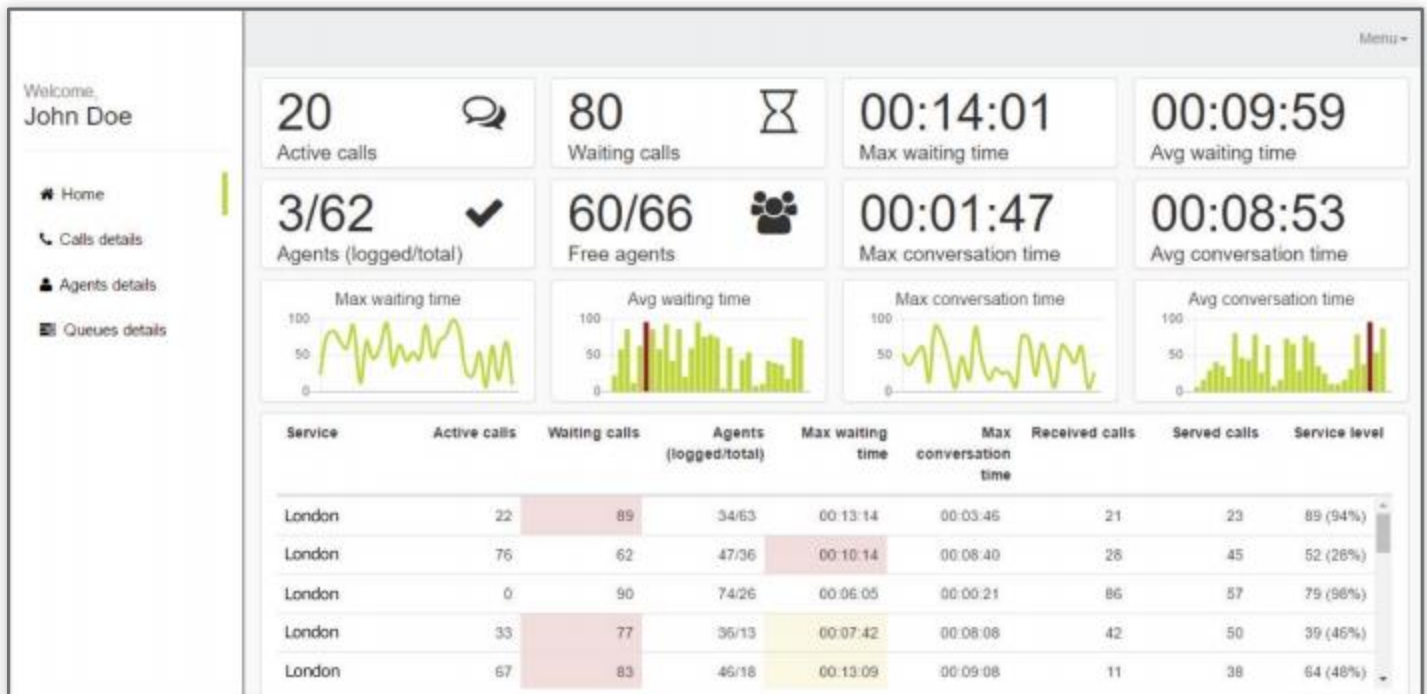# Call Center

Your organization has employees focused on answer customer calls. Whether the focus is sales or support, the goals are usually simple: get calls answered quickly, deliver great service and move on to the next call or task. It sounds easy, but for many small businesses, it 's hard to see what 's happening from moment to moment and even harder to quantify results.

That 's exactly why we developed Cloud Communications Call Center. It 's a call management tool that helps businesses manage incoming call volumes (with agent groups and announcements) across multiple employees, even multiple locations. Instantly see call volume, gracefully manage traffic spikes and measure employee productivity. Whether a business is growing rapidly or aggressively managing costs, Cloud Communications Call Center delivers the tools to track who is doing what, when and how well. Cloud Communications Call Center helps you exceed your customer 's expectations by managing what 's happening right now and spot longer term trends that drive cost and profitability.

Service	Active calls	Waiting calls	Agents (logged/total)	Max waiting time	Max conversation time	Received calls	Served calls	Service level
London	22	89	34/63	00:13:14	00:03:46	21	23	89 (94%)
London	76	62	47/36	00:10:14	00:08:40	28	45	52 (26%)
London	0	90	74/26	00:06:05	00:00:21	86	57	79 (96%)
London	33	77	36/13	00:07:42	00:08:08	42	50	39 (46%)
London	67	83	46/18	00:13:09	00:09:08	11	38	64 (48%)

Basic & Advanced Queues

Skills-based Routing & Hunt Groups

Wallboard & Dashboards

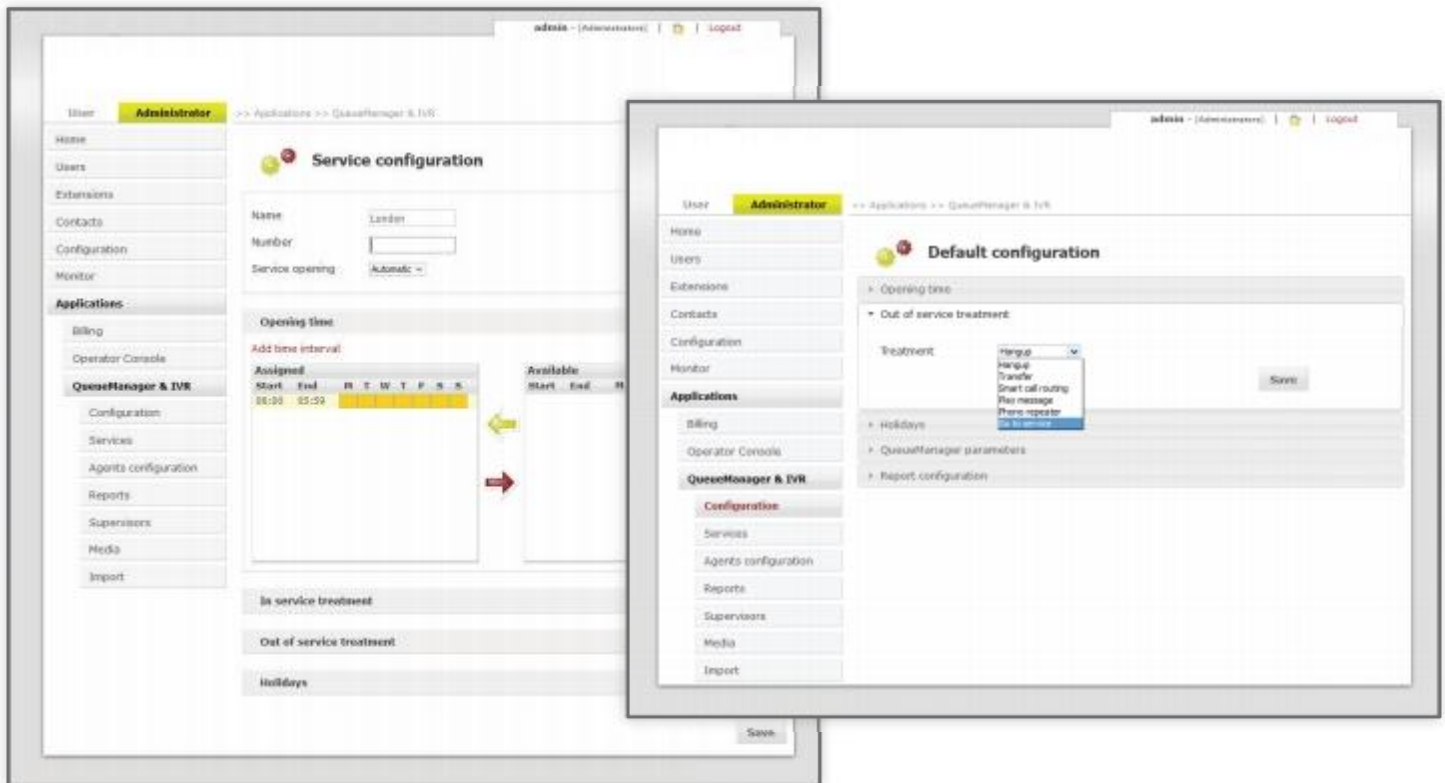Interactive Voice Response (IVR)

Data-Rich Supervisor Console

Flexible Call Control & Park Options

Call Center

Benefits

- **Affordable** - Because Cloud Communications Call Center is part of the Cloud Communications Business Solutions cloud, there is no expensive hardware to purchase or maintain.
- **Accessible** - Access Cloud Communications Call Center from virtually any PC or Mac using just a web browser.
- **Flexible** - Compatible with the Cloud Communications Attendant Console, organizations can control handset costs while providing advanced features to agents.
- **Effective** - Real-time statistics delivered via the Cloud Communications Call Center wallboard help keep agents motivated and supervisors informed.

Features

- **Create unlimited queues**
- **Define Skills-based routing**
- **Show real-time statistics via wallboard**
- **View historical reports**
- **Manage wait times**

- **Set Time of day and holiday schedules**
- **Define out-of-service call treatment**
- **Customize greetings, on-hold music, and wait time announcements.**