



Samsung CMScontact

contact center analytics & agent call control

CMS Contact comprises of 4 elements to effectively manage and control a contact center: CMS Supervisor, CMS Agent Supervisor Control, CMS Agent Seat License and CMS Dial.

CMS Supervisor

CMS Supervisor delivers supervisor analytics via dashboards, reports and group wallboards. Supervisors can monitor group activity (such as calls queuing, hold time) and individual agent's activity.

CMS Agent: Supervisor Control

The Agent Control Server enables supervisors to control and view live agent status.

CMS Agent: Agent Seat License

Agent seat licenses are installed on agent desktops for call control, call preview, personal call history and database integration*.

CMS Dial

CMS Dial progressive and predictive automated outbound dialers streamline call handling.



* Professional services required.



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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

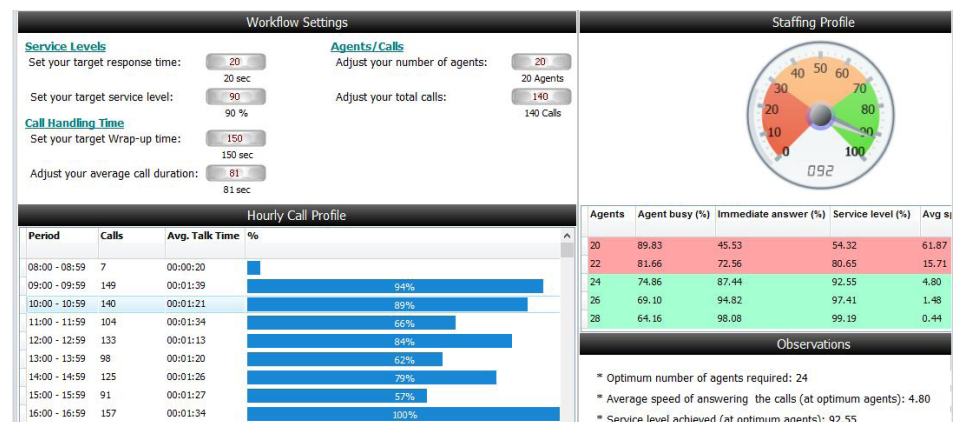
Contact Center Modeling

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.





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Supervisor management and agent call control

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.





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Streamline outbound dialing

Call handlers will spend more time talking and less time dialing with CMS Dial Progressive and Predictive Dialers. The feature-rich automated dialers are easy to use, easy to set up and present significant benefits to BOTH the business and the call handler.

Progressive vs. Predictive Dialing

Progressive dialing eliminates silent calls in line with industry dialing regulations, but still delivers productivity.

Once an agent has indicated that they are ready for a call, information about the next call is presented to them and the number is dialed immediately.

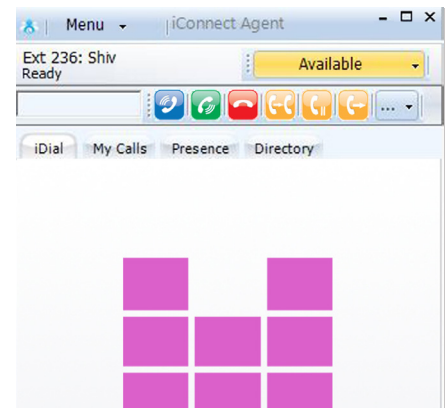
Predictive dialing is most effective in campaigns that are fairly straightforward, such as commodity product sales.

A **predictive dialer** predicts when an agent will become available. The dialing rate is controlled to maintain a contact rate that is synchronized with operator availability predictions. This method of dialing results in a small percentage of 'abandoned' or 'silent' calls; where customers receive calls when no agent is actually available. These calls can be transferred to a voice mail message.

Customers have reported increases of up to 70% in daily average outbound calls after using the CMS Dial Progressive Dialer.

Functionality Overview

- Progressive or predictive fully automated dialing
- Easy to set up / make changes to settings
- Split a campaign between any number of agents
- Customize dialing by controlling wrap up codes / wrap up times / max. ring time / retry count / delay between retries
- Log in to a campaign's incomplete calls
- Schedule call back times to avoid missed calls. Schedule date and time as well as agent
- Import user-defined fields to contacts which can be made available during a call
- Agent can pause or continue a campaign at any time
- Import contact data from .csv / Excel file. Merge data and manage duplicates
- Wallboard of active campaigns with agent status and campaign statistics
- Management reporting shows where you are achieving the results you expect



Key Benefits

- **Easy to use, saves time and increases productivity.** Call handlers can:
 - Handle more calls
 - Receive call information when they need it, rather than looking up the next call
 - Remove the time taken up by waiting for an answer
 - Avoid manual dialing errors
 - Avoid missed call backs
- **Benefits both managers and agents.** Easier call handling contributes to job satisfaction.
- **Compliance**