, hold, transfer, etc.). Below this is a 'Web Phone View' section with a 'Web Phone' status and a 'Save Options' link.

FEATURES

Predictive Dialing - Connect more to achieve more:

Drive efficiency and help your call center agents keep outbound calls productive with increased connection rates and minimized manual processing

- Enhanced agent efficiency
- Stronger and smarter lead management
- Accelerated sales
- Stronger customer service—and satisfaction
- Lower operational costs



FEATURES

Account Ownership and Stickiness of Outbound and Inbound Calls.

When your customer completes their first conversation with your agent, the Sticky Agent feature ensures that every time they call back, they connect with the same agent.

- Improve resolution time
- Improve conversion rates
- Provide consistency

Agent WhatsApp Chat Window:

Add WhatsApp to your contact center and let your agents easily connect with customers – providing personalized support through multiple chats at the same time. Reduce costs and increase agent productivity.



FEATURES

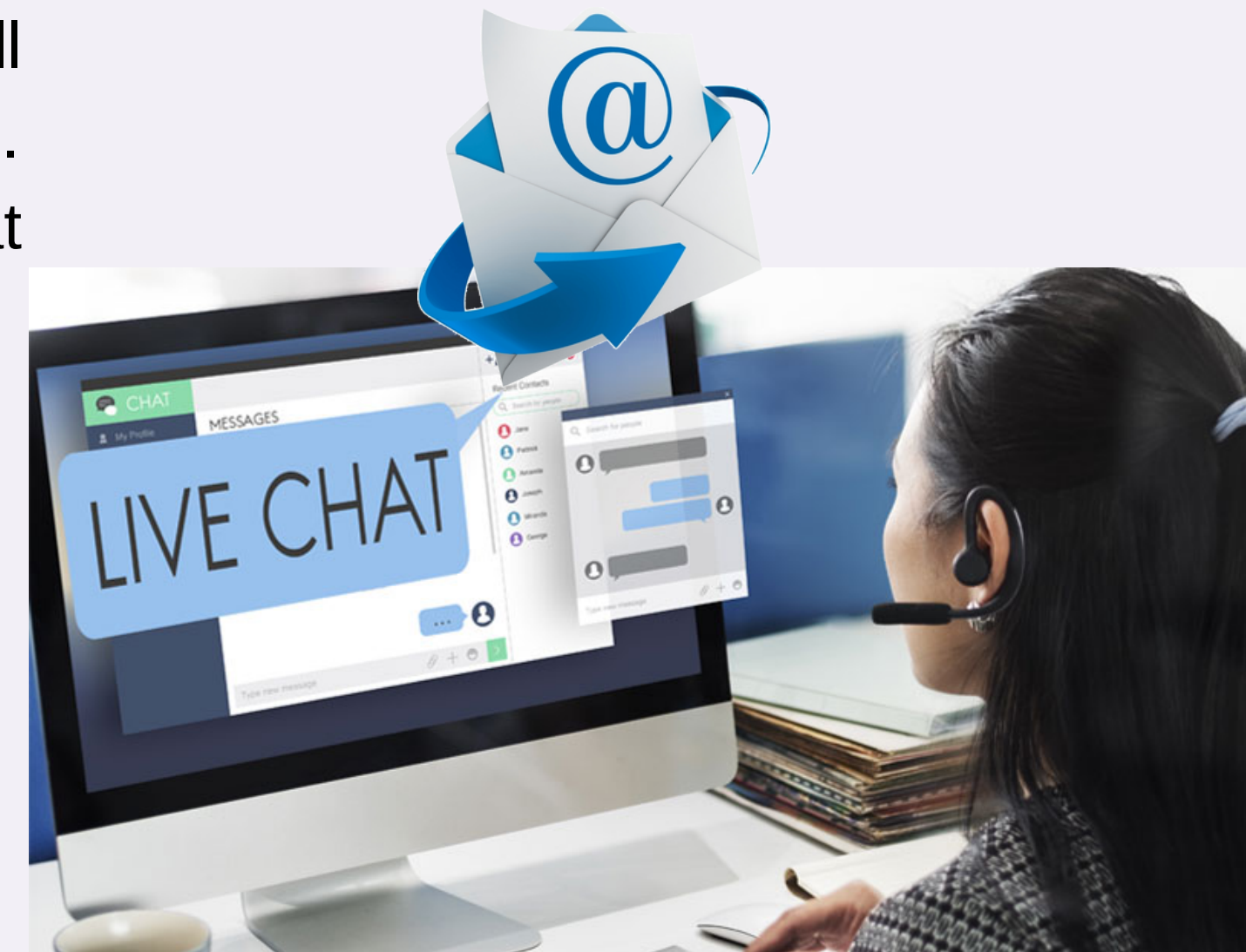
Real Time Chat and Email Interaction with Queuing:

There is a real hype around live chat and email interaction. We tell you why – and if there is a dark side to all the live chat advantages. Many companies jump on the bandwagon and implement live chat and email integration, because

- it's easy and relatively cheap
- Faster support
- Real-time text preview
- Instant customer feedback
- Instant documentation

Missed Call-Call Back - Let us not miss an opportunity:

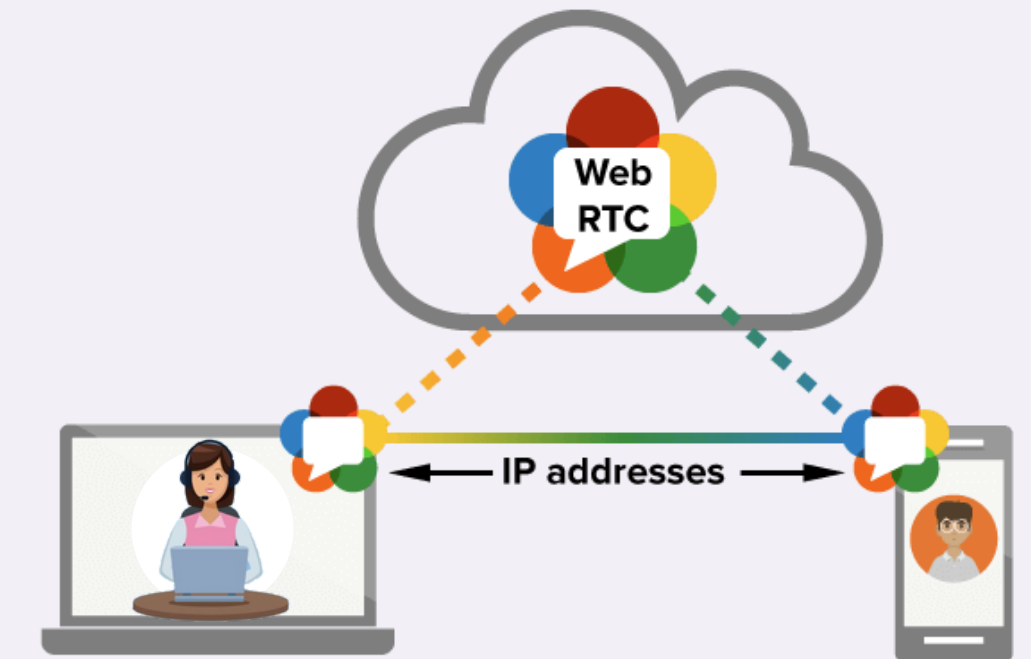
- Never 'miss' a missed call again with Auto Callback.
- Automatically generate a callback for any missed call, at the appropriate time for both the business and the customer



FEATURES

WebRTC integration - Voice over browser now:

Browser integrated voice: sales and support teams that want to improve efficiency by having integrated voice from their CRM or Helpdesk solution. Using WebRTC users can make and receive calls from within applications directly from the browser, without the need for a phone. Empower your employees to work from anywhere. Unlimited possibilities to keep you connected with employees and customers.



C-SAT - Customer Satisfaction Survey and Report Instantly.

Your contact center's CSAT score measures how happy customers are with the service that the center provides. After a service call, an automated follow-up question asks a customer to respond on a five-point scale using their keypad. After a web chat conversation, a pop-up asks a customer to rate the quality of service. At the bottom of a service-related email, the customer can give the response a score



METHODS OF CALL MONITORING

Use the call monitoring feature to easily evaluate agent performance and maintain high standards for your call center.

- **Live call listening** - Live call listening happens without the knowledge of either party on the call. It is commonly used by supervisors and managers to take notes and provide feedback after the call.
- **Whispering** - This feature allows the supervisor to speak to an agent directly during an active call without their caller hearing.
- **Call barging** - The manager can speak to both parties on the live call without the need for call transfers or spending time on hold.



METHODS OF CALL TRANSFER

Call transfer is a great customer service tool because if an agent can't help a customer, they can direct them quickly to someone who can.

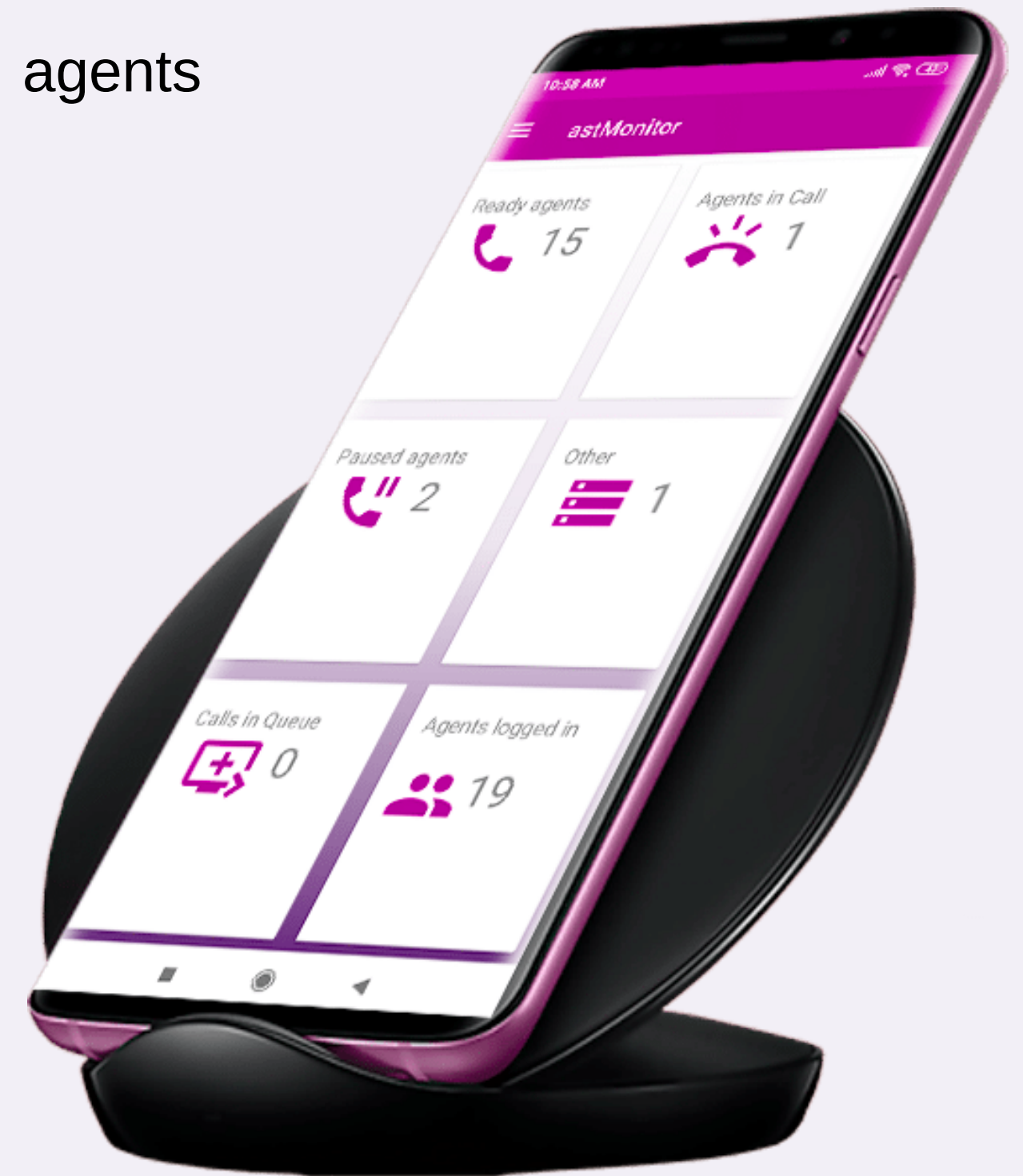
- **Warm transfer options:** You can make sure the person you're transferring the call to is actually available.
- **Cold / Blind transfer:** A cold call transfer doesn't include the introduction or passing of information that a warm call transfer does.
- **Skill based routing:** Improves the quality of customer service by automatically routing work items to the agent who has the skills necessary to do the work.



*astMonitor – STATS ON THE GO

*astMonitor App helps to obtain a real-time information about the agents performance, which includes :

- Individual Agents Performance,
- Inbound & Outbound Report,
- CDR's of day
- Quick Overview of all agents
- Dashboard to show live agents
- View all paused agents in one glance
- Graphic visualization to show live call center activity
- Monitor total no. of inbound calls made by agent





Why *astTECS ?

-  **24/7 Technical Support**
-  **ISO Certified**
-  **TEC Certified**
-  **Open Source & License free**
-  **Integration with Third -Party Apps**
-  **Industry Specific Customized Solutions**
-  **12+ Years of successful client Association**

ABOUT US



*astTECS is leading brand in end to end unified communications, offering wide range of cutting edge enterprise telecom products based on open source technology. Headquartered in Bangalore, India.

PRODUCTS & SERVICES

IP PBX, Call Center Dialer, IVR Solution, Voice Logger, VoIP Minutes, Voice Blasting Solution, PRI Gateway, IP Phones, PRI Cards, Headsets, CRM Solution, 24/7 Support

ACCREDITATIONS



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