

# UCx Contact Center



TPX

Enhance and streamline your customer's experience with our advanced contact center platform.

Picture this: Your call center is operating in complete harmony. You've got your call flows perfectly set up so they route incoming calls to the right agent every time. Your agents are happy because they aren't missing calls, and your customers are happy because they aren't stuck on hold. And on top of that, you've got valuable analytics and call recordings that give you actionable insights for you to improve things even more. Sounds like a dream, right? Well, with the UCx Contact Center, it can be your reality.

UCx Contact Center delivers a seamless experience for both your employees and your customers. UCx-CC

is an all-in-one solution that's purpose-built with the innovation, flexibility, and agility your business needs to compete and win.

## You've got options

UCx Contact Center is well-suited for large or complex organizations, or those that need advanced reporting capabilities. If you need a simpler way to route inbound calls to a queue of agents, consider our UCx Call Center service. Not sure which one to choose? Ask your TPx representative for guidance on the solution that's the best fit for your business.

## UCx-CC Features

UCx Contact Center delivers a full range of advanced features in one all-inclusive package, including:

- **Voice Service** Each UCx-CC agent gets our UCx Basic user bundle for voice and video calling, at no additional charge.
- **Web Portal Interface** The UCx Contact Center web portal is the agent's one-stop-shop to take calls, place calls on hold, enter wrap-up codes, consult a supervisor, and more.
- **Customizable Call Routing** Use our drag-and-drop call flow builder to configure routing exactly the way you want — including auto attendant menus, skills-based routing, scheduling, greetings, and more.
- **Audio Call Backs** Let your customer go on with their day without having to wait on hold. The caller can enter their phone number and receive a call back when an agent becomes available.

- **Supervisor Dashboard** Presents supervisors with an intuitive real-time view of all calls and agents. The dashboard also shows a snapshot of the past few hours, providing insight on recent trends.
- **Dynamic Reporting** Supervisors can run and schedule reports based on specific queues, agents, teams, entry points, and more. Reports are customizable and exportable, and include both graphical and tabular displays.
- **Call Monitoring** Supervisors can monitor the next call or an active call for their team, the queue, or a specific agent. Once monitoring, supervisors can escalate to a Whisper Coaching mode or fully barge-in on the monitored call.
- **Call Recording** Supervisors can record calls for agents and/or queues. Call recording can range from all-day/ every-day to a percentage of calls, specific days, or any combination thereof.
- **Outbound Dialing** Agents can manually place outbound calls on behalf of the queue.

- **Wrap-up and Idle Codes** Agents can set their status or specify a code for the resolution of a given call. All codes are pre-defined by the supervisor.

## Why choose UCx-CC?

UCx Contact Center will help transform your customers' experience and improve your business results. Here's how:

- **Impeccable customer service** UCx-CC keeps track of all of your customer's interactions with your business. The customer's history is displayed to the agent so they can deliver the best possible customer service.
- **Work from anywhere** With a powerful web-based portal, UCx-CC enables the agent to place and receive calls from any computer. Not only can you offer your agents more flexibility in where they work, but you'll also have a great business continuity strategy right out of the box.
- **Operational efficiency** Customize your call routing to balance call loads across sites, teams, and agents at any location. The drag-and-drop call flow builder is intuitive and easy to use.
- **Quality assurance** With built-in call recording at no additional cost, you can easily review exactly what your agents are saying to your customers.
- **Insightful analytics** Dynamic and customizable reports deliver the business metrics that matter most to you. You'll have the valuable data you need to optimize your customer's experience, right at your fingertips.
- **Native to the cloud** UCx-CC was specifically designed and built as a cloud-based solution to bring you full security, flexibility, and scalability. Plus, it's all backed by the industry-leading commitment to service quality that TPx is known for.
- **All-inclusive solution** UCx-CC includes all the features you really need — such as call recording, custom reporting, and much more — all in one simple bundle at one reasonable price.

**Report Filter**

Reports: <Ad hoc>

Teams: Load\_BLR\_Team2

Channels: Voice

**Agent Snapshot** Team Report

Chart: Team: Load\_BLR\_Team2

Current State	Count
Idle	3
Available	20
Reserved	1
Connected	1
Wrap Up	0
Not Responding	0
In Outdial	0

**Grid**

Team	Current State	Action	Total Logged In	Channels Logged In	Idle	Login Time	Time In Cu
Total			25		25		
Load_BLR_Team2			25		25		
loadAgent00501	Available					7 Thursday, 21 Sep 2017 12:26:23	00:01:45
loadAgent00502	Available					14 Thursday, 21 Sep 2017 12:14:10	00:00:53
loadAgent00503	Idle(Blended Aux)					4 Thursday, 21 Sep 2017 12:41:39	00:00:14