bluehubUC

BLUEHUB UC CONTACT CENTRE

Contact centre Edition
"Effectively start and manage
inbound call campaigns
in a Call centre or Contact centre."

BLUEHUBCLOUD.COM.AU

IPBX CONTACT CENTRE EDITION HUB SOFTPHONE

Simplifies and enhances call management at busy call centres and contact centres of any size. Together with the Business and Multi-Tenant Editions,

Contact Centre PBX enables you to increase efficiency in the workplace and transform the way you conduct business.

AGENT & SUPERVISOR APPLICATION

Binds together all of your Contact centre PBX communications in a simple interface. The Supervisor Edition enables real-time monitoring of Agents and Queues, tracking agents' performance, and generating comprehensive statistics reports.

At the same time, the Agent Edition provides agents with the right tools to maximize productivity.
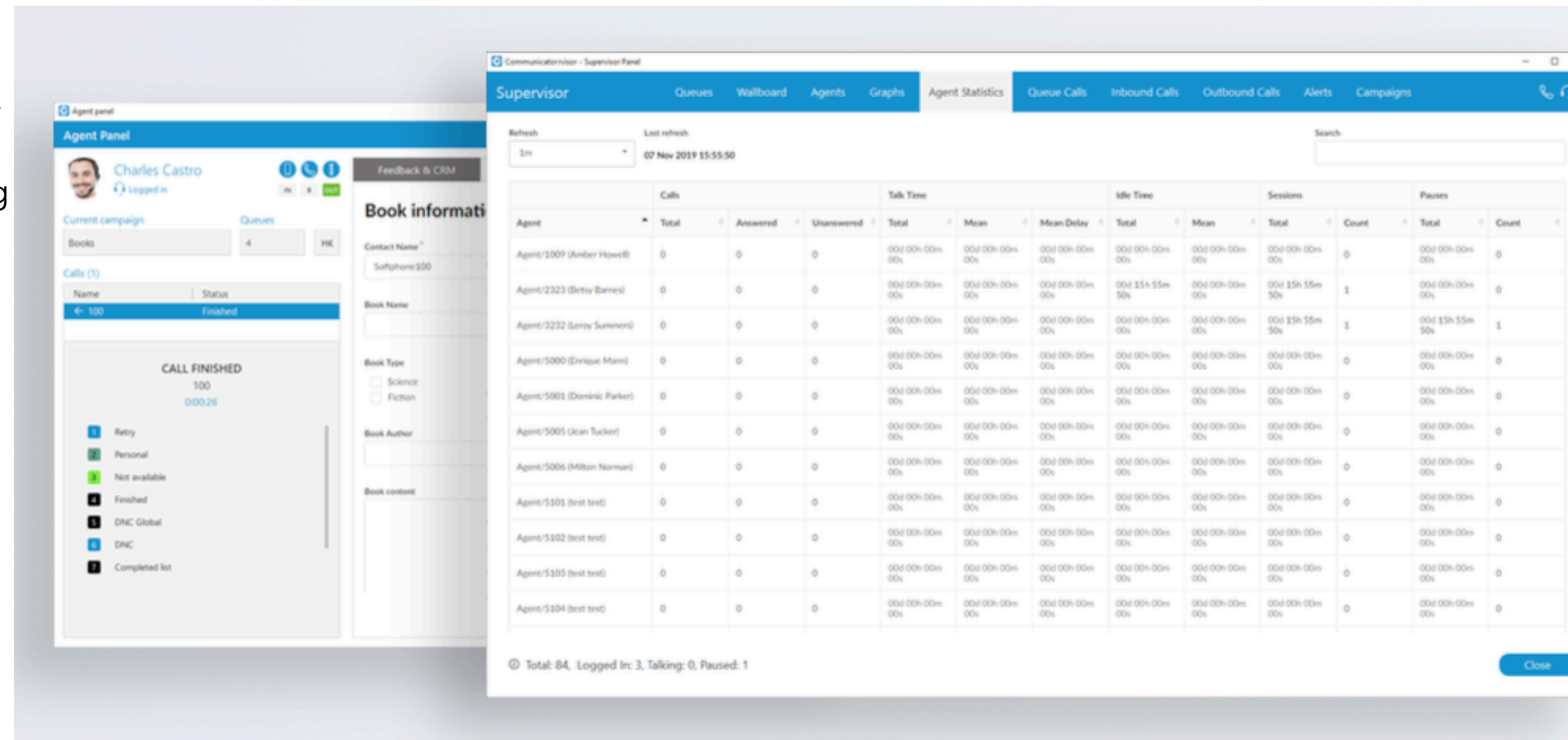
DIALER

Contact centre Edition has a licensed Dialer feature that allows you to import data lists into a database. The application can dial these numbers based on the settings entered by the Administrator.

The Agent's interface of the Dialer displays Agents with specified information regarding each call. Furthermore, this information is customizable through the Administrator login.

You can manage the Dialer through Campaigns, and every Campaign has lists of Leads and associated Agents (members). A Campaign is in charge of dialing the Leads and connecting them to Agents or any other different Destinations.

Same as in Queue, an Administrator has a lot of possibilities to choose how a Campaign will perform dialing and bridging.

REAL-TIME AGENT MONITORING

Ensure that your call centre workforce is effective, successful, and consistently delivering outstanding customer service. Use the "Monitor" feature to listen in on an active call and identify problems quickly, and while listening, use "Whisper" to speak with the agent without the caller knowing, or use the "Call Barge" feature to speak with both agent and the caller.

UNLIMITED QUEUES (ACD)

Automatic Call Distribution system helps keep customers on the line by routing incoming calls to the agent with the most suitable skill-set who can adequately address the caller's needs. ACD is an essential component of a call center and communication system. Its capabilities include Priority Routing.

QUEUE STATISTICS AND REPORTS

Real-time queue statistics offer an in-depth insight into agents' activity and queue traffic. You have access to inbound and outbound calls, missed calls, occupancy, availability, queue inbound answered and unanswered, and total calls. You can display the reports visually by using a graph or exporting them as a PDF or CSV file.

IVR STATISTICS

IVR statistics report gives you a detailed overview of how your customers are navigating an IVR menu. Currently, you can access three types of reports: IVR Calls per Option, IVR Calls, and IVR Calls per Called Number. You can filter each report by Date Range, IVR, Called Number, Caller ID, and Destination.

ONLINE SELF-CARE

Cut down your support cost and create a better experience for your customers with iPBX's online self-care portal. Users can access their dashboard and reports through the online self-care portal, check their voicemails, and change Enhanced Services.
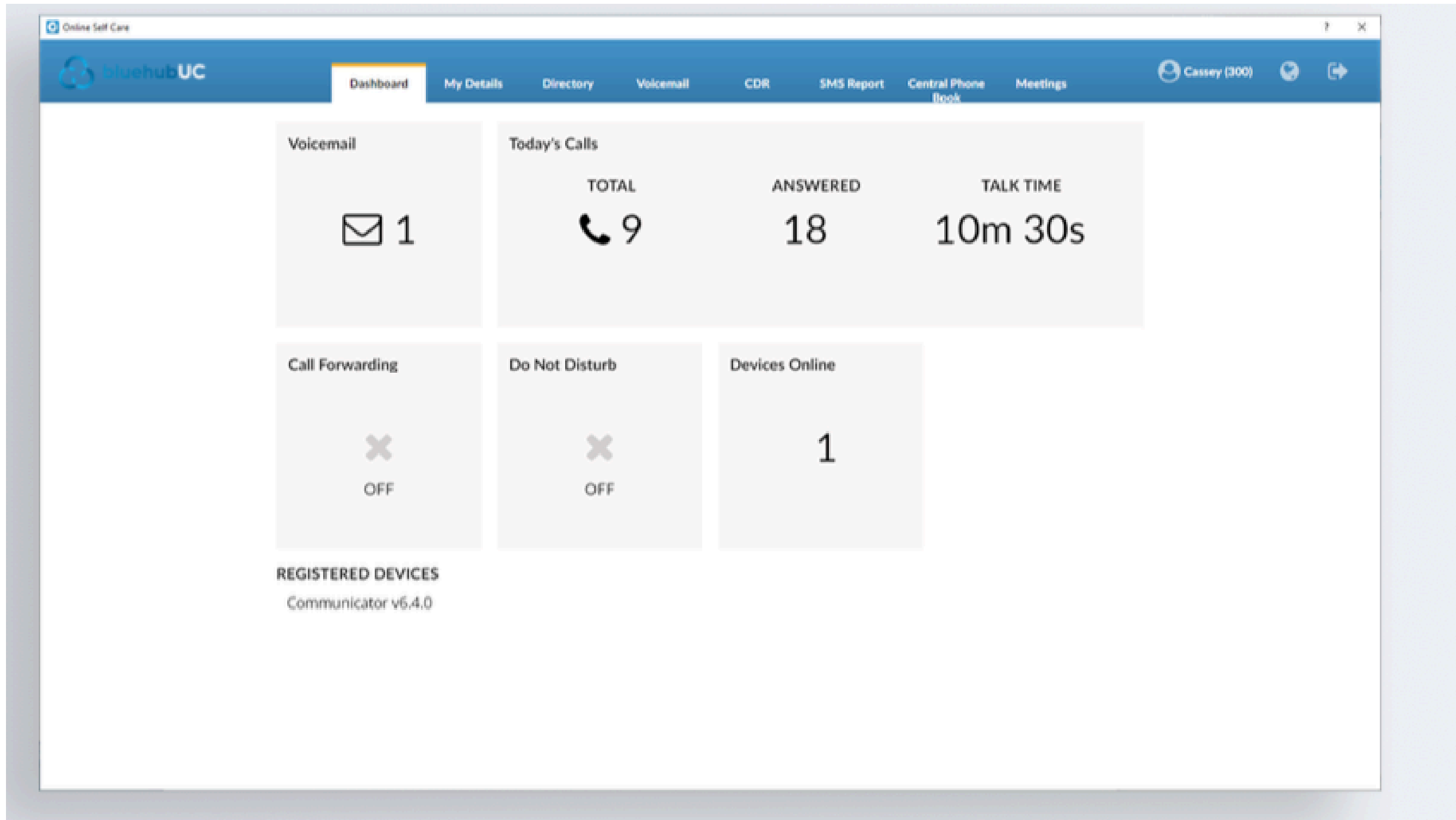
OTHER FEATURES AND BENEFITS:

Secure voice - iPBX Call centre edition dramatically increases security by encrypting your calls using TLS (Transport Layer Security) and SRTP (Secure Real- time Transport Protocol) protocols. And to add another layer of security, iPBX now supports Let's Encrypt SSL certificates.

· **Activity log** - You can now track each user's date, time, and activity to improve time management and increase productivity. Knowing who accessed various files and made changes on the server can increase security and give you a greater insight into how your business operates.

· **Recordings** - Easily set up call recordings for all extensions and access them via a web browser. Improve security, customer satisfaction and raise your service quality by playing back and analyzing the call records.

· **Custom Development** - Not every business is the same, and that is why we customize our software to the specific needs of each client. Suppose your business needs a specific feature that is not available in the current version of iPBX. In that case, our team of highly skilled developers will design and develop the feature in the timeliest manner possible upon your request.

· **Multilingual GUI** - iPBX is available in Spanish and French. Now our loyal Spanish and French-speaking users will be able to access iPBX in their native language.

· **Statistics** - This feature allows you to access daily or monthly call statistics with ease. You can filter the statistics by the date, caller, and callee number. Gain insight into the extensions statistics, such as who and when has made a call, the total and average call time, the number of answered and missed calls, and more. Use the graphs to display your call statistics data in a meaningful and easy-to-understand manner.

· **Archive your data in the cloud** - iPBX integrates with Amazon S3, Google Drive, Dropbox, and FTP. You can automatically store voicemail, fax, and call datarecords and keep them safe in a remote location.

· **Powerful speech to text -** The iPBX's voicemail system integrates with Google Cloud Speech-to-Text and IBM Watson (STT). Get text transcriptions of your voicemail messages sent to your email.
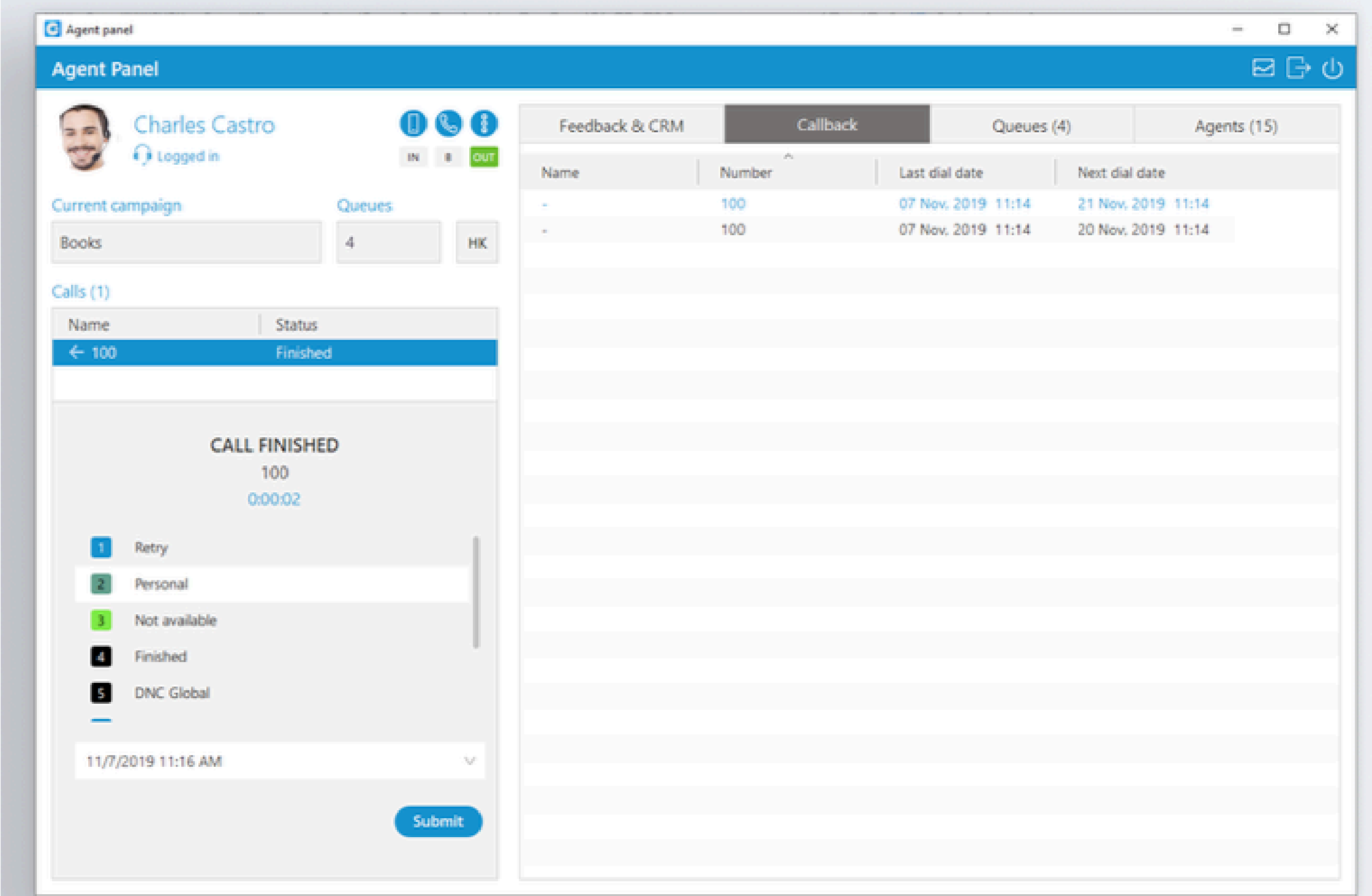
OTHER FEATURES AND BENEFITS:

· **Branding** - Make your business stand out with your own branding added to iPBX. All we need are your logo and company colors, and our in-house team will create the complete solution that will help elevate your business to a new level.

· **CallerID lookup** - Reduce fraud, increase lead conversions, and improve message deliverability by integrating iPBX with an external lookup service. Provide a customer or business with a personalized experience – even if it's their first time calling in.

· **Make calls directly through your CRM -** Incorporate all the features and capabilities of the iPBX telephony system inside your CRM or Browser. iPBX Business integrates with the most popular business apps, such as Salesforce, SugarCRM, MS Dynamics, Zoho, Zendesk, Bullhorn, Vtiger, Pipedrive, SuiteCRM, Hubspot, and many more.

· **Use your existing IP Phones** - iPBX is compatible with most IP Phones on the market. Use the same extension on multiple devices. Save time for both your IT personnel and your users by using features such as Automated Provisioning, Busy Lamp Field (BLF), Hot Desking, and more.

· **Headset Support** - iPBX Contact centre works out of the box with over 100 headsets from industry-leading brands. Some headsets from manufacturers such as Jabra and Plantronics offer advanced functionalities – allowing you to answer, hold, mute, or hang up a call using the headset buttons. Setting up and using your headsets is easy. Your clients will be happy, and so will you.

BLUEHUB SOFTPHONE AGENT EDITION

Is a desktop Contact Centre Unified Communications application dedicated to boosting Contact Centre Agents' day-to-day efficiency.

Together with Office, Business, and Supervisor editions it provides advanced Unified Communications capabilities with all the communication tools needed to drastically increase the productivity of your Contact Centre or Call Centre.

This edition of Bluehub Softphone provides an agent-optimized interface with features that will make their day a lot easier and more productive. See the status of other agents (phone and presence), send them messages, or call them. See the status of queues, calls waiting.

CALLBACK AND DYNAMIC AGENT

The dynamic login option allows an agent to log remotely into the queue and wait for the next call while listening to Music on Hold, while the Callback login is the traditional call centre configuration where an agent answers a ringing phone to join with the waiting caller.
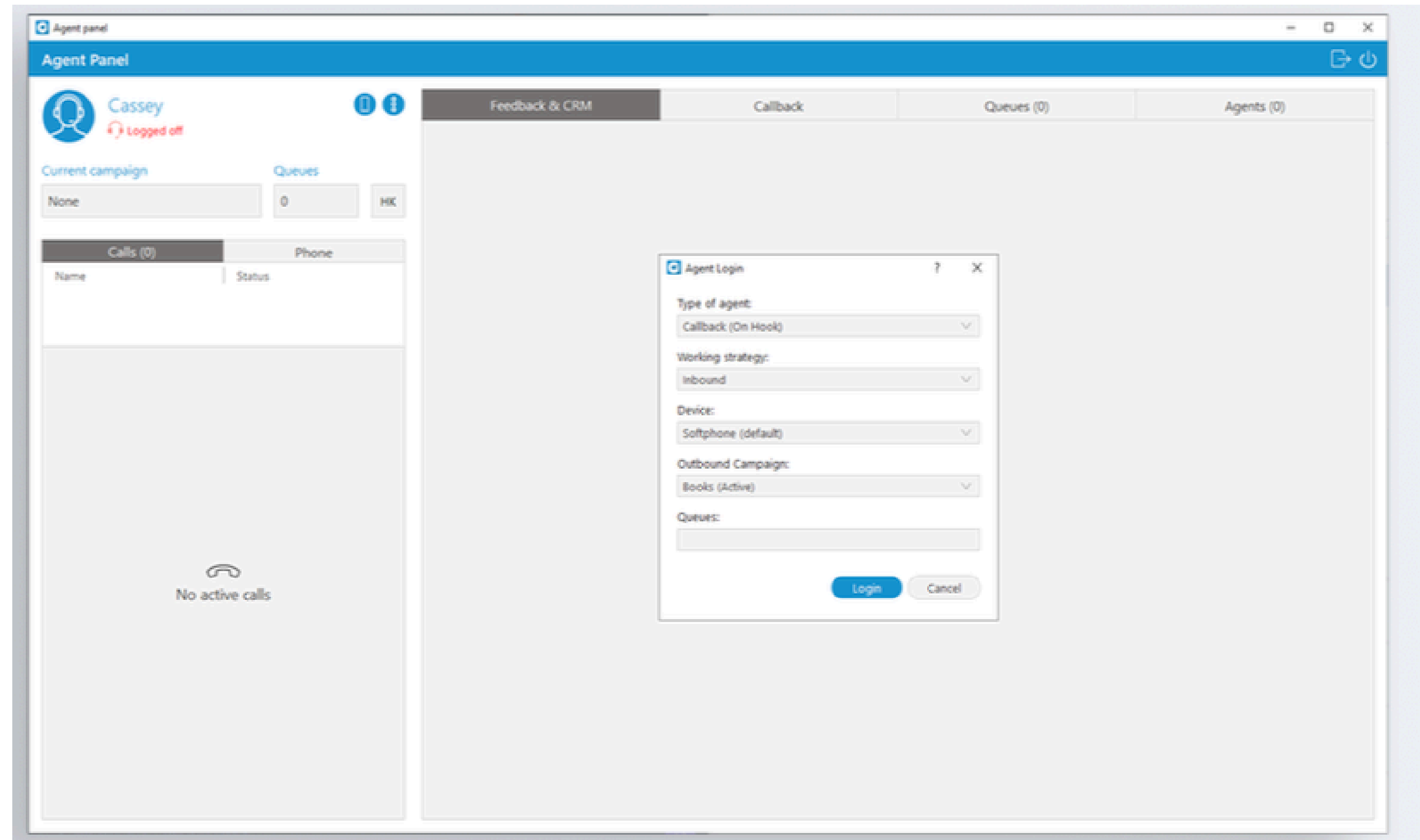
AGENT STATUS AND EFFICIENCY

Allows agents to know who is available and if a call can be placed. Decisions can be taken quickly, such as forwarding a call or suggesting a callback using dispositions.

BLUEHUB SOFTPHONE SUPERVISOR EDITION

Is a desktop Contact Centre Unified Communications application that allows real-time monitoring of Agents and Queues, tracking Agents' performance, and generating comprehensive Statistics Reports.

Together with Office, Business, and Agent editions, it provides advanced Unified Communications capabilities with all the communication tools needed to drastically increase the productivity of your Call centre or Contact centre.

FULL-CONTROL AND MONITORING OVER CALLS & PERFORMANCE

Real-time agent monitoring and statistics. You can see graphs in real-time, check agents' performance, configurable thresholds for different alerts (service level, paused agents, etc.), see which agents are logged in, on pause, with who each agent is talking to, and much more. You can monitor ongoing calls in real-time: inbound, outbound, queue calls, etc.

DETAILED STATUS OVERVIEW AT A CLICK

With Bluehub Softphone's Supervisor Edition, the Wallboard module shows your call centre's activity clearly! Knowing what is going on is crucial to call centre managers to be able to make on-the-fly decisions and organize for the future. With the wallboard module, you can see the status of every agent and each queue.
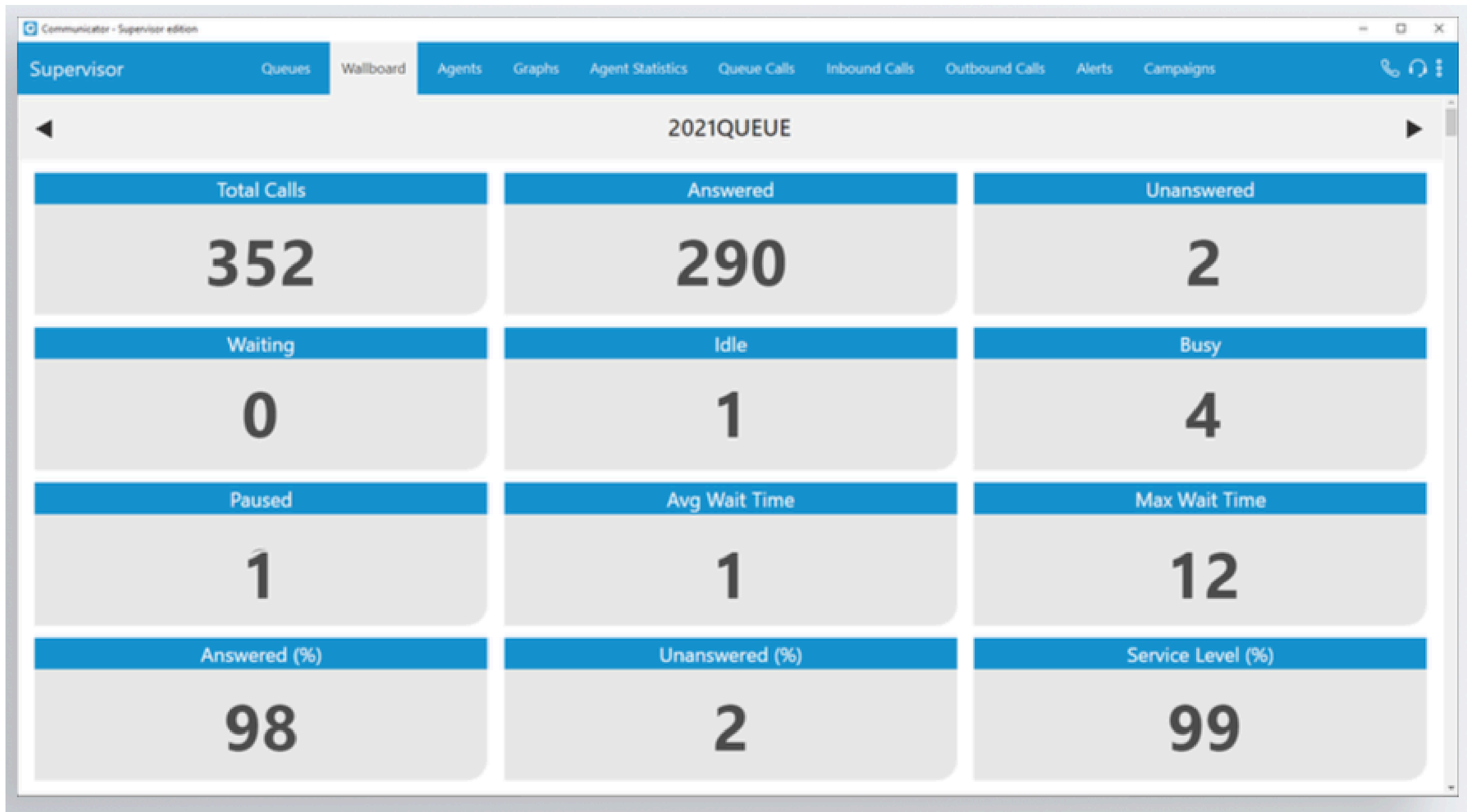
DETAILED REPORTING AND DASHBOARDS FOR UNMATCHED VISIBILITY IN DECISION-MAKING

Profoundly detailed reporting options and real-time dashboards give contact centre supervisors full visibility and capacitate them to make swifter, smarter decisions to increase productivity and profitability.

The conversations overview feature brings all incoming requests from across different channels together with pertinent information, status, and transcripts or recordings. This absolute visibility takes customer service to a new level of efficiency and speed.

Real-time reports and dashboards can motivate team members to perform better as they clearly see the results from the peers and give supervisors a quick, concise understanding of the daily operations.

Armed with this knowledge, supervisors can make informed decisions on where to allocate resources for paramount efficiency.

SPECIALIZED SUPERVISOR FEATURES EMPOWER MANAGEMENT TO SUPPORT THEIR TEAM MORE EFFECTIVELY

Bluehub UC Contact centre caters to supervisors with extremely high-level features that empower them to support their team in offering superior customer service.

Whisper messaging enables supervisors to speak or write to their agents in real- time without the customer's knowledge. This is useful for providing information the customer is seeking, giving reminders about team goals and ethics, or granting permission for things like discounts or incentives to improve the customer experience. The supervisor saves time by popping into and out of communications without introducing themselves or making small talk.

Our new omnichannel release of Contact centre unifies all tools for supervisors and agents in one interface. The newest app includes blended Agents and Queues dashboards for all channels. But for some scenarios, the old Supervisor edition of Contact centre remains available to offer comprehensive insights and real-time monitoring of voice queues and all agents.
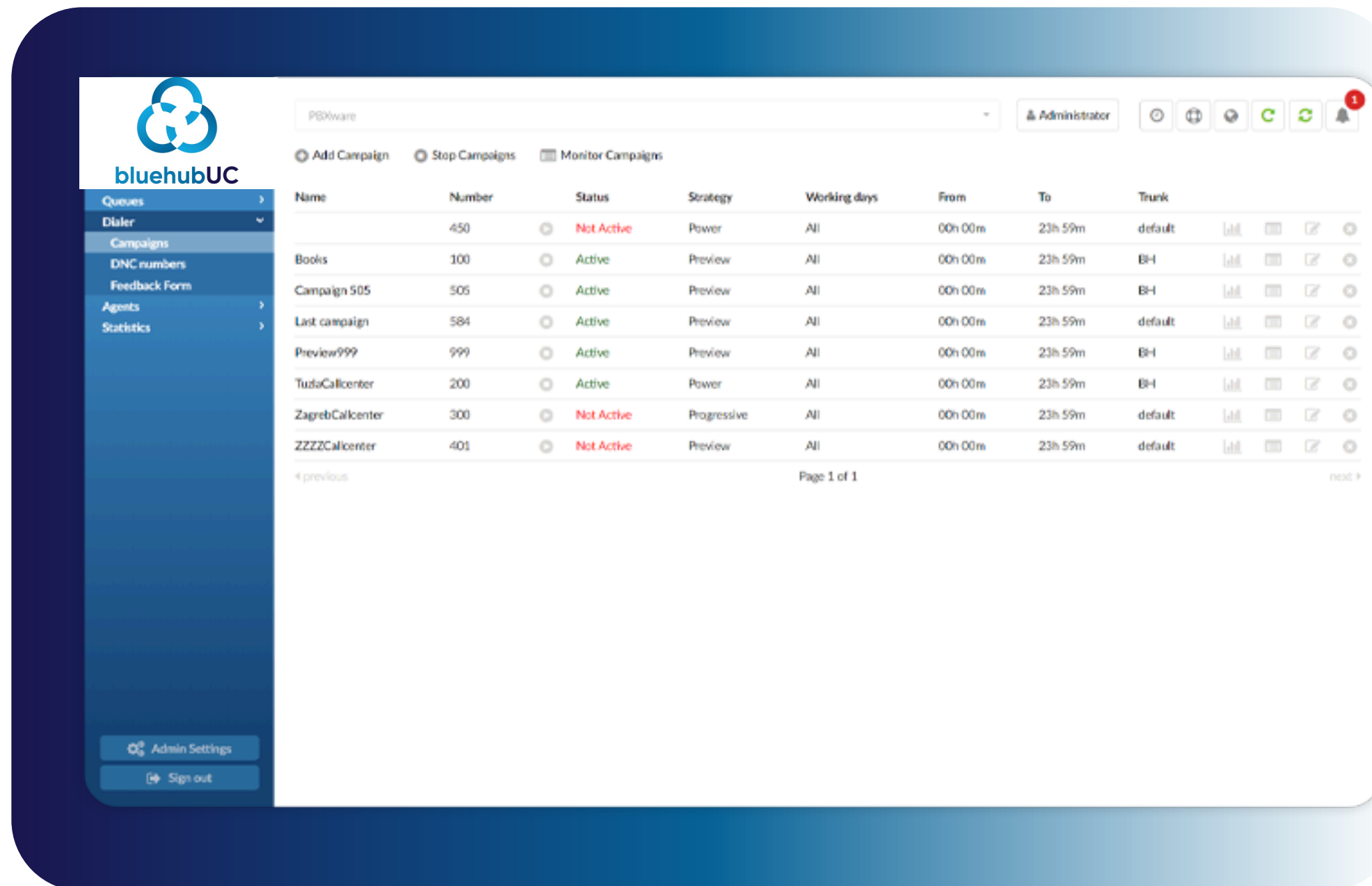
DYNAMIC ROUTING AND QUEUES FOR ULTIMATE PRODUCTIVITY AND EFFICIENCY

With the help of a rich set of features to enable flexible configuration of queues and routing strategies, contact centre customers can achieve an optimal productivity level and minimal wait time for their end users.

Give your customers the ability to reach full efficiency with dynamic call routing options. Contact centre supports eight different voice routing strategies, including skills-based and priority level routing. Returning customer messaging routing attempts to connect end users with the agent they spoke with previously, saving time and frustration for both parties.

These voice routing strategies plus custom wrap-up time setups and greetings automations, coupled with a myriad of predefined reports or extractable raw data, enable contact centre users to test and discover combinations that produce the most answered calls, least agent idle time, and ultimately better agent performance that will lead to increased customer satisfaction.
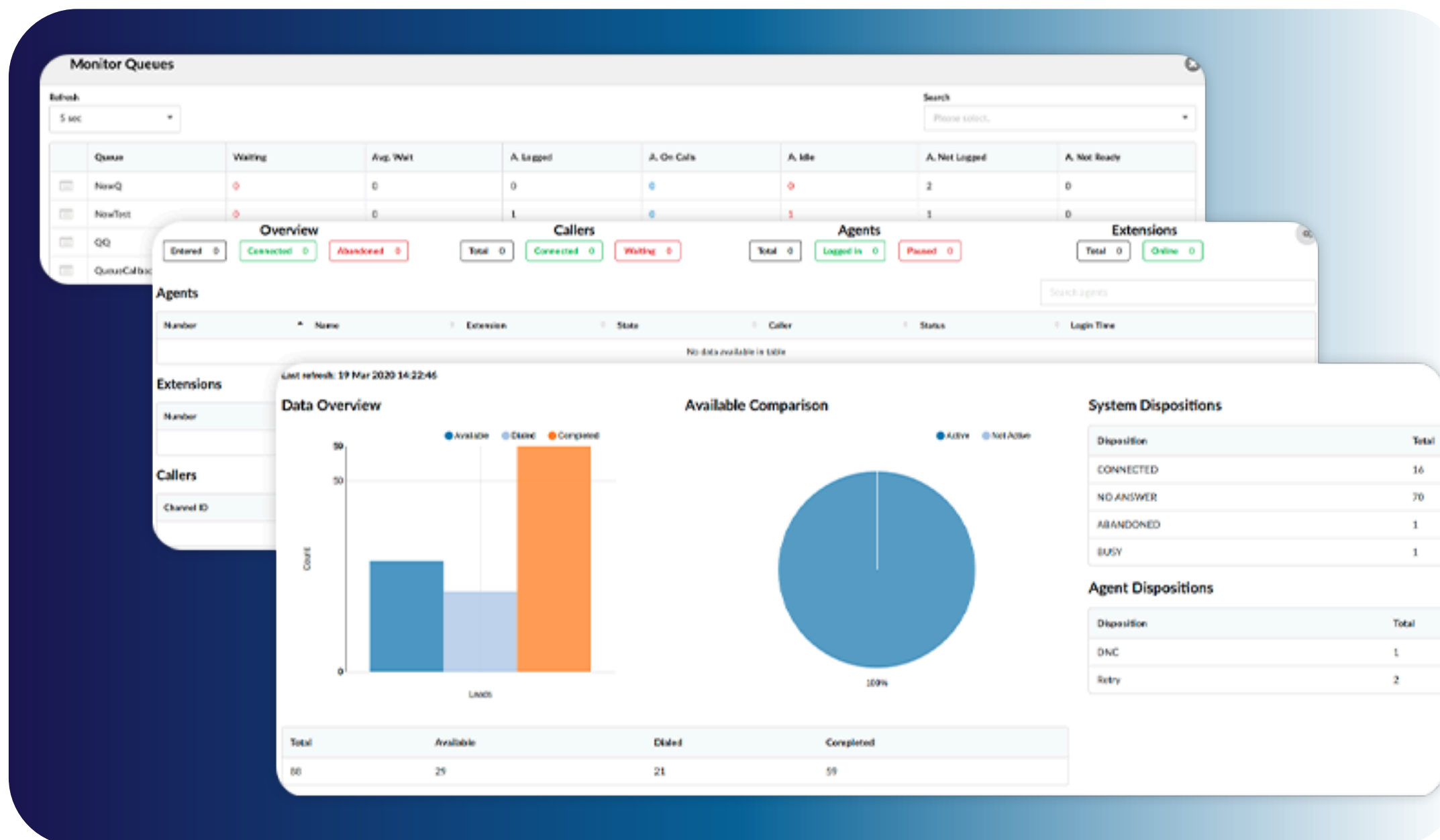
AN AUTOMATED DIALER TO SAVE TIME

Our dialer feature allows agents to upload a list of contacts and call them automatically without spending time dialing each number. Not only will this increase customer satisfaction, it also decreases agent burnout and employee churn - costly issues for any organization

SEAMLESS INTEGRATION WITH OUR OTHER SOLUTIONS FOR ADDITIONAL BENEFITS

Our Contact centre PBX platform integrates seamlessly with our Contact centre Unified Communications application to synergize customer engagement with employee communication and collaboration.

Go a step further with our virtual Meeting solution, hosting provided by Bluehub UC, and even added security protection with BluehubUC SIP Protection. Seamless integration offers maximum efficiency and enables you to become a one- stop-shop for your customers.

EASY DEPLOYMENT

Seamless integration into your existing infrastructure ensures minimal downtime and maximum efficiency. Our experienced team will work closely with you for a seamless and hassle- free deployment process and training. All of our solutions are highly unified for a quick and easy setup.

AN EXPERTLY DESIGNED USER INTERFACE CREATES POSITIVE TEAMS

Our Contact centre User Interface
is highly user-friendly and intuitive, allowing users to become proficient almost immediately. With all of the information and tools at their fingertips, agents become more capable and cheerful and can focus on what matters most: the customer.

By giving your customers an expertly designed UI, you are ultimately giving them an efficient, productive, positive team.

BOOST YOUR PROFIT BY SAVING MONEY

Our contact centre solution is much more affordable than other solutions with similar features. Our strong commitment to cost-effectiveness and awareness of your profit margin are an integral part of our development and design process. Spend less money on your solution to cushion your bottomline.

bluehubUC

24/7 EXPERT SUPPORT AT YOUR FINGERTIPS

Rest assured with round-the-clock support. Our highly trained experts are always available to address any system-related issues or questions that you may have, ensuring seamless operations and peace of mind.

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