

The next step to better customer care

Appia's Call Center solution delivers the sophisticated features larger call centers use, but at a price smaller organizations can afford. Whether you have five or 200 agents in your call center, we'll design a solution that provides the tools they need to offer the timely, professional service that today's customers require.

Improve agent productivity by enabling both centralized and distributed call processing. Agents may be located anywhere while being managed centrally. This feature alone can justify Call Center if you have agents who work from home or at regional offices.

Minimize customer hold time with call routing options based on automatic number or dialed number Identification, database lookup, time of day, day of week, real-time statistics, on-queue, conditions, priority call, comprehensive and flexible skills-based, and priority queuing.

Have the tools you need to measure and manage call center performance. Appia's Call Center provides real-time and historical reports to schedule agents and measure their productivity.

Manage agents more effectively. Options include flexible resource selection, contact call detail records for the life of the call, and on-demand recording or viewing and listening to any recorded call.

Help your customers navigate to the resources they need. Appia's Call Center supports automatic call handling by user interaction, processing user commands to facilitate self-service applications, performing "prompt-and-collect" functions to obtain user data, extracting and parsing Web content and presenting it to customers through a voice portal, and support for automatic speech recognition and text-to-speech options.

Customize to meet your specific requirements. Appia's Call Center supports VXML, Web integration using HTML trigger pages, full XML capture of data from enterprise Web servers, and support for e-notification services (email, paging, or faxes).



Simplify and Save with Appia Managed Services

Call Center Features

Standard Features

- Agent screen pops
- Barge and intercept
- Coaching
- Conditional routing based on time of day, day of week, DNIS, and ANI
- Exit to voicemail
- Music- or message-on-hold
- Notification of queue status and activity via email, pager or fax
- Priority queuing
- Prompt and collection of customer information
- Queue position and average wait time announcements
- Call recording
- Reporting
- Silent monitoring
- Skills-based routing
- Time-based escalation

Optional Features

- Database dips
- IVR, speech recognition and text-to-speech
- Voicemail message recording and positioning in queue for call-back
- Web- and email-based entry into a queue



Simplify and Save with Appia Managed Services