+ Enhanced **Call Center**

Enhanced Virtual **Call Centers** Will **Set You Free**

Your call center application is integral to your business. Cloud-based call center applications deliver a money-saving, pay-as-you-go pricing model with no in-house hardware investment or related IT infrastructure and maintenance expenses. With an intelligent suite of features, our Enhanced Call Center enables you to design a call center to meet your specific needs.

Real-Time and Historical Reporting:

Enhanced Call Center offers an intuitive real-time supervisor dashboard that displays statistics and agent performance metrics critical to managing your call center. At any time, a call center supervisor can determine if callers are waiting too long, if more agents need to be added to the queue, or if the queue is over-staffed. With an easy-to-use administrator portal, a call center supervisor can adjust call center settings, change call routing algorithms, or introduce new marketing messages at any time.

Recieve reports for:

- Agent & Queue Performance
- Agent & Queue Comparison
- Caller Experience or Service Level
- Caller Disposition
- Call Overflow & Redirects

Scalable

Call center solution engineered for both small-to-medium-sized businesses and large enterprise

Reliable

Enjoy the peace of mind knowing that all your customer calls will be handled efficiently and professionally

Mobile

Support for virtual call centers with remote agents who can take advantage of the current trend in the BYOB workplace

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"Enhanced Call Center **delivers** the tools to aid in a **successful** deployment of a **Virtual Call Center**."

Virtual Call Center and Agent Support:

An increasing number of call center managers are choosing to roll-out a virtual call center or one that consists of some or all home office call center agents. The reason for this is simple: utilizing home-office agents enables a company to reduce office space costs and leverage geographically dispersed talent. If managed properly, a call center manager can provide better service to their callers at a lower cost to the company. In order to successfully manage a remote team of agents, your call center solution must be able to easily integrate home-office agents over DSL or cable modems and give a call center supervisor insight into the productivity of an agent and how effectively calls are being handled.

Stay Connected From Virtually Anywhere!

- An ACME Session Border Controller that makes traversing firewalls and packet shaping easy when deploying home office VoIP phones
- Browser-based Thin Client Call Center Agent Application that is an operating system agnostic
- Real-Time Call Monitoring and Barge-In Feature that enables a call center manager to train its agents
- One-Click Call Escalation Feature that can be used when an agent needs assistance from a supervisor
- Call Recording that can be used for issue resolution and training agents
- Agent Desktop Recording Feature that enables a supervisor to see what his agents are doing on their computers while taking queue calls. This feature helps enhance productivity and eliminate waste
- Intuitive Agent, Queue, and Service-Level Reports to track productivity and caller experience (see below)

Detailed **Activity Monitoring**

Customization and Expandability: Today's software applications are designed to meet the needs of a broad market spanning several different industries. At Tidal Communications we specialize in learning and understanding your business so we can help tailor our applications to your specific needs. We assist in business process analysis, software integration, and application customization. Tidal Communications' call center application is expandable so that it can be integrated with leading CRM tools such as SugarCRM, Sage™, and SalesForce. Our APIs also enable us to exchange information with customer-developed order processing and tracking applications. With this flexibility, your company will be able to leverage technology to make your employees work more efficiently and outperform the competition.

Call 978.687.0900 **Today for a** Free **Demo!**