



**TeleVoice CTI Systems offer  
two revolutionary new features:**

**Simplicity and Affordability.**



# Think only the big guys can afford Screen Pops and other advanced call center tools?

## Think again!

At TeleVoice, we've developed advanced CTI systems with two features you may never have seen before:

Simplicity and affordability.

Our new Computer Telephony Integration systems communicate with your phone switch, your agent workstations, your VRU and your host computer applications. We'll track every call coming into your call center, match it with the caller's account information, and pop the right screen as soon as the call is answered.

With TeleVoice Screen Pops, you'll begin enjoying instant gains in both client satisfaction and employee productivity.

But Screen Pops are only part of the good news. If you wish, you can also add our very comprehensive CTReports and/or CTViews.

Let's look at these important features one by one.

### The most important feature: Affordable Screen Pops.

Your customer picks up the phone, calls your toll-free number, and the VRU asks for their account information. Then if the call is transferred to a live agent, what's the first thing that agent asks for? The exact same information! And you have a frustrated customer right from the start.

And if frustrating the customer isn't bad enough, having to repeat this process also wastes expensive agent time.

*Studies show that 15-20 seconds of every call you get are wasted by the agent making this redundant request for information, typing it in, then waiting for the appropriate screen to pop!*



Multiply that lost time by the number of calls you field every day, and you've got some serious waste.

To illustrate, in Fig. 1 we have an example from a typical client, showing how much this waste was costing them per day, and space for you to calculate how much it's costing you.

And with TeleVoice Screen Pops, no matter what department your customer calls (Customer Service, Collections, Insurance, Loss Mitigation, etc.), we'll pop the right screen, right on time. And if the call has to be transferred, we'll track it, and continue to pop the appropriate screen wherever it goes.

**Fig. 1: Cost savings worksheet**

		Sample Numbers	Your Numbers
1	Total calls handled daily by your call center agents	5400	
2	Multiply #1 by 15 to get minimum number of seconds wasted per day	81,000	
3	Divide #2 by 3600 seconds/hour to get number of hours wasted per day	22.5	
4	Your loaded hourly FTE cost	\$120	
5	Multiply #3 by #4 to see how much you'd save per day with TeleVoice Screen Pops	\$450	
6	Multiply #5 by 250 workdays/year to see your annualized savings	\$112,500	

## Another important option: CTReport.

You've got this nagging feeling you're not getting all you can from your call center, but how do you find the choke points? With CTReport.

CTReport collects and stores detailed call information from your phone switch, then continuously massages and organizes it to give you clear, comprehensive historical reports.

While the specific information is a function of what's being delivered from the phone switch, agent information available via CTReport typically includes:

- All calls sent to an agent with ANI, DNIS, account number, time stamp
- Calls answered, not answered, dumped
- Queue from which call was received
- Agent ready time
- Agent Ring time
- Agent Talk time
- Agent Wrap time
- Agent Not Ready time
- Agent Hold time

You can also get similar information for each of the queues:

- Calls delivered, abandoned
- Call time in the queue
- Agent who received the call
- Call ANI, DNIS, time stamp
- Prior routing (how the call came to the queue)



Fig. 2: Agent View List

Group	Agent	ACD-ON	DN	Status	Time	Hold Time	Queue1	Queue2
Customer Service	Belton, Sarah	7849	8656	Logged Out				
Customer Service	Chapa, Angie	7878	8657	Logged Out				
Customer Service	Cartez, Jit	7896	8446	In Cal	80:01:25		7100	7090
Customer Service	Cary, Deborah	7829	8443	Not Ready	86:06:22			
Customer Service	Dugas, Veronica	7845	8654	Wrap	80:54:15			
Customer Service	Elliott, Jennifer	7885	8655	In Cal	80:00:05		7055	7090
Customer Service	Gaska, Sonja	7881	8471	In Cal	80:03:05		7100	7090
Customer Service	Guzman, Marlein	7815	8621	Logged Out				
Customer Service	Hansen, Alisha	7842	8628	In Cal	80:01:20		7055	7090
Customer Service	Lawson, La Kristina	7825	8624	In Cal	80:02:10		7100	7100
Customer Service	Lewis, Ida	7840	8636	In Cal	80:01:40		7055	7090
Customer Service	Loing-Marshall, Lila	7854	8446	Logged Out				
Customer Service	Luskat, Alisha	7824	8620	In Cal	80:06:10		7055	7090
Customer Service	O'Plen, Tina	7853	8470	In Cal	80:02:55		7100	7100
Customer Service	Pamley, Jennifer	7820	8445	Not Ready	86:00:09			
Customer Service	Peary, Fina	7873	8532	Logged Out				
Customer Service	Pachia, La Tonya	7851	8657	Logged Out				
Customer Service	Parasac, Lonnie	7851	8442	In Cal	80:00:20		7100	7100
Customer Service	Pico, Flavia	7831	8546	In Cal	80:00:50		7050	7055

Once you start using CTReport, you'll be surprised how fast you can begin increasing productivity. You'll be able to make better staffing decisions, identify (and reward) your best agents, weed out the marginal ones, and take all the guesswork out of the question, "How are we doing?"

Of course, at your request, we can also help you design custom reports. And if you have a need that constantly changes—no problem. You have full access to the information and can write reports using any database reporting tools such as Microsoft Access® or Crystal Reports®.

## And for instant information: CTView.

Historical information is crucial, but how would you like to know how each of your agents is performing right now?

Using CTView, supervisors and managers can access real-time Agent View Lists (see Fig. 2) from their own workstations. They can see each agent's name, current queue assignment, current call status and the lapsed time spent in that function.

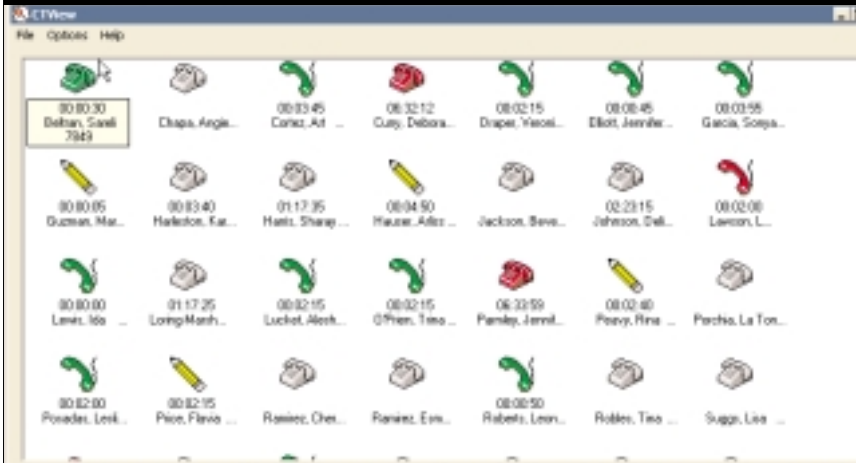
The Agent View list can be sorted and viewed by agent ID, agent name, queue assignment or current status, giving you an instant, easily readable, color-coded snapshot of current activity configured any way you like.

Or maybe you'd like a closer look at an individual agent's activity. Just click on the name, and a detailed report pops right up. The Agent Detail screen (see Fig. 3) shows each individual agent's statistics via specific measurements, statistical information, color codes and consolidated graphs.

Fig. 3: Agent Detail screen



Fig. 4: Layout View



Or how about a Call Center Layout View (Fig. 4)? In this view, each agent is represented by an icon that you can “drag and drop” anywhere on the screen you want.

This lets you group agents (along with their status, name and timer) into logical, physical or functional groups that can be used a number of ways:

- To recreate the physical seating chart and monitor the effectiveness of agents in particular areas
- To provide a visual snapshot of the status of multiple groups at once
- To allow easy monitoring of teams working on a particular function, even if they're physicaly separated from one another
- In other words: whatever would be useful in your specific situation

With information like this, your supervisors can easily identify those agents that are doing an outstanding job, and those that are in need of additional training or motivation.

### What current customers are saying.

*“With little or no training required, benefits like reduced talk time and better customer service were almost immediate. According to CSR’s, the customers’ surprised reactions to ‘I already have your loan number’ have had a very positive effect.”*

Ann L. Holland  
Assistant VP, Customer Service  
Charter One Mortgage

### Next steps.

With TeleVoice’s efficient, affordable new CTI systems, you have access to tools that can fine-tune the activities in your call center, help you identify the best (and worst) agents, eliminate bottlenecks, and dramatically increase productivity right from Day One.

In fact, the system is so efficient, clients have told us our systems have paid for themselves *in just a few short months!*

For more information on our CTI systems, or all the other ways we can be of service to you, just pick up the phone and...

### Call on TeleVoice.



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