CloudVoice Solutions

📞 1300 859 046   ✉ support@cloudvoicesolutions.com.au

1300

START

After Hours

Lunch Break

Collaboration Reception

No Answer Busy

Hunt Group

No Answer Busy

Voicemail

Voicemail

Collaboration
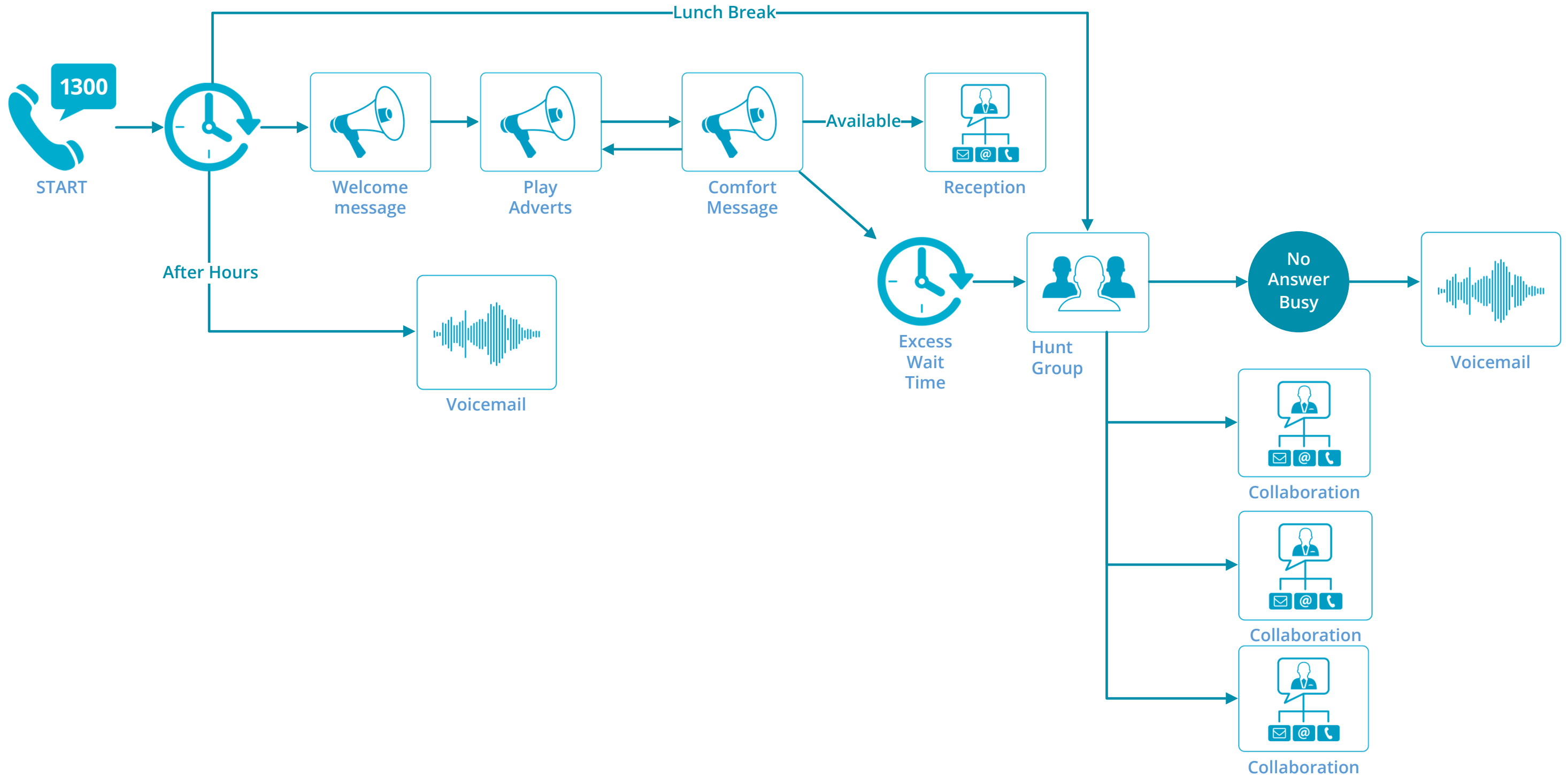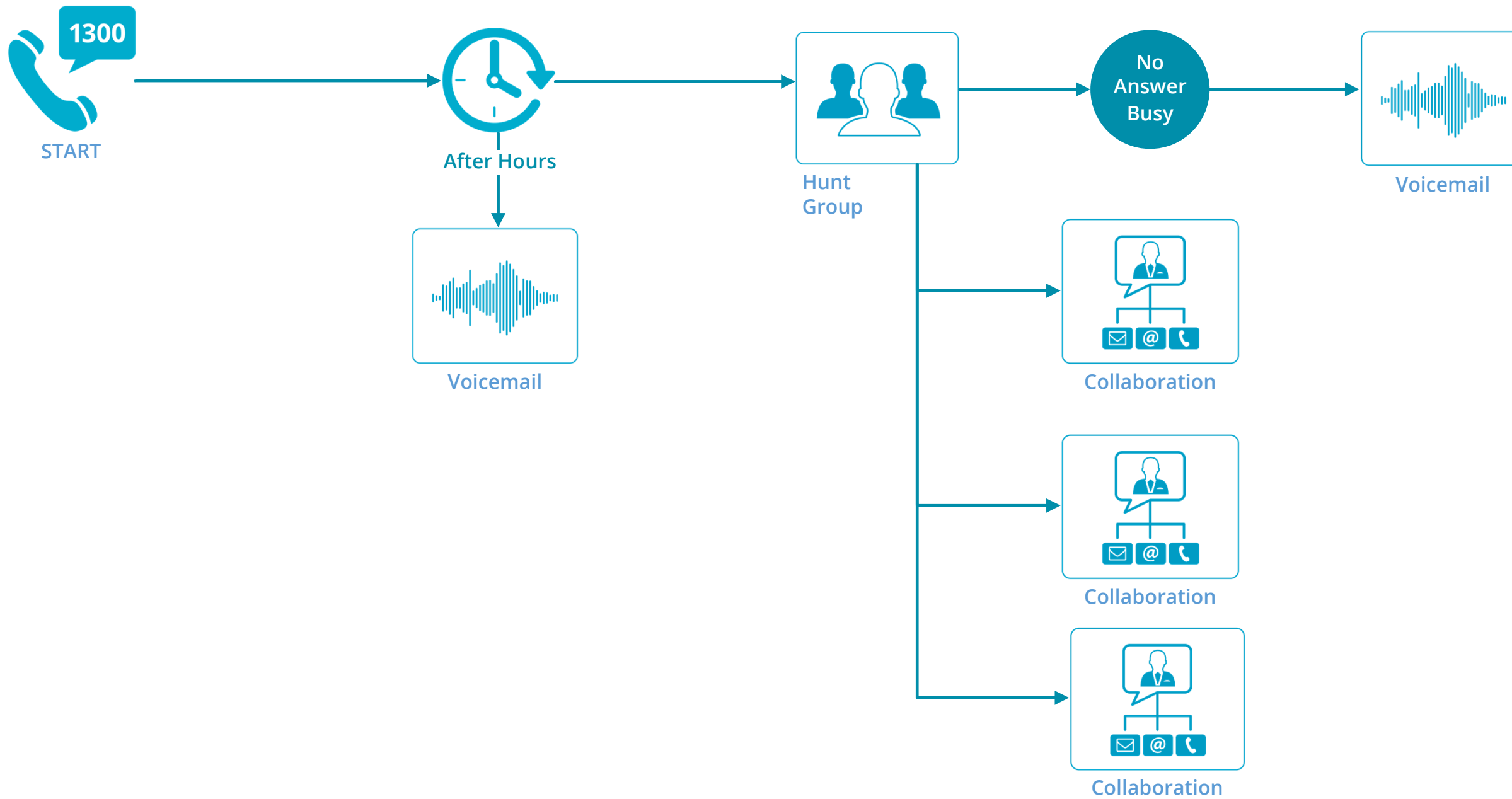
Collaboration

Collaboration

This call flow represents most businesses up to 5 employees, where the receptionist takes the call and passes it on to correct person.

If unanswered or busy the call will overflow to the hunt group.

Outside business hours call forward selective will send the call to voicemail or on call person.

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Lunch Break

START

Welcome message

Play Adverts

Comfort Message

Available

Reception

After Hours

Voicemail

Excess Wait Time

Hunt Group

No Answer Busy

Voicemail

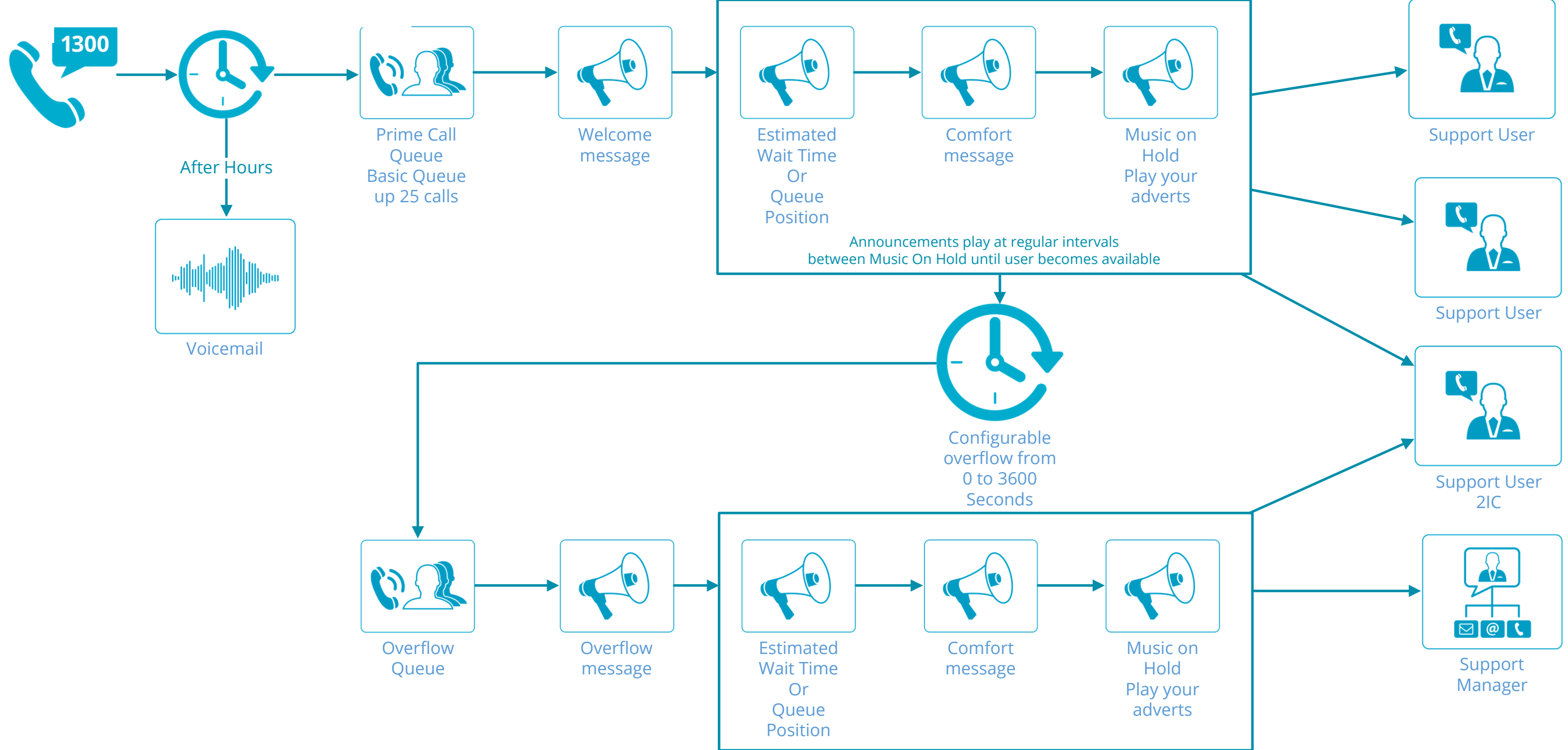**Collaboration**

Collaboration

Collaboration

In this call flow you have a busy reception, but still prefer to have reception answer the call instead of overflowing to other representatives. In this call flow example we can queue the calls until the receptionist is available (1). Whilst the call is waiting you can have the system greet the incoming caller with your business greeting then play Music on Hold or company messages whilst they wait. This helps your reception deal with the current call instead of placing callers on hold mid call giving your customers an unprofessional interaction. The basic queue provides the ability to hold up to 25 call and hold the calls up to 60 minutes. The Reception web application console is a highly recommended add on for this solution.

CloudVoice
Solutions

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1300

START

After Hours

Voicemail

**Hunt
Group**

No
Answer
Busy

Voicemail

Collaboration

Collaboration

Collaboration

This call flow represents most businesses up to 5 employees, where the incoming flows through a series of users until a busy or no answer condition is applied and redirect the call to voicemail or other.

Outside business hours call forward selective will send the call to voicemail or on call person.

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1300

After Hours

Voicemail

Prime Call
Queue
Basic Queue
up 25 calls

Welcome
message

Estimated
Wait Time
Or
Queue
Position

Comfort
message

Music on
Hold
Play your
adverts

Announcements play at regular intervals
between Music On Hold until user becomes available

Configurable
overflow from
0 to 3600
Seconds

Support User

Support User

Support User
2IC

Overflow
Queue

Overflow
message

Estimated
Wait Time
Or
Queue
Position

Comfort
message
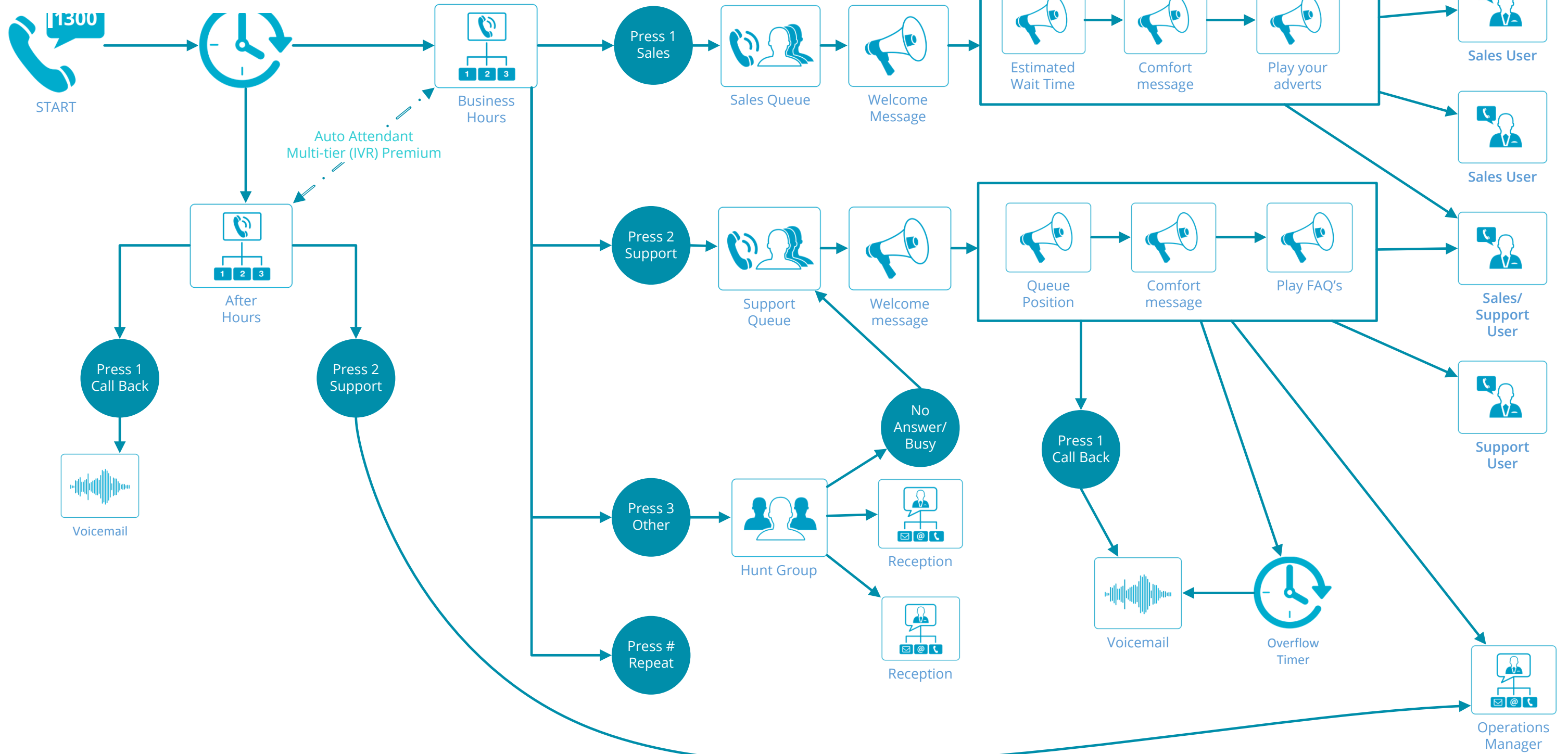
Music on
Hold
Play your
adverts

Support
Manager

For more complex or busy requirements an Enhanced Call Centre
provides the ability to have more calls in the queue at any one time and
detailed reporting. A customer service help desk could use the reporting
to better understand how and when to roster shifts and the differences
between agent handling times. This can help them to identify training
requirements for agents to ensure a consistent customer experience.
The reports show Total Calls, Abandoned Calls, Answered Calls, Avg. Hold
Time, Avg. Abandonment, Avg. Talk Time and Timed Out Calls. Additionally
agents now have the facility to log in and out of the call centre and use
wrap-up function. This gives the agent the time to write notes about the
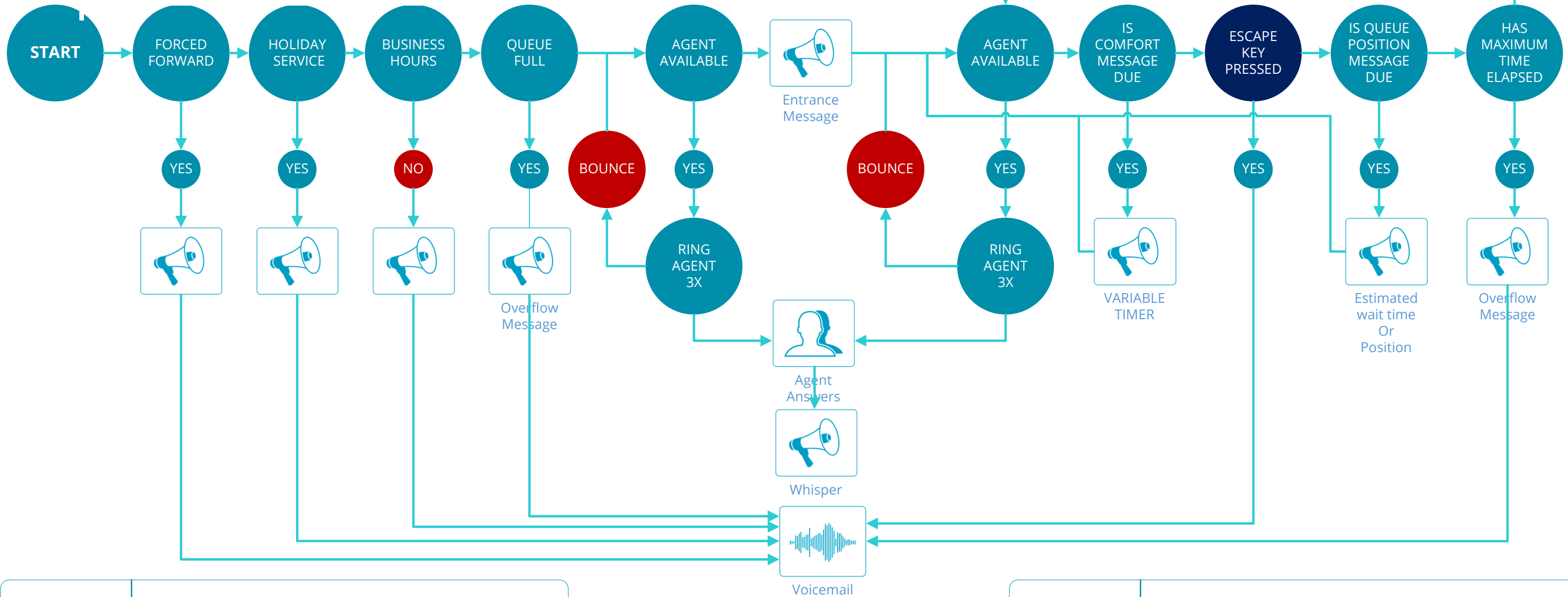call before the next comes.

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START

Business Hours

Auto Attendant
Multi-tier (IVR) Premium

After Hours

Press 1
Sales

Sales Queue

Welcome Message

Estimated Wait Time

Comfort message

Play your adverts

Sales User

Sales User

Press 2
Support

Support Queue

Welcome message

Queue Position

Comfort message

Play FAQ's

Sales/
Support
User

Support
User

Press 1
Call Back

Voicemail

Press 2
Support

No
Answer/
Busy

Press 3
Other

Hunt Group

Reception

Press 1
Call Back

Press #
Repeat

Reception

Voicemail

Overflow Timer

Operations
Manager

In this call flow we have a IVR at the start to help filter the call to the queue. In turn, it can help the end user taking the call to identify what type of call they are taking but also reduce transferring the call the call around. The Auto Attendant Multi-tier (IVR) Premium has 12 configurable keys available and options to have sub IVR for further filtering.

DETAILED CALL CENTRE PREMIUM CALL FLOW

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START → FORCED FORWARD → HOLIDAY SERVICE → BUSINESS HOURS → QUEUE FULL → AGENT AVAILABLE → Entrance Message → AGENT AVAILABLE → IS COMFORT MESSAGE DUE → ESCAPE KEY PRESSED → IS QUEUE POSITION MESSAGE DUE → HAS MAXIMUM TIME ELAPSED

NO

FORCED FORWARD — YES
HOLIDAY SERVICE — YES
BUSINESS HOURS — NO
QUEUE FULL — YES → Overflow Message
AGENT AVAILABLE — BOUNCE / YES → RING AGENT 3X
AGENT AVAILABLE — BOUNCE / YES → RING AGENT 3X
IS COMFORT MESSAGE DUE — YES → VARIABLE TIMER
ESCAPE KEY PRESSED — YES
IS QUEUE POSITION MESSAGE DUE — YES → Estimated wait time Or Position
HAS MAXIMUM TIME ELAPSED — YES → Overflow Message

Agent Answers → Whisper → Voicemail

Announcements
A customized announcement can be loaded for each event
Default messages are loaded at the time of provisioning.

Voicemail
Is not included by default with call centres
To have this enabled you will need to use service add on.

Bounce
The bounce default setting is 3 rings at the time of provisioning.
If the agent bounces 3 consecutive call in a row, SASBOSS will automatically set the status of the agent to unavailable, to reduce estimated wait time status announcements.

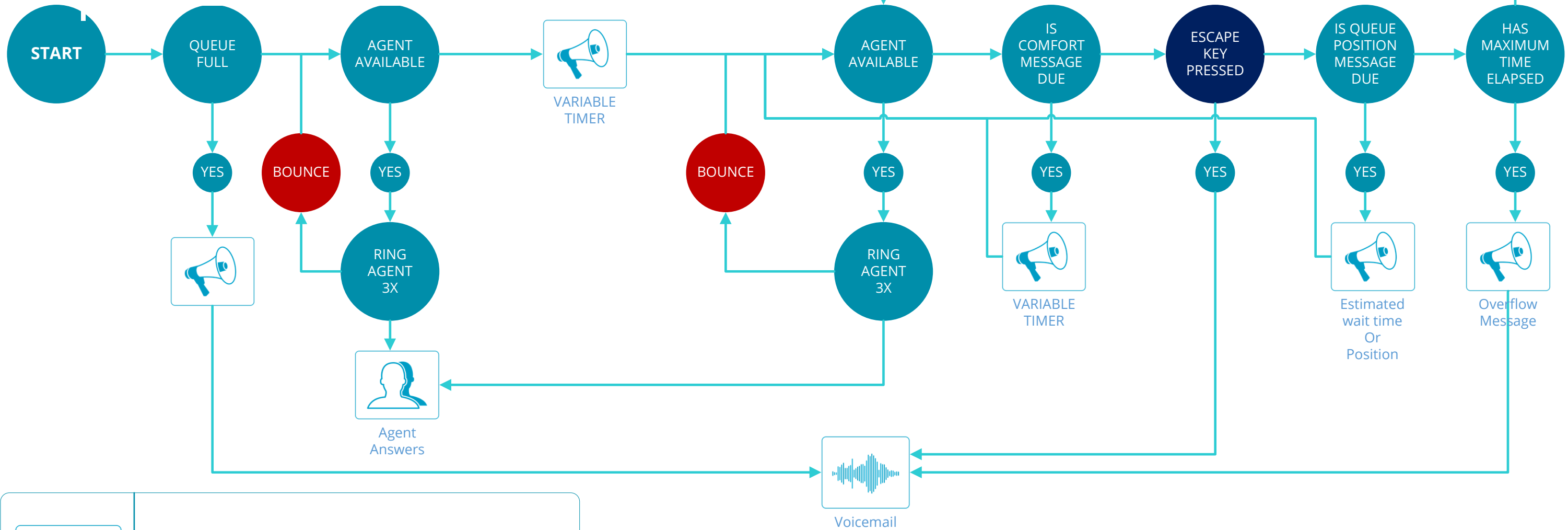Agents login and logout of the call centre using a button on their phone or communicator.

Calls to the agent provide the name of the Call Centre as well as the name (and number) of the caller. Once an agent answers the call, they are automatically set to unavailable while on the call.

After the call is over, the Agent State is automatically set to Available. If the agent bounces 3 consecutive in a row attempts, SASBOSS will automatically set the status of the agent to unavailable, to reduce estimated wait time status announcements.

Typically the agent will set the status of their phone to available at the start of the shift, then set to unavailable when they need to walk away from their desk for a short time allowing the calls to still queue. When a agent takes a meal break example lunch they should sign out to reduce wait times for the incoming calls.

If no agents are logged in busy treatment or overflow conditions are enabled.

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NO

START → QUEUE FULL → AGENT AVAILABLE → VARIABLE TIMER → AGENT AVAILABLE → IS COMFORT MESSAGE DUE → ESCAPE KEY PRESSED → IS QUEUE POSITION MESSAGE DUE → HAS MAXIMUM TIME ELAPSED

YES — BOUNCE — YES — BOUNCE — YES — YES — YES — YES — YES

QUEUE FULL → YES

RING AGENT 3X

RING AGENT 3X

VARIABLE TIMER

Estimated wait time Or Position

Overflow Message

Agent Answers

Voicemail

Announcements
A customized announcement can be loaded for each event
Default messages are loaded at the time of provisioning.

Announcement

Voicemail

Voicemail
Is not included by default with call centres
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If the agent bounces 3 consecutive in a row attempts, sasboss will automatically set the status of the agent to unavailable, to reduce estimated wait time status announcements.

ESCAPE KEY PRESSED

Escape
A caller waiting in queue has the option to press a key and escape the queue to leave a message. To be able to use this feature you will need Queue Enhanced Add on

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Calls to the agent provide the name of the Call Centre as well as the name (and number) of the caller. Once an agent answers the call, they are automatically set to unavailable while on the call.

After the call is over, the Agent State is automatically set to Available. If the agent bounces 3 consecutive in a row attempts, sasboss will automatically set the status of the agent to unavailable, to reduce estimated wait time status announcements.

Agent

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If no agents are logged in busy treatment or overflow conditions are enabled.