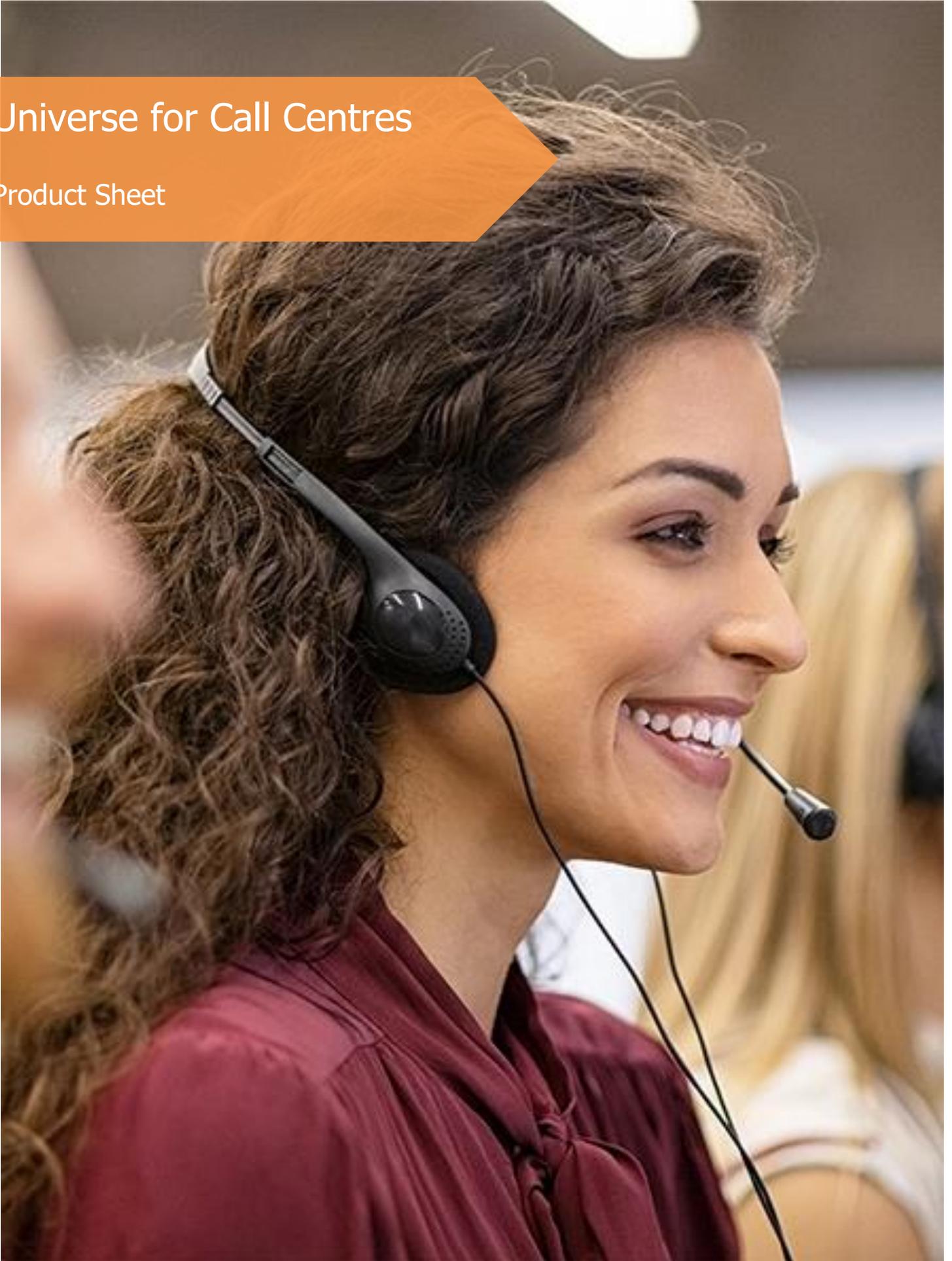


Universe for Call Centres

Product Sheet



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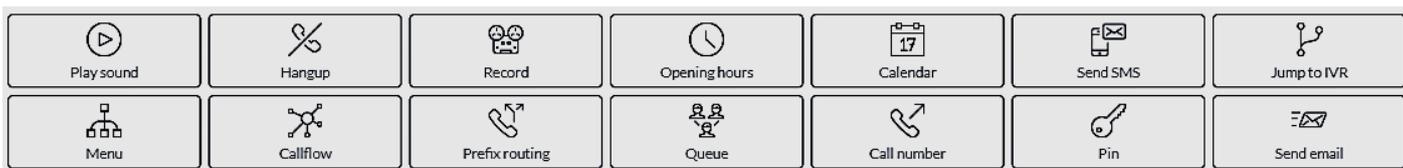
Product Sheet

Creating a call centre solution with Firstcom Europe is easy with our unified comms product Universe, allowing you to effectively manage incoming and outgoing calls, no matter whether your agents are in the office or at home or a combination of the two. Just link your Universe users with the inbuilt Intelligent Voice Routing (IVR) function and begin to see how effectively your customers' calls can be handled.

Universe for Call Centres offers fixed phone, mobile and computer softphone access for remote workers which when added to video and audio conferencing gives great collaboration. The Universe service is supported with high quality voice which can be encrypted for greater privacy. Audio and video conferencing is all part of the Universe package which operates over secure, resilient data centers. A range of cost-effective calling packages make the Universe an attractive product that will improve productivity and enhance customer satisfaction.

1. Easy to Set-up and flexible to use

With the drag and drop capability in the IVR, setting up a logical flow for calls can be done in minutes. No need to call a technician, just drag the different functions in position to follow the call flows you design so that customers quickly get the answers that they need, be it from sales, customer service, support, or customer billing. To make life easier, Firstcom Europe offers text to speech from the IVR, along with a choice of voices, so that very quickly you have the right announcements in place that you can swiftly modify as your business needs change.



Direct calls according to time of day, day of week or year and even location of originating calls

Perhaps a call is made to your company on the weekend, or after hours, or on Christmas day or from overseas. With Firstcom call centre solutions, in each of these cases, the call can be routed to different phone numbers depending on where you want it answered. Send it to a mobile phone, a support centre or have it answered on voicemail, the choice is yours and changing the call flow is done in minutes. You may offer a premium after hours support service for selected or paying customers. All they need to do is key in the passcode and their calls can be sent to the right place for appropriate action.

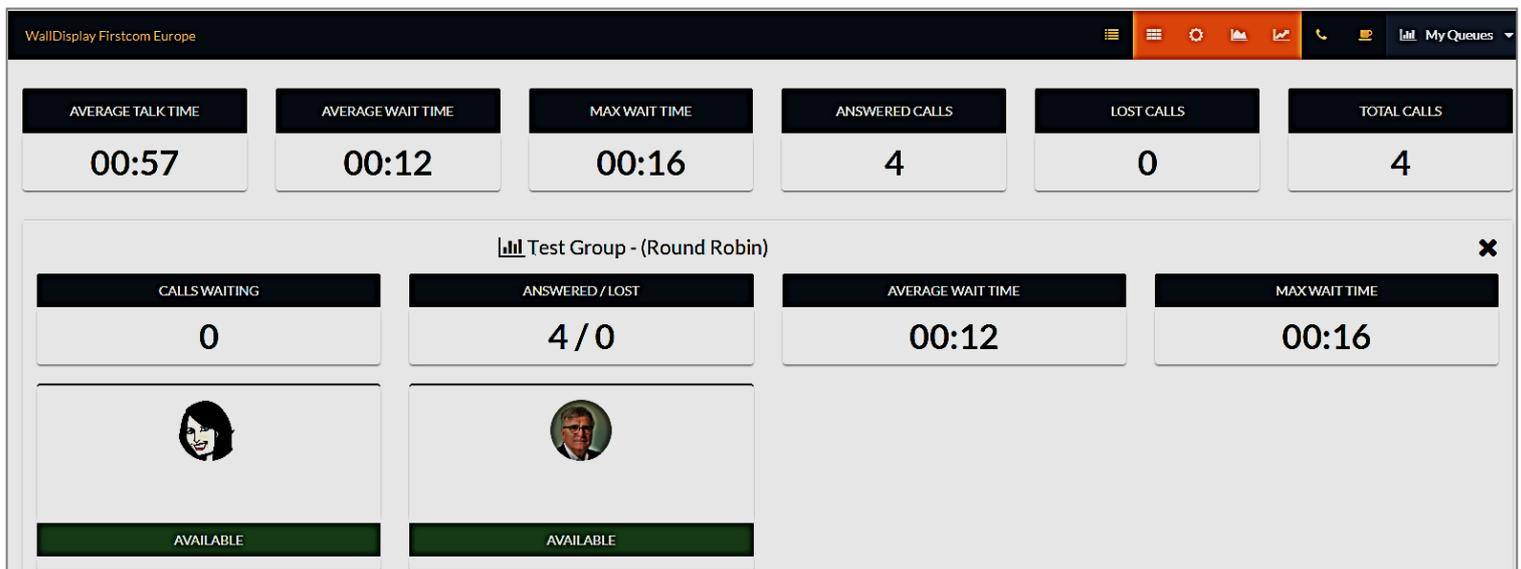
2. Record all Calls from the Selected Employees

Firstcom Universe allows call recording from fixed or softphones on a call by call basis, as a standard feature. Firstcom also allows all voicemails for different work groups to be stored in the one place that only an administrator can access, or that can be sent to one or more individual emails, or group emails. However, if your business needs all calls to be recorded (as well as voicemails), we offer an additional service called Call Recording Pro. This enables the calls of selected agent to be monitored for training, quality, or accuracy reasons. The recordings are stored in a central location and relevant information is stored including; originating number, destination number, time and date and duration of call. Playback is done with the selection of one button. Records can be selected according to name of caller or phone number. It is also possible to select different time periods or order from oldest to newest or vice versa. Only qualified and appointed staff have access to this data that is password protected, stored on tier one servers, and is encrypted.

3. See in real time how long the queues are, which agents are available, average waiting time and more

By selecting the Wall Display option for Universe, a snapshot of contact centre performance is available in real time. Any member of staff can see the groups average talk time, average wait time, number of answered calls, lost calls and total calls presented. Each agent's calls that are waiting is indicated, the number of calls answered and whether they are available to take calls. The Wall Display also tells whether the work group is on an "All Calls" option, where calls are directed to all agents and the first to pick up the call, is the one that takes it, "Round Robin" where an agent order is pre-determined, or "Random" where calls are sent in no particular order to available operators.

By scrolling down all the work groups in the company can be seen in the one place.



4. Statistics

Call statistics can be displayed graphically on the screen of administrators or downloaded for different periods. The information captured is by Agent Group, Agent, time of entry in the queue, time in the queue, talk time, call answered or lost, number of calls in the queue at the time the call was placed,

5. More clever features

With Universe for Call Centres you can see who is currently online and available to talk, or to receive a transferred call. The Universe system allows each operator to have One Number across all devices (fixed desk phone, computer or mobile phone or tablet), each of which can be used in the call centre. In fact you do not even need to have a Universe license to be part of the call centre, other numbers can be added. Upgrades are free so you will always have access to the latest version.

6. Features and Benefits of Universe for Call Centres

FEATURE	BENEFIT
Cloud Based	Easy to add extra agents who can be located at home or in the office or elsewhere
Drag and Drop IVR	Design your own call flows to reach the agents that can provide the most help. Easy to use and quick to change routing
Text to speech	Select from a range of text to speech realistic voices to make your announcements - easy to change the message
Time of day, day of week or year, call prefix routing	Select where the call should be sent depending on when it is received and where it came from. No need for manual intervention, just set it up once and calls will be answered by the appropriate agents for the specific caller
Record all calls or just call by call	Choose which agents should have all calls recorded and which should not. All recordings are stored safely and accessible only by appointed administrators.
Simple to use call transfer	Simply click on the icons on the screen to transfer a call either announced or by blind transfer, to another agent
Voicemails and Recordings stored centrally	Conveniently see the group's voicemail and recording list in a centralized database. Alternatively send the voicemails to an email address or addresses and listen by clicking on the link in the email.
Presence of your colleagues	From your Quick Dial list on the softphone, you can see which of your colleagues are already on the phone, letting you know who is free to talk or accept a transferred call
Agent Training	Universe allows a caller to be put on hold while the agent confers with their team leader and then and then is able to provide the answer by returning to the original call

FEATURE	BENEFIT
Advanced call features	Simple to use call control, including; Do not Disturb, Mute, On-Hold, access to your Selfcare portal, Recent calls and more, are included as standard
Economical Voice Bundles	Save money by getting good quality for your voice calls with great prices

7. Contact Us

We would be pleased to demonstrate our product to you at no charge. Simply make contact and ask for a demonstration, we will set it all up and we would be proud to show you what Universe for Call Centres can do.

Firstcom Europe

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