



## Business analytics for contact centers

The CMS Supervisor element of CMS Contact focuses on monitoring, managing and controlling your informal or formal contact center. CMS Supervisor delivers in-depth analytics presented on dashboards, wallboards and reports.

### Valuable Business Intelligence

The CMS Supervisor license dramatically extends the functionality of CMS Report for contact centers:

#### Contact Center Reports

Contact Center reporting provides up to the minute agent and group analytics. ACD group analytics deliver queue and call statistics by group.

Agent workflow analytics provides summary and detailed information on each availability status and punctuality based on first message of the day.

#### ACD Group Wallboard Widget

The ACD group wallboard widget allows 10 group performance parameters to be displayed continually in real-time for any group on a supervisor or agent's desktop, or on large screens for everyone to see. This is an essential tool for any contact center environment, providing real-time\* statistics including:

- Total group calls received, waiting, answered and missed
- Average / longest / current waiting time
- Call duration
- Average ring time

*\*Dependent on system configuration, there can be a short delay.*

### ACD Group View

ACD group view enables supervisors to see the status of their agents (available/unavailable or on DND).

### Agent Analytics

Agent analytics provide the following information by agent and by group:

- Number and duration of inbound and outbound calls
- Available time
- Time on DND

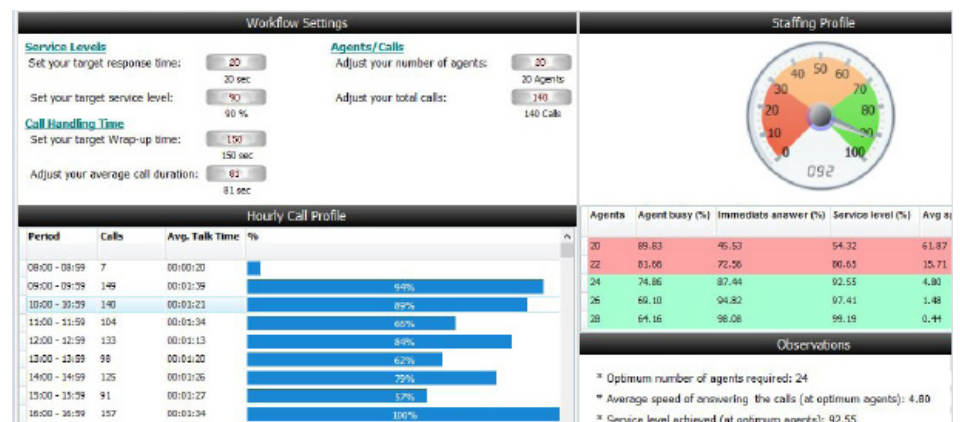
### Contact Center Modeling

Review past performance and use "what if" calculations to forward plan the number of agents and times of day you want them to work. You can plan using different numbers of agents or different volumes of calls to ensure you are working with the optimum number of people. Additionally, you can change parameters such as wrap-up time to achieve SLAs.

### Do you have an informal contact center?

- Does a group of your staff handle calls?
- Do you take orders over the phone?
- Do you make sales calls?
- Do you offer telephone support?
- Do staff undertake credit control by phone?

If the answer is 'yes' to any of these questions, you have an informal contact center, no matter how many calls are handled each day.





## Supervisor management and agent analytics

The CMS Agent control server uses CTI for supervisor control and CMS Agent licenses enable agent call control.

### Managing Agents

The Agent control server enables supervisors to see live agent activity (group view, current call status, agent availability).

Agent desktop licenses display relevant call details on their desktop for call preview, call control, call history and database integration.

### Group View

Group view allows you to see the active status of each agent in the group, i.e. available / unavailable including reason, on DND, on extended wrap-up and on a call.

This provides a clear view of how many agents are available to take calls at any given time.

You are able to see:

- How long the agent has been in their current status
- Reason code for availability status
- Who they are on the phone to and how long for (by CLI or dialed number)

### Call History

View your call history for inbound and outbound calls. You can filter the call history, re-dial numbers and add to your directory.

### Group Availability

This module allows you control your availability status. You can also easily activate your DND (Do Not Disturb) and extended wrap-up.

### Call Preview

Call preview appears when a call is delivered to your extension, you can click on it to answer the call. Caller information is displayed if available in your directory.

### Dial

Enter a number to dial, click to dial, select / copy a number to the clipboard to automatically dial or dial from your directory.

### ACD Group Wallboard

The wallboard module shows “live” calls waiting for your ACD groups and personal statistics such as hourly traffic and call type distribution.

### Agent and Supervisor Functionality

Each agent requires an agent seat license. Supervisors can control an agent’s status by changing their availability and can monitor their calls using the system barge facility.

An agent can only control their own status, but they can see their colleagues’ status using the presence tab.

### Why choose CMS Agent?

- Speed up connection
- Eradicate dialing errors
- Screen popping to speed up data entry and minimize data searches
- Retain customers and build loyalty; more informed callers lead to less repetition and vastly improved customer service

### Seamless integration

Samsung CMS Report, CMS Record and CMS Contact integrate fully to provide a comprehensive and easy to use suite of business tools to fully manage your business.

