



## DATASHEET

# Voice

GoContact offers the latest answering technology and queue management services.



# Voice

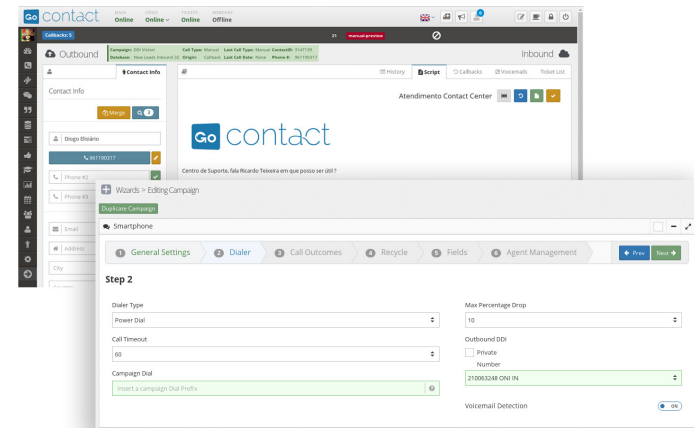
## Inbound Phone Channel

ACD, IVR and Self Service? No problem at all! A web drag & drop interface, with simple and intuitive settings. Real-time changes to follow your business pace, without the need for programmers and IT specialists.

## Voice Functionalities (Inbound)

- Setting the operation time of the queue within which the service will be carried out
- Setting of vocal guides/queue music played while the caller is on hold
- Setting of rules/ messages in case of queues out of regular hours /lack of logged agents
- Queue priority in relation to other queues
- Information about the Position in the queue
- Information on Waiting Time Estimation
- Recording rules for incoming calls
- Greeting messages when in queue
- Waiting messages (hold)
- Temporized actions for provision of different messages according to the waiting time in queue
- Within the queue, it is possible to provide the following:
  - Call back configuration, in case of being out of regular hours
  - Call back configuration, if the maximum time in queue is achieved
  - Press to voice mail, allowing leaving a voice message
  - Press to call-back, whereby the contact while waiting may choose to leave his phone number for future contact by the contact centre.
  - Press to IVR, allowing directing the call to an IVR
  - Press to extension, allowing transferring the call to an extension
  - Press to inbound queue, transferring the call to another queue
  - Configuration of agents and respective answering priority
  - Configuration of incoming DDIs
  - Configuration of the maximum waiting time in queue with application of rules (transfer to another queue, call-back, etc.)
- Typing of calls with business results (in order to allow the provision of results on reports and realtime platform dashboards)

- Configuration of the Customer File fields/ mapping fields of loaded databases
- Setting of alarms for Hold average times and call duration, for the operator and supervisors.
- Configuration of the obligatory filling of customer file's fields
- Configuration of the obligatory filling of smart scripts
- Configuration of multiple smart scripts per queue
- Intelligent system to manage incomplete contacts (if there is an application problem/loss of connectivity to the GoTelecom platform/improper action of the agent when disconnecting the platform). As soon as the Agent registers again, the platform assigns the incomplete contact to the agent in order to ensure its correct registration/completion, also allowing a call-back.
- Customer file available by identifying the number of the phone call
- Setting of the maximum typing time (control of the time between the end of the call and the agent availability for a new contact in ready mode) wrap-up
- Allows the transfer of the call to another queue, internal extension, external numbers or IVR, together with the call data
- Allows conference calls between two agents and the customer.
- Search by customer file and by previous interactions during the call
- Call Recording
- The recorded calls shall be available for a period of 90 days
- Allows parameterization of a universal queue



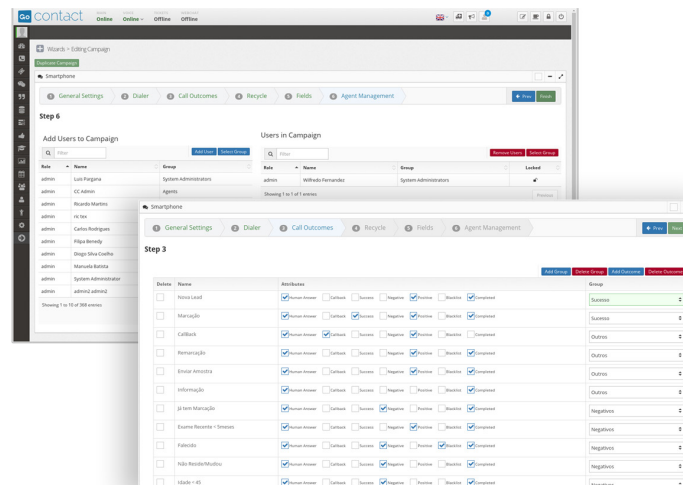
## Outbound Phone Channel

The most powerful customer contact campaigns. The Predictive Dialler, powered by a powerful campaign creation tool, will completely change your contact performance.

## Voice Functionalities (Outbound)

- Dialler configuration: Manual/Power preview/Power dial/Progressive dial
- Dialler configuration (adjustment of the dialler's dialling cadence)
- Max drop configuration, according to which automatic adjustments will be made to the Dialler
- Contact Priorities
- Application of priorities between the loaded Databases
- Database sorting
- Application of filters to the database
- Configuration of black lists
- Rules for call recording
- Configuration of rules for contact scheduling (personal and global)
- Configuration of the maximum number of personal scheduling
- Setting of the maximum typing time (control of the time between the end of the call and the agent availability in ready mode for a new contact) wrap-up
- Setting of alarms for Hold average times and call duration, for the operator and supervisors.
- Call transfer to external numbers; internal extensions; queues; IVRs
- Configuration of outbound DDIs
- Typing of calls/Classification of interactions
- Call scheduling, in which the operator has the ability to schedule a future contact, being the latter personal or global (it shall be delivered to any operator registered in that queue)
- Automatic scheduling rules (recycling of contacts) according to phone and business results
- Configuration of the Customer File fields/ mapping fields of loaded databases
- Setting of queue music played while the caller is on queue
- Configuration of the obligatory filling of the customer file's fields

- Configuration of the obligatory filling of smart scripts' fields/elements
- Configuration of multiple smart scripts per campaign, being the operator able to select the proper script during the interaction
- Intelligent system to manage incomplete contacts (if there is an application problem/loss of connectivity to the GoTelecom platform/improper action of the agent when disconnecting the platform). As soon as the Agent is logged again, the platform assigns the incomplete contact to the agent in order to ensure its correct registration/completion, also allowing a call-back
- Customer file available by identifying the number of the phone call
- Contact Recovery/Recycling, according to the call outcome (typing) (example: in case of a busy number, make the call again after 15 minutes)
- Allows conference calls between three parties (3-way conference calls), allowing the agent to include another party (external) in the call.
- Search by customer file and by previous interactions during the call, which includes calls and respective smart scripts, as well as tickets associated with that customer
- Call recording
- The recorded calls shall be available for a period of 90 days





# Voice

## **The Go Contact offers the latest answering technology and queue management services.**

All settings are carried out «on-the-go», being immediately active and allowing you to monetize your time.

With this simple and intuitive management interface, you can configure the most complex answering service within minutes.

## **The utmost state-of-the-art functionalities of the IPBX systems**

- Queue management, IVRs and Self Service.
- Blended System for the highest possible efficiency.
- Predictive Dialler for successful campaigns.
- Calls Recording with Backup.



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a broadvoice Company

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