

# Agent Tools

Contact centre agents require an intuitive easy-to-use interface to maximise their productivity. The point of a contact centre is to make a business more efficient. This can only be achieved by providing users with the information and capability they need.

## Agent toolbar



### The Toolbar Buttons

Call control buttons allow agents to put callers on hold, transfer, conference, consult, etc. More specific functions such as logon, silent monitoring, emergency recording and setting their status are available on the toolbar. Custom buttons can also be configured.

State On Email	State Time 00:00:24	Contact Time 00:00:24	Queued 2	Longest 00:10:18	GOS 0	Handled 3
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**User Data:**

### States and Statistics

This is configured to show the call centre information relevant to each agent.

This panel can show:

- State** – your current agent state
- State time** – the time in your current state
- Queued** – the number of calls waiting
- Longest** – age of the oldest contact
- Time** – shows the current time
- Delay** – the average time spent in queue
- Handled** – the number of contacts handled
- Grade of service** – the percentage of contacts that have been handled within the target answer time

### Contact Details

This panel is similar to call display on a traditional phone.

This section of the toolbar shows the name and number of an inbound caller.

This panel can show:

- The name of the queue
- The number the caller has dialled
- The name of the caller if found
- Information such as an account number
- All information, including any entered by the agent, will carry forward on transfer

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## Data and control in one place

As every contact is presented, call centre agents need to know information about that contact – which queue, what type of call, what sort of request, did the caller wait a long time etc. Ctalk contact centre system shows this on the toolbar.

Knowing how busy the contact centre is allows the agent to tailor their calls to the situation. Perhaps up-selling if quiet and hurrying calls if busy. Agents need easy access to current information to do this.

Looking round for a plasma screen does nothing to help the agents, especially when they are busy. So Agent Toolbar provides this information right on the desktop.

### Real-time Statistics

See all queue statistics – either by viewing a summary on the toolbar or by opening a detailed screen. Agents can then react to unusual circumstances such as high or low call volumes with alternative behaviour.

### Whisper Tones

When a call is presented, the agent can be played a “whisper” or short message in their headset just prior to receiving the call. This can inform them of the type of call, the greeting required or if the caller has waited a long time in queue.

### Screen Pop

Information about a call is gathered before it is routed to an agent. This information can be used to “pop” a CRM or business application at the correct record for the caller, saving the agent time and mistakes.

### Single Interface Anywhere

No matter where they are working, agents will have the same interface – at work, at home, in a remote office. Regardless of location or type of phone, the workplace is familiar and consistent.

### Status Indication

Agents control their status through the toolbar – indicating what activity they are performing. This is shown in real time on the supervisor monitor screen and is compiled for reports.

### Custom Functions

Buttons on the toolbar can be programmed to carry out custom functions. “Transfer to Reception,” “Hold Caller and Consult with Supervisor” or any other combination of functions can be created.

## Examples of use:

- A bureau contact centre can inform agents of the client the call is for allowing them to answer appropriately.
- A busy contact centre can identify when customers have been in queue for a long time and inform the agents. An apologetic greeting can ease the call tension and shorten the call time.
- A technical helpdesk can see when agents are busy with diagnostics or investigation of a problem and are unavailable to take calls.
- A mobile phone company can look up the caller's number and screen pop their account details on to the agent's computer when the call is presented.
- A company with many locations and home workers can reduce its training costs by providing a single working environment regardless of location.

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