



Kloud 7

Business Communication Services

Hosted Call Center Solution Overview

Documentation Guidelines

Documentation relating to services provided by Kloud 7 LLC. are informational guidelines that showcase technical details and use case scenarios designed to enhance product usability. Please contact hello@kloud7.com or call 844-855-6837 for all additional inquiries..

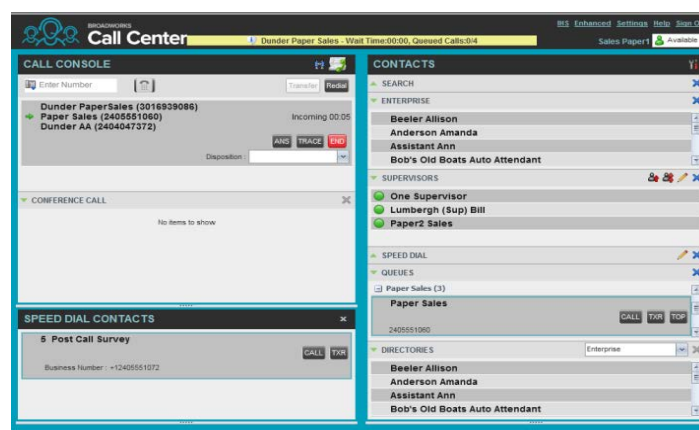


Cloud 7's Hosted Call Center

The Kloud 7 Broadworks® based Call Center/Automatic Call Distribution (CC/ACD) application is designed for next generation call centers by hosting all features at the soft switch. Designed for dedicated high volume Call Centers or Enterprise/SMB customers alike. Enterprise or SMB customers can partially utilize call center services to meet requirements of extra Automatic Call Distribution and queuing while full service Call Centers can leverage the full feature set.

Cloud 7's Call Center and Automatic Call Distribution Features:

- **Lower total cost of ownership**
 - No capital expenditures
 - No on-site equipment
 - Can layer additional features on top of an existing current Kloud 7's Hosted user.
- **More flexibility**
 - Remote and home-based agents
 - On-demand, seasonal capacity scaling
 - Queues that span sites
 - Remote monitoring
 - Advanced CC feature set
- **Additional redundancy and availability options**
 - Automatic call rerouting
 - Geographic redundancy
 - Mobile integration.
- **Seamless Platform Updates**
 - Application upgrades and updates are handled transparently by Kloud 7
 - Centrally supported by Kloud 7's dedicated call center engineers.



Kloud 7 Call Center Overview

The Kloud 7's Call Center offering is an important component of an advanced communications solution for companies with more demanding or sophisticated communications needs.

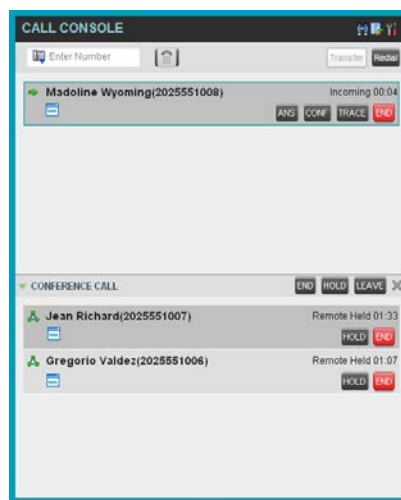
The fully integrated call center application enables the rapid delivery of full-featured hosted CC/ACD solutions, meeting the needs of the most sophisticated enterprise customers. Core call center functions include intelligent routing and distribution, web-based agent and supervisor clients and comprehensive reporting capabilities.

The open, standards-based CC/ACD architecture provides application programming interfaces (APIs) which in turn allows customization and integration of call center applications to extend Kloud 7's call center server

Kloud 7 Call Center / Automatic Call Distribution

Integrated ACD functionality is at the core of the Kloud 7 Call Center solution. Kloud 7 architects the call center routing based on the specific customer requirements and configures sophisticated distribution and routing logic. Agent availability, historical reporting, silent monitoring and other functions work with agents at remote sites, home-based agents, or agents on mobile devices just as if they are located at the main call center office.

Kloud 7's Call Center fully supports users in less demanding environments where users and managers can manage their availability using their phone device and use daily or weekly reports to monitor agent and queue activity.



Call Center License Options

The Kloud 7 CC/ACD solution has several license options designed to provide a cost-effective solution for a wide range of deployment environments.

The call center licenses are assigned at the user level. Therefore, there are few restrictions on the number of call centers that can be created. Any user with an appropriate call center user license can be assigned to a call center.



Standard Call Center:

A Standard call center license add-on is designed to support a normal call center environment where flexible routing options are needed and the agent’s workflow dictates the need for ACD states such as Available, Unavailable, and Wrap-up. In addition, Standard call centers are designed to support deployments that require clients such as the BroadWorks Agent client and Reporting.

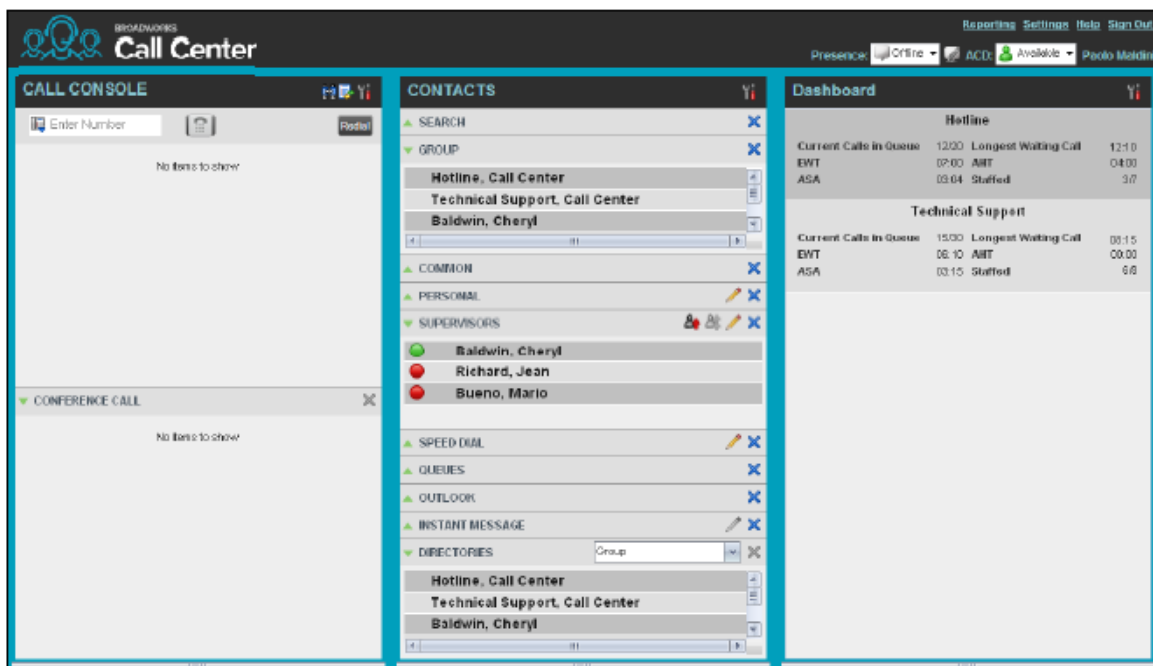
Premium Call Center:

A Premium call center add-on license is designed to provide the most advanced set of routing and call management options to support a formal call center environment. It supports such capabilities as the assignment of multiple dialed number identification service (DNIS) numbers to a single call center, the use of agent skill levels for directing calls to more skilled agents, the addition of “unavailable” codes for when agents are not able to take calls, and the use of disposition codes to associate with ACD calls, outbound calling, and silent monitoring of agents.

Call Center Web-based Clients

The optional web-based clients provide a feature-rich, easy-to-use interface that allows calls to be handled more efficiently, particularly in high volume call center environments. Agents can quickly identify and answer incoming calls, manage and move active calls, manage their personal availability and view their performance history. Supervisors can use the client to monitor agent and queue activity in real-time, manage active and queued calls and run real-time and historical reports on agent and queue performance.

Abandoned Calls																	
Date and Time	Call Center Name	Calls Queued	Calls Abandoned	% Calls Abandoned	Calls Abandoned in 10 secs	% Calls Abandoned in 10 secs	Calls Abandoned in 20 secs	% Calls Abandoned in 20 secs	Calls Abandoned in 30 secs	% Calls Abandoned in 30 secs	Calls Abandoned in 40 secs	% Calls Abandoned in 40 secs	Calls Abandoned before Entrance Message Completes	% Calls Abandoned before Entrance Message Completes	Calls Abandoned after Entrance Message Completes	% Calls Abandoned after Entrance Message Completes	Longest Wait Abandoned
12/02/2010, 01:30 PM		0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
	Summary	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
12/02/2010, 01:15 PM		0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
	Summary	2	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
12/02/2010, 01:30 PM		0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
	Summary	1	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
12/02/2010, 01:45 PM		0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
	Summary	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
	h7039_CallCenterPremium	1	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
	Summary	1	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
12/02/2010, 02:00 PM		0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
	Summary	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
	h7045_CallCenterPremium	2	1	50.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	50.0%	0	0.0%	00:00:00
	Summary	2	1	50.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	50.0%	1	50.0%	00:01:15
12/02/2010, 02:15 PM		0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
	Summary	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00



Kloud 7 Call Center Reporting

The Kloud 7 Call Center solution provides a comprehensive set of in-depth, real-time and historical data on agent and queue activity, utilization and performance. Accessible on-demand via the web-based client or as scheduled reports delivered via email, Kloud 7 provides a broad set of reports on key performance indicators and trends to help maximize the performance and efficiency of call centers. Kloud 7 also provides the option for creating custom reports to support the unique business process and monitoring requirements of many call centers. A real-time dashboard provides information on queues and agents to help monitor activity and identify trends.

Dashboard			
Account			
Current Calls in Queue	8/10	Longest Waiting Call	01:10
EWT	01:55	AHT	01:45
ASA	00:16	Staffed	3/9
Technical			
Current Calls in Queue	2/20	Longest Waiting Call	00:00
EWT	00:38	AHT	01:00
ASA	00:15	Staffed	1/5
Customer Support			
Current Calls in Queue	18/500	Longest Waiting Call	01:10
EWT	00:40	AHT	00:20
ASA	00:15	Staffed	25/100
Finance			
Current Calls in Queue	10/50	Longest Waiting Call	02:35
EWT	00:06	AHT	02:00
ASA	00:06	Staffed	10/20
Sales			
Current Calls in Queue	0/10	Longest Waiting Call	00:00
EWT	00:00	AHT	00:00
ASA	00:00	Staffed	1/1

Top Call Center Features

1. **Automatic Call Distribution (ACD)** – Quickly route callers to the appropriate agent with the correct skills and in the right priority, using a flexible set of routing policies
2. **Queuing** – Ensure that incoming callers never receive a busy signal or no answer and are greeted with appropriate announcements and hold media (audio or video)
3. **Virtual Queues** – Design queues which include agents and supervisors that span multiple locations, allowing employees to work from anywhere
4. **Web-based Agent & Supervisor Desk Clients** – Provide a next-generation look and feel for call center management and options for when, where and how users manage their customers, agents and queues
5. **Powerful Reporting Engine** – Allow Supervisors and Managers to monitor real-time queue and agent activity, as well as generate in-depth historical data and trends on queues and agents, allowing them to improve performance and ensure that calls are handled efficiently
6. **Unified Communications** – Enable users to leverage the full suite of Kloud 7's Unified Communications capabilities, including on-demand conferencing and collaboration
7. **Group Chat & Presence** – Provide enhanced communications within a call center using group chat and VoIP Logic presence tools
8. **IVR/Auto Attendant** – Guide callers through with self-service applications, using voice or video prompts to identify the appropriate queue or agent

QUEUED CALLS	
Premium_CC 5143403030	0/10 (0/10)
TestCC 5143403023	2/10 (2/10)
Priority 0 (2)	
cc3007 group3 (5143403007)	01:17 [01:17]
Priority 0, Position 1	RETRIEVE
TestCC (5143403023)	
cc3001 group3 (5143403001)	00:10 [00:10]

Call Center Dashboard										
Name	Status	Current			Averages			Agents		
		Calls In Queue	Longest Wait	EWT	AHT	ASA	Staffed	Idle	Unavailable	Show Agents
Account	0/10	00:00	00:00	00:00	00:00	00:00	3/9	1	1	<input type="checkbox"/>
Billing	1/100	11:40	00:00	00:00	00:00	00:00	1/3	0	0	<input checked="" type="checkbox"/>
Finance	0/50	00:00	00:00	01:16	00:00	00:00	0/4	0	0	<input checked="" type="checkbox"/>
Sales	0/10	00:00	00:00	00:00	00:00	00:00	0/1	0	0	<input type="checkbox"/>
Technical	0/20	00:00	00:00	00:00	00:00	00:00	0/5	0	0	<input checked="" type="checkbox"/>

Agents										
Name	Memberships	Current			Averages					
		Queues	Sign-in Time	Sign-in Durat	Call State (Time)	Agent State (Time)	% Available	Avg Busy In	Avg Busy On	Avg Wrap-Up
Edwards, Paul	4	17:00:52	01:37:21	Ringng	(12:58)	Available (01:37:17)	99%	00:00	00:00	00:00
Manu, Mahotra	2			On Cal	(07:23)	Available (01:37:36)	9%	00:00	00:00	00:00
McKenzie, Daniel	4			Idle	(29:19)	Unavailable-101(13:29)	0%	00:00	00:00	00:00

