

The PETER Connects ServiceDesk module is the economical alternative to the Cisco Communications Manager for helpdesks and call centers, offering many functions at a very attractive price. The ServiceDesk distributes calls to agents based on skills or on a specific cycle (first available, longest idle or a fixed sequence). The real-time reports of the ServiceDesk provide a clear overview of the ServiceDesk workload and the performance of the agents.



- Automatic answering of queued calls
- User-defined follow-up time
- Logging on/off with a single press of the button (IP phone)
- Gathering statistics

Economical alternative for the Cisco Communications Manager for helpdesks and call centers

Features

Automatic answering of queued calls

The calls are handled based on an open/closed mechanism. When the ServiceDesk is closed, the caller will hear an "at the moment we are closed" message. The call can optionally be forwarded to a voice mail box or an alternative (internal or external) telephone number. When the ServiceDesk is open, the caller will hear a welcome message and an IVR selection menu (optional). When all agents are busy, a (periodic) queue announcement is played. As soon as an agent is free, the call is sent to them.

Logging on/off with a single press of the button (IP phone)

Fast and simple function allowing the agents to log on/off with a single press of the button.

Optional features

CTI link with CRM system

The ServiceDesk can be combined with the Peter Connects Personal Client (a program based on the Attendant). Based on the caller's number, the corresponding customer information can be automatically displayed by showing the correct page of the CRM application in the integrated browser. The agent can work directly on this page.

User-defined follow-up time

After finishing a call, the agent will not get a new call for a user-defined time in order to handle remaining aspects of the call (wrap-up time). If agents finish the follow-up early, they can make themselves available again with a press of the button.

Gathering statistics

All data of incoming calls for the agents are collected. These data can be used to compile various reports to help monitor the quality of the ServiceDesk and the agent(s).

The used caller recognition table is obtained from the CRM system's database.

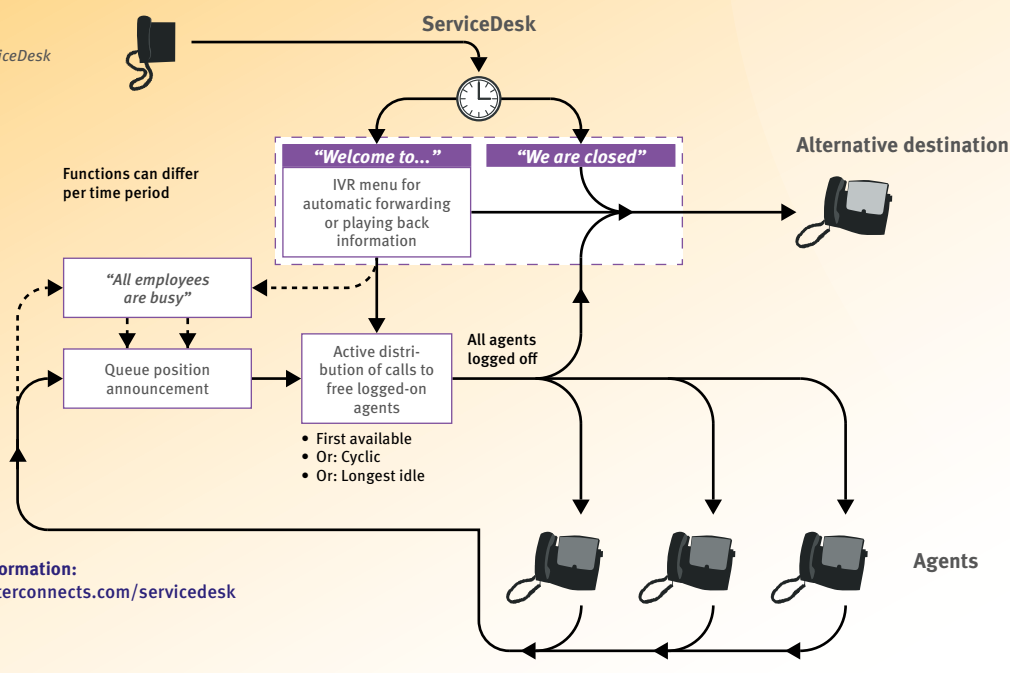
Real-time reports

Up-to-date overview of incoming calls and how they are being handled. With extensive information on queues, waiting times, number of calls and the performance of the agents. These real-time reports can e.g. be shown on a wall display in the ServiceDesk room.

Outline

Caller

Calls ServiceDesk



More information:
www.peterconnects.com/servicedesk

Advantages:

- Powerful solution;
- Attractive pricing;
- Quick and easy installation;
- Management: simple and clear overview;
- Clear (real-time) reports;
- No application needed on user PCs;
- Software functions already present in Peter Connects Server;
- Customization possible.

Also available:

- attendant
- manager/assistant
- voicemail
- in-house paging
- message bridge

