



# Epygi Call Center Solution

## Introduction

Epygi offers two features as a call center solution: Automatic Call Distribution (ACD) and Epygi ACD Console (EAC). Both are licensable features available by a feature key. The ACD feature can be used on its own, whereas EAC relies on ACD and works only if ACD is active. The ACD feature is an inbound call solution, and the EAC is both an inbound and outbound call solution.

The ACD activation allows creating queues and adding agents to the queues. The maximum number of calls waiting in the queue and the wait time can be defined for each queue, along with the agent ring timeouts in queue. Additionally, several call distribution types are supported: ring all agents, round robin, longest idle, less busy over the last hour, random hunting and skills based routing. Other capabilities include the ability to customize the status codes, define wrap-up codes for each queue, create custom announcements (initial, periodic and repeat) and play background music between announcements. Callers can be redirected using the Zero-Out option. Additionally, the agent wrap-up time allowance can be configured for each queue as well as a direct ACD overflow to voice mail or to another ACD queue.

The EAC activation allows call center agents, supervisors and administrators to monitor the queues and agents, to watch the call statistics and to update the agents' status through an easy to use web-based application.

## Requirements

### System Requirements

- The ACD and EAC features are available on Epygi QX50, QX200 and QX2000, running firmware version 6.1.2 and higher.
- Google Chrome, Mozilla Firefox and Opera are the recommended WEB browsers when using the EAC on a PC.

### Network Connectivity

The QX and the PC running the EAC should be visible to each other.

### Agent Features

- Receive calls direct to the agent extension or PSTN number
- Agent login and logout to/from one or multiple queues
- Change/update agent status from EAC application
- Web-based client lets agents connect locally or remotely to the server
- In-call progress shown on Dashboard
- Calls can be originated from the EAC application
- Able to make blind transfer to agents or other destination numbers from EAC application
- View the graphical and numerical count of calls and call duration
- Able to tag each call with a wrap-up code
- Able to add a note to comment on each call
- Can view personal statistics over specified timeframes
- Directory and click to dial for all extensions and agents
- Chat with supervisors/agents and keep chat history

Capacity	Simultaneous Calls	Calls Recorded	EAC Sessions
<b>QX50 Scenario 1</b>	12	10	12
<b>QX50 Scenario 2</b>	16	4	16
<b>QX200 Scenario 1</b>	12	12	12
<b>QX200 Scenario 2</b>	30	0	30
<b>QX2000</b>	300	150	300

### Supervisor/Administrator Features

- Barge-In
- Supervisor monitor for each queue and agent for live and historical details
- Monitor critical performance metrics
- Generate and download statistical reports for queues and agents for predefined time period
- Send team banner alert messages
- The ability to chat with individual members or the entire team
- Can change an agent's status
- Can increase or decrease available agents for each queue

**Please Note:** Supervisor has full permissions within the scope of the specified queue.