



... the solution integrating technology and service

PSB's Tiny ACD built into our CLOUD Aug 6, 2020

Overview:

A powerful, tiny ACD is included with user seats of PSB's New Blue Cloud. Any number of groups can be created with up to 10 being included (asset can be used by other features). Beyond this a small monthly fee past 10. An Agent may be in any number of groups. Agents using their portal can easily see all their groups and their login/logout status within each. A Supervisor, using a GUI portal, can see the members of a selected group and each agent's status including being able to force a change in any agent's status. Agents may be on any device and answer ACD calls (Deskphone, Homephone, Windows/MAC PC/Laptop Softphone, Smart Phone, etc.) Note our user seats come with a minimum of 3 devices but most seats have 5 devices.

There is limited reporting and real time data at this free level. Of course, PSB offers three levels of richer ACDs with more advanced reporting. Our most powerful ACD option can go head to head with the most powerful ACDs.

To find out more about our CLOUD offerings and other advanced ACDs visit our website:
http://parker-south-bay.com/nec_cloud.html

To look at the three more advanced level feature matrix:
http://parker-south-bay.com/downloads/nec/cloud/blue_engage_cc_packages-psb.pdf

Call Distribution for built-in tiny ACD:

Round Robin, Longest Idle, Linear, and Ring All.

Group Limits you can set:

Max callers on Hold, Agent Wrap-Up Time, Hunt Group Timeout

Greetings:

Initial, Max Callers on Hold, Transfer, Repeating Message / Music, Timeout, Voice Mail.
Agent In, Agent Out

Timeout VoiceMail:

A mailbox is included for each group. Two of three of our seats include email with recording and transcription of these messages. Sorry, CLOUD systems do not have group voicemail message lights.

Menu Options

You may assign single digit options while callers are waiting for an agent. Options include voice mail, transferring elsewhere including offsite, and more.

Recordings:

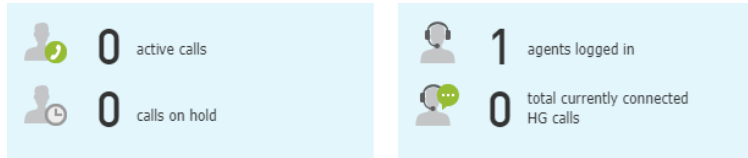
While there is some recording storage included at this tiny ACD level by emailing, you can have the email destination keep the messages forever. Each group can have their own email destination.

Reporting and Real time Data:

Individual agents do NOT have view of the ACD or other Agents at this level.

The Supervisor, using the portal, can access information for a particular group or particular agent in group including:

Realtime: Active Calls status of counts:



Today: Averages:

View of all agents:

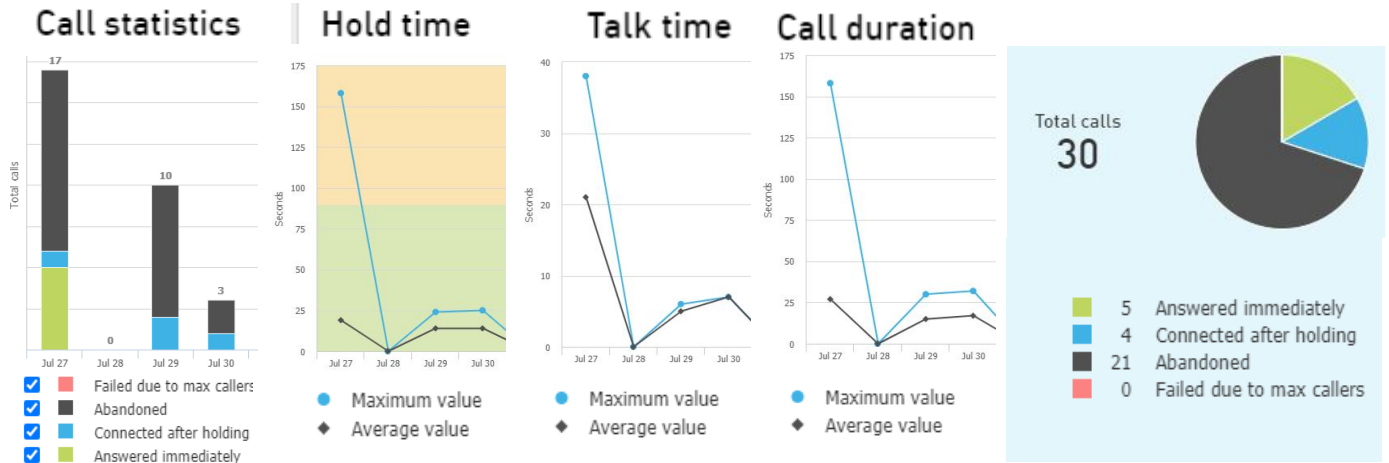
Average call duration 00:00
Max call duration 00:00

Average hold time 00:00
Max hold time 00:00

Average talk time 00:00
Max talk time 00:00

Agent	Last logged in	Last logged out
Angelina Jolie	Jul 27, 2020 03:34 PM	Aug 6, 2020 01:21 PM
Mike Lorenzen	Aug 6, 2020 01:21 PM	
Teresa Lorenzen	Aug 6, 2020 01:21 PM	

Over a previous date range:



Summary:

PSB's New Blue CLOUD seats include a powerful ACD for free. Don't worry, if you don't see a particular feature you can always pay more and get almost any ACD feature you desire. However, for those on a tight budget we offer you far more than the others.

Feel free to call us at 1408-342-8100 during California PST 9am to 9pm to discuss your needs and options almost any day of the year. The folks who will take your calls have been helping companies with ACDs over 30 years.