



Improve Your Customer Service with ZCC Operator Console

Treat your customers like VIPs over the phone.

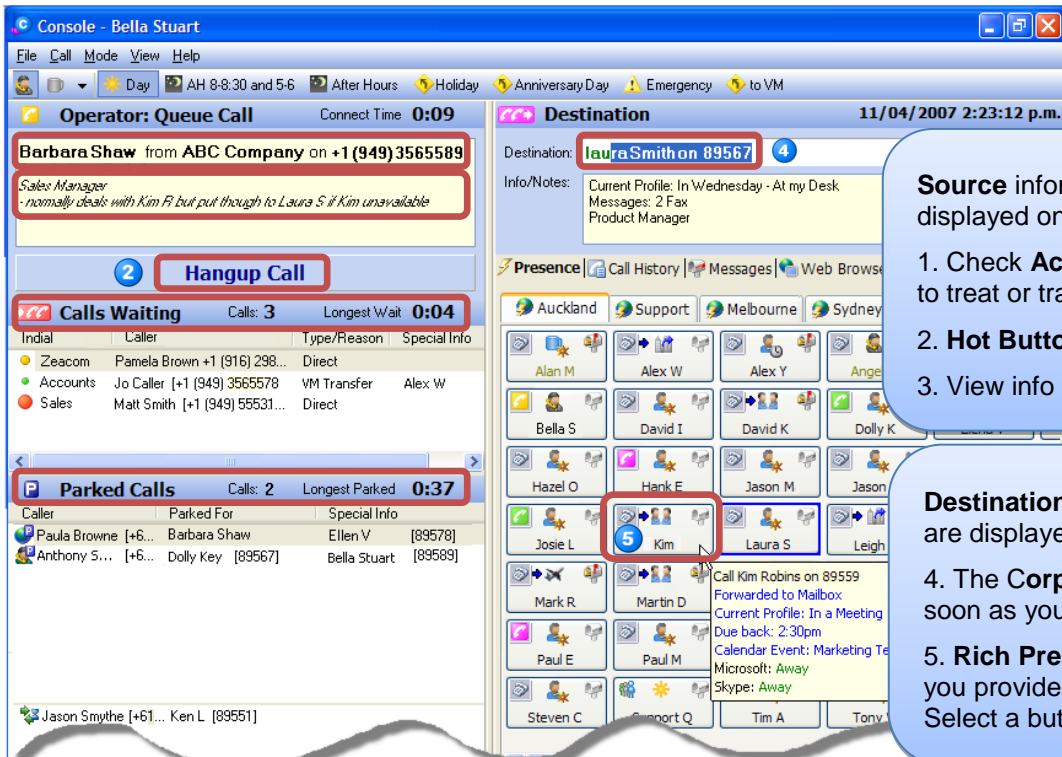
Give your operators the tools to manage incoming calls quickly and professionally

Speed up call handling and become more responsive

Your operator or receptionist is the first point of contact with your organization for many callers, and offers a lasting impression of your business. Give your operators the Unified Communications functionality they need to be more responsive and handle the challenges of a demanding job – quickly and without any double handling.

Operator Console provides all the traditional call management tools, wrapped in an intuitive GUI with lots of innovative features that will make your operators more productive. As part of the Zeacom Communications Center (ZCC) solution, Operator Console lets your business improve service and reduce operational expenses:

- Handle larger call volumes, with less staff – With single-click transfers and hot buttons
- Speed up response times and lower your abandonment rates – Through back-up operators for overflows
- Offer your customers a more personalized service – Using screenpops and ZCC Rich Presence



Source information about inbound calls is displayed on the left side of the screen:

1. Check **Active Call** details and **Notes** on how to treat or transfer a caller
2. **Hot Buttons** to handle calls with a single click
3. View info about **Waiting** calls / **Parked** calls

Destination details (transfers / outbound calls) are displayed on the right side of the screen:

4. The **Corporate Directory** finds a number, as soon as you start typing a name
5. **Rich Presence** information about staff lets you provide a highly personalized service. Select a button to transfer a call.

Gain Competitive Advantage

Operator Console enables you to professionally and efficiently manage incoming calls – at greater speed than ever before. Every single contact will be treated with the importance it deserves. You will enhance the ‘shop front window’ of your business, as you empower your operators and let them provide superior service.

Earn a Quick Return on Investment (ROI)

Invest in ZCC Operator Console, and you can reduce costs related to call management and increase revenues.

- Minimal additional hardware investments required, as Console runs on your operator’s and other staff’s PCs
- No need to employ temporary staff when operators are away. Staff in other parts of the business can access Console from their PC and acts as back-up operators
- Reduce the number of operators required, through faster call handling and using other office staff at peak times
- Reduce call abandonment rates, as back-up operators deal with overflows and pick up business opportunities
- Improve customer satisfaction as callers are connected to the right person more often and more quickly, and receive personal service. Encourage repeat business
- Enable one operator to manage calls for multiple companies or serviced offices. Reduce staff count

- Give your operator effective call handling tools so they can recognize incoming calls, monitor extensions, quickly find and connect people, and manage large volumes of calls. The quicker the service, the lower your abandonment rates.
- Provide operators with detailed information about callers. Offer your customers a personalized service that encourages repeat business.
- Provide details on staff whereabouts through ZCC Rich Presence. Show operators at a glance who is available to talk, where they can be reached, or when they will be available. Use Presence to connect callers straight to a recipient. Stop voice mail jail. Avoid double handling when frustrated customers call back. Save everybody time.
- The speed and efficiency delivered by Operator Console – combined with using back-up operators during peak times – probably means you will need fewer operators.

Features and Benefits

Operator Console gives you the tools to deliver the best possible service to your callers. By providing traditional operator functions on easy to use screens, both experienced and new staff can easily find their way around.

- Operators identify incoming calls before they answer them, through Calling Line ID and screenpop info from the database. Provide details such as ‘notes’ about callers, so the operator can prioritize VIPs. Your most important callers are never kept waiting and receive a highly personalized service.
- Speed up call processing with quick mouse clicks and hot keys. Operators can use ‘drag and drop’ to transfer callers directly to the right extension. Use ‘blind’ transfers if there’s no time to answer them.
- Give your operators Presence, so they can see the status of internal extensions and expected return times of staff. Callers are kept informed and are not transferred unnecessarily around the organization.
- Set up back-up operators on their PC, to deal with overflows and let operators take lunch or coffee breaks.
- Record conversations with callers and place them as messages in the correct recipient’s inbox.
- Give operators the functionality to send and receive faxes without leaving their desk, and let them distribute faxes and voice messages to individual staff members with easy ‘drag and drop’ features.

More Information

For more information about the Operator Console module, ask your Account Manager for our **White Paper**. If you are interested in our other ZCC modules, check out **zeacom.com**

To request a live ZCC demonstration, contact your Account Manager or visit **zeacom.com**