

# Wave Contact Center

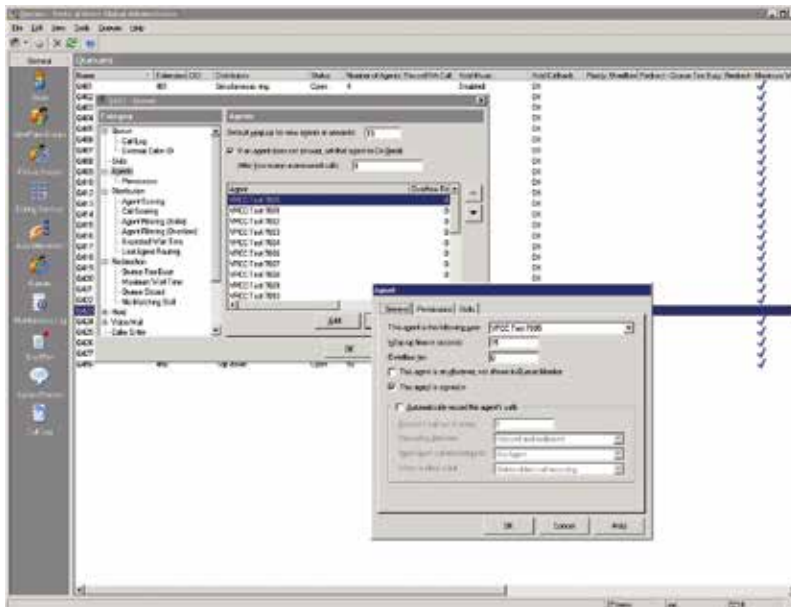
Turn your contact center into a profit center.



Transform your customer support, finance, or inside sales teams into a dynamic, responsive contact center organization with the tools to make agents more productive, callers more satisfied and your business more successful.

Wave Contact Center from Vertical Communications® is a seamless software solution that provides powerful contact center functionality to your organization without the expense of any additional hardware. Wave Contact Center is easy to install, configure and manage with a simple, per-agent add-on license to your Wave IP Unified Communications system. So you grow your capabilities, not your costs.

Unlike other contact center solutions that require programming or complex flowchart design, Wave Contact Center lets you control all routing functions with a simple point-and-click, menu-based interface. You can quickly create custom routing paths that enhance the caller experience and maximize your agent skill sets. For example, you can give important callers higher priority in the queue, and redirect calls or route them to overflow agents during high-volume periods to maintain top-quality customer service and agent utilization.



### Quick Queue Control

*Easily and quickly manage all aspects of contact center queues through Wave Contact Center's unified interface.*

## Full Contact Center Functionality

Wave Contact Center gives organizations of any size the tools you need to enhance your call center's performance.

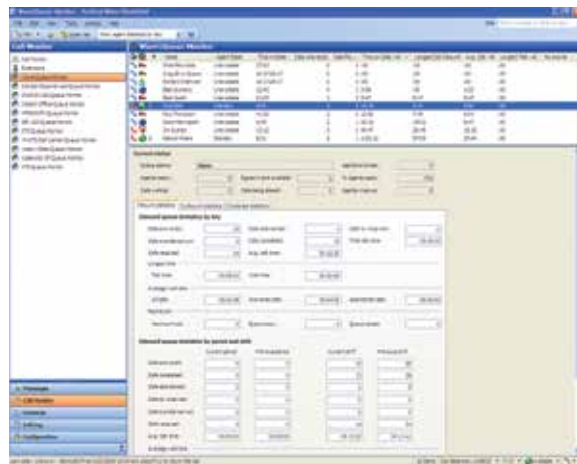
- **Simplify contact center administration** – Easily manage and create queues from a single unified interface, giving you powerful business insight into all aspects of your contact center queues.
- **Improve agent productivity and customer service** – Use powerful skills-based routing to direct callers to the most appropriate agent to address their needs. Reduce call wait times and better manage peak call loads with special queue callback handling options and unique callback reporting capabilities.
- **Enhance the 'on-hold' experience** – Give callers a choice and free up valuable phone lines by allowing them to press a single key to stop holding and leave a voice message with a call-back number, or transfer to an operator, auto attendant or different queue.
- **Improve operational performance** – Increase your contact center performance and profitability by analyzing data on the fly and making adjustments to better leverage personnel and resources.
- **Coach agents to improve skills** – Supervisors can discreetly oversee agents (with or without the agent's knowledge) to provide guidance and training in real-time.
- **Measure effectiveness of marketing campaigns** – Identify incoming calls generated by advertising campaigns from an assigned PIN.

## Mobile Contact Center Agents

The power of Wave Contact Center is now fully mobile at no additional cost! Extend the same call center features and functionality your inside agents use to your mobile employees with Wave ViewPoint Mobile. Offered on

iOS-based and Android devices, ViewPoint Mobile is fully integrated with your premise-based Wave IP system so agents can receive queue calls through Wave Contact Center on their mobile smartphone or other mobile devices.

Mobile agents can exercise full call control, have their calls logged and recorded and send instant messages to other members of their team. Agents can sign in and out of the queue by changing their personal status in ViewPoint Mobile (including queue-specific statuses like "On Break" and "Available for Queue Calls Only"), while supervisors track agent activity, listen to recorded calls and check statistics using Wave Contact Center's Queue Monitor on their desktop.



### Wave Contact Center Queue Monitor

*Supervisors and agents can monitor queue performance and agent productivity at-a-glance with real-time statistics including number of calls waiting in queue, available agents, number of calls sent to voice mail or abandoned, and average and longest hold times.*



For more information on solutions from Vertical Communications®, scan the code, call 1-877-VERTICAL, or visit [www.vertical.com](http://www.vertical.com).

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