



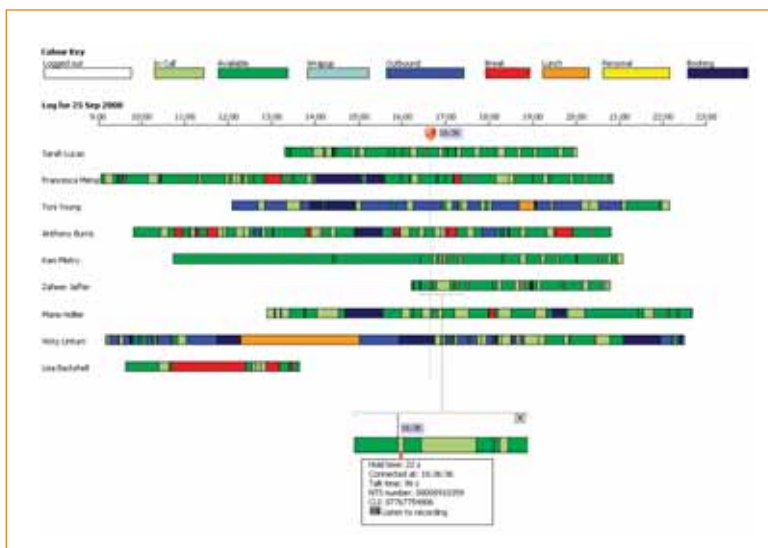
Agent System

Reliable, networked telecommunications for home-workers

Maximising the cost and efficiency benefits achievable through use of home-workers is high on the agenda for many businesses. Home-working is increasing in popularity: for employees it gives greater flexibility and removes the need to commute; for employers it enables faster market entry, reduced set-up costs and lower operational costs. When backed up by reliable telecoms support, home-working is a popular and productive solution for all parties.

The Syntec Agent System has been developed specifically to support the telecoms needs of home-worker teams. Easily set-up and accessible via the internet, the Agent System creates a reliable and robust infrastructure for the effective management and distribution of calls across a home-worker network. The Agent System utilises both TDM and VoIP as required; delivers real-time management information; and is scalable at the touch of a button.

Maximum flexibility and operability is delivered via a secure web based platform. Agents log in and control the system from a small side panel in their web browser over their usual internet connection – with no additional software or hardware requirements. Once logged in, agent status (and status history) is visible to managers – and agents can update their availability from within their web browser. The status history acts as a live time sheet, giving managers an instant overview over the whole virtual call centre. Agents can be configured for auto logoff on no answer to protect against unreported breaks.



Within any one agent group, call distribution between agents can be configured as any one of:
 Round Robin
 Longest Idle
 Fewest Calls
 Skills based

Low set up and operational costs
 A low entry agent system, the Syntec home-worker solution has minimal set up costs and a no commitment, 'pay as you go' fee structure. Agent seats are charged on a per month basis, making it simple to scale up or down quickly to reflect business activity levels. Any fluctuations in seat numbers correlate directly with monthly fees, which ensures this solution is very easy to budget for.



Easy access

The Agent System is easily accessible for managers and agents alike via a secure internet connection. For added flexibility, the Agent System can also easily accommodate remote workers who need to log in from different locations. A variety of re-routing options can be set up enabling managers or agents an appropriate level of flexibility to re-route calls to other (pre-agreed) numbers as required.

Detailed in-call information

A comprehensive range of call data is collated within the Agent System and is available as real-time and historical views; providing powerful opportunities for tailored and responsive customer service provision. Features include incoming call alerts, number dialled, brand or reference codes and caller CLI. Call history can also be accessed by the agent during a call or for call-backs. Status settings and manager views can also be configured to set parameters (time limits for tea-breaks, paperwork etc.) – with manager alerts included if required.

Key features at a glance

- Live updates and call details for real time results
- Live monitoring of agent status
- Assign calls based on availability or skills to meet customer needs
- Cost effective from the outset with low overheads yearly
- Inbound calls can be shared between home-workers and call centres

Technical specification

- Agent software install - none required
- Browser requirements - IE 5.5+ or Firefox 1.5+
- Agents per group - unlimited
- Agents can belong to multiple groups
- Delivery strategy - configurable on per group basis
- Feeder queues per group - unlimited
- Agent status options - unlimited - configured to clients requirements
- Alarm timers configurable for each status
- Live agent status display for managers
- Caller and called number presentation

- Mid call transfer
- Call tagging
- Fully integrated with Syntec call reporting
- Live graphical time sheet display
- Direct drill to call recordings
- Integrates with In Call Surveys
- Explorer bar access within Internet Explorer (Version 5.5 onwards)
- Works with Microsoft and other operating systems
- Utilises Comet technology for instant page updates

If you want to discuss your home-worker requirements or request a live demo, simply call our sales team on 0800 091 8003. We're always happy to help.

The Syntec range of fully supported telecoms services also includes the following:

Call control

An all encompassing management system for inbound calls

Call recording

Capture and store inbound and outbound calls on a minimum cost basis

Queue management

A flexible platform for the comprehensive control of call queues

Real-time reporting

Accurate and accessible management information and statistics

Easy integration

A holistic view across previously unconnected telecoms systems

In-call surveys

Capture customer feedback and respond quickly

About Syntec

Syntec UK Ltd is an independent provider of network and telecommunications services for businesses, government, service providers and resellers. Established in 1998, we operate our own switches and transmission equipment via a highly resilient high capacity network. Syntec supports clients across the UK, North America and Europe.