



# Vuesion® QX

## Feature Summary & Benefits

**Vuesion QX Omnichannel Contact Center & WFO**

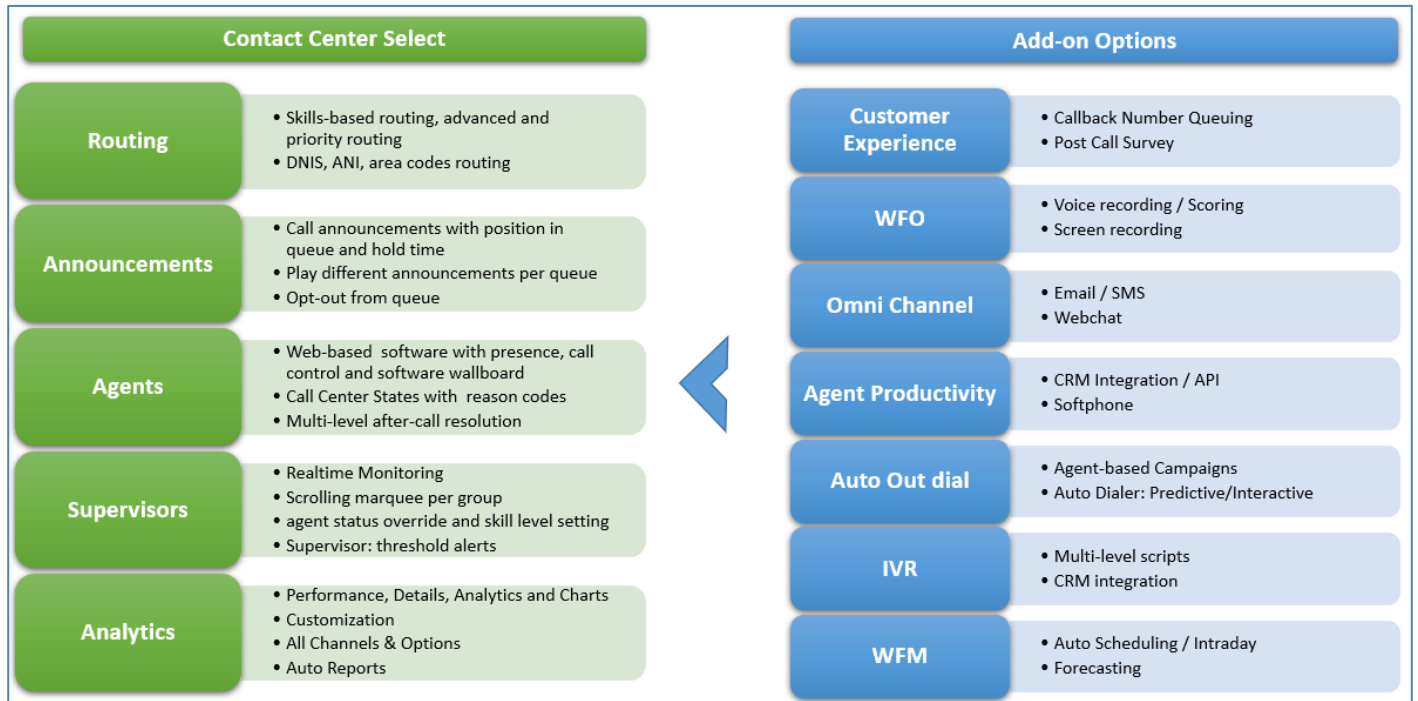
**Vuesion QX Auto-dialer and Campaigns**

**Vuesion QX IVR**

**Vuesion QX Workforce Management (WFM)**

Vuesion Multichannel Contact Center combines field-proven inbound and outbound contact center, call recording, CRM integration, and WFM/WFO into a tightly integrated communications suite that is delivered on a shared hardware platform. Combine this with rapid deployment, ease of use and proven reliability, Vuesion Contact Center is the clear choice for enhancing customer service and value for your growing business.

# 1. Vuesion: One Platform, Complete Contact Center Suite



## Complete blended contact center functionality:

Vuesion, with its single application architecture, provides skills based routing, call/screen recording, blended multichannel routing, database integration, outdial campaigns, auto dialer, IVR, presence, real time and historical analytics and reporting.

### Contact Center Select

Highly scalable, robust contact center with skills-based routing, delay announcements with opt-out of queue. Web based software provides real time presence and wallboard for all agents and supervisors.

### Customer Experience

While in a queue, callers are presented with an option to leave a callback number and exit the queue without losing their position in the queue. As soon as an agent becomes available, a callback is automatically initiated.

### WFO

Flexible call logger/recorder supports voice calls recording, with optional screen recording and KPI scoring to enhanced quality assurance and training.

### Omni Channel

In addition to queuing incoming voice calls, omni channel queuing allows the Contact Center to queue and distribute in a blended mode, Incoming customer Emails, SMS, and Web Chat with reporting capabilities.

### Agent Productivity

Increase speed to resolution by integrating the customer's database with Vuesion for smart routing and call coordinated screen pop. Agents with softphones can work from anywhere.

### Auto out dial

Automatic database outdial with preview, progressive power dial modes blended with script-based agent prompts, dispositions, and callback capabilities. The Vuesion auto dialer allows for Interactive and Predictive dialing modes.

### IVR

Multi level IVR call flows with customer input analysis and verification. Additional CRM integration makes the IVR perform advanced routing and call tree options.

### WFM

The Vuesion WFM provides scheduling, forecasting, agent KPI scoring and advanced call reporting. The Vuesion WFM requires less integration cost and labor since it is part of the Vuesion Contact Center software suite.

## 2. Choose your Deployment Model

- **Premise/Hybrid:** As the cloud-based contact centers are overwhelmingly taking over, there are still many companies opting to keep their communication and call center on premise or in a private cloud (hybrid). For these customers, Vuesion provides up to date web-based contact center software offering robust features and functionality.
- **Cloud based CCaaS:** Connect Vuesion QX CCaaS contact center to a list a UCaaS providers to offer flexible and feature rich true cloud deployments.
- **Standalone Cloud based CCaaS:** Connect Vuesion QX CCaaS directly to any SIP trunk provider to offer a standalone cloud Contact Center solution.

## 3. Agent/Supervisor software

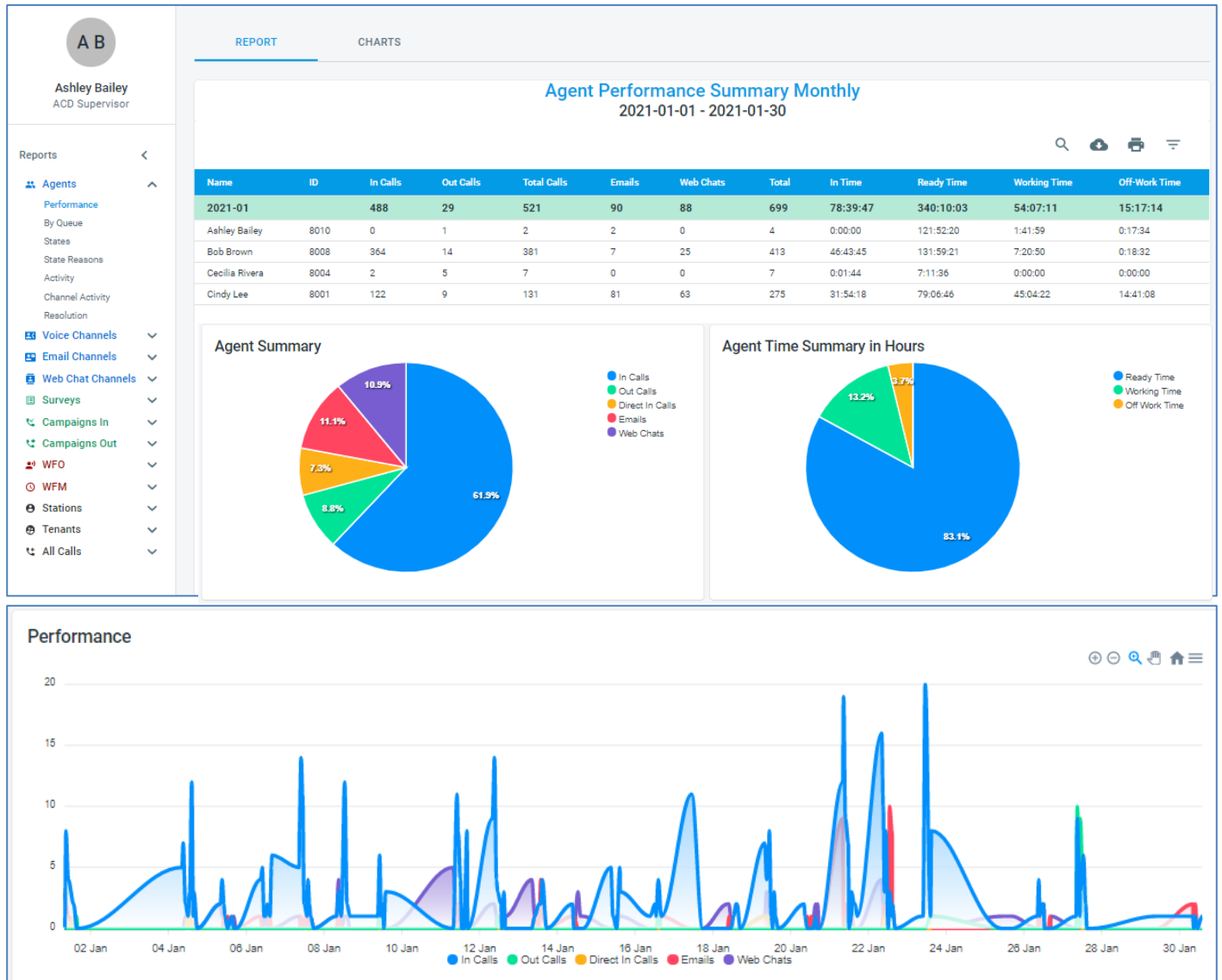
Queue Name	In Q.	Longest	Active	Handled	ABN	CBK	SLA	Ready	Signed-In
Customer Service	1	00:00:28	2	58	3	5	92%	0	4
Sales	0	00:00:00	0	35	2	0	94%	0	3
Email/SMS	0	00:00:00	0	12	0	0	83%	0	3
Web Chat	0	00:00:00	0	17	0	0	94%	0	3

The Vuesion agent & supervisor user interface provides all productivity tools necessary to run an efficient call center. With the web-based software, agents and supervisors can work seamlessly from the office or remotely.

The user interface is clearly divided into multiple functional areas making it an essential tool for agents to be productive.

- **Call Control:** Allows agents and supervisors to control their call center status and perform all call control function including answer, release, hold, one-click transfer, park, voice monitor and more.
- **Presence pane:** visual representation of call center status and call processing status of each agent and supervisor. Call Center status includes login, logout, work, break, personal break, E-mail, meeting and automatic timed wrap up.
- **Integrated Wallboard:** blended Multichannel software wall board includes real time status on all queues, whether voice only or added E-mail and automatic out-dial blended media. Color coded indication highlights when thresholds are exceeded.
- **Call Status pane:** displays detailed information on the call status including caller ID, caller name, call duration, connection group and other information if retrieved from the customer's database.
- **Scrolling marquee:** displays instantly a scrolling marquee message when initiated by a supervisor. The marquee is particularly useful for sending instant broadcast messages to all agents within a group.

## 4. Analytics and Reporting



The Vuesion Call Reporting provides real-time statistics and historical performance, detailed activity and charts for agents, and media queues. Each grouping and sub reports are easily accessible and in view on the left side of the screen. Supervisors simply select the report and click on the hyperlink for immediate and real-time access.

Reports are exportable to the popular and flexible csv format. Supervisors can setup auto-reports, where the selected reports are automatically generated Emailed to Supervisors on a Daily, Weekly or Monthly basis.

Reports customization is available for most performance and summary reports where supervisors can select the fields and location to display. The settings are saved in the profile.

# 5. WFO Voice/Screen Recording/Scoring

Call ID	Media	Played	Flagged	Has Note	Score Status	Type	Ext	ID	Agent Name	Caller ID	Date	Time	Duration	Queue	Note
7968		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		83.3 <input checked="" type="checkbox"/>	ICN	2001	8008	Bob Brown	9726653500	2021-01-23	10:04:04	0:15:16	Customer Service	
8023		<input checked="" type="checkbox"/>	<input type="checkbox"/>		77.5 <input type="checkbox"/>	ICN	2005	8001	Cindy Lee	9726653500	2021-01-23	11:25:31	0:17:45	Customer Service	
8028		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		70.9 <input type="checkbox"/>	ICN	2005	8001	Cindy Lee	9726653500	2021-01-23	11:28:31	0:15:50	Customer Service	
8037		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		83.3 <input checked="" type="checkbox"/>	ICN	2008	8008	Bob Brown	9726653500	2021-01-23	11:29:33	0:15:07	Customer Service	
8038		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		90 <input type="checkbox"/>	ICN	2001	8001	Cindy Lee	9726653500	2021-01-23	11:29:52	0:15:31	Customer Service	
8045		<input type="checkbox"/>	<input type="checkbox"/>		0 <input type="checkbox"/>	ICN	2001	8008	Bob Brown	9726653500	2021-01-23	11:30:37	0:15:36	Customer Service	
8048		<input type="checkbox"/>	<input type="checkbox"/>		0 <input type="checkbox"/>	ICN	2001	8008	Bob Brown	9726653500	2021-01-23	11:31:37	0:15:56	Customer Service	
8051		<input type="checkbox"/>	<input type="checkbox"/>		0 <input type="checkbox"/>	ICN	2001	8008	Bob Brown	9726653500	2021-01-23	11:32:49	0:15:56	Customer Service	

The Vuesion WFO includes voice recording with optional screen recording and WFO scoring. It is conveniently part of the Vuesion reporting package, so no need to open a separate window or user interface.

The flexible browser based WFO user interface is accessible via any browser from a desktop, laptop, tablet, or smartphone with browser capabilities.

The feature rich user interface offers easy to use and easy to navigate functionality providing Media type (voice or screen), Play status, whether a recording has flags and notes. It includes all the information necessary to identify the call by type, extension, agent name, Caller ID, date and time, duration of the recording, call center queue name and quick access note.

The play back and scoring window and intuitive and real-time.

Recording for Call ID 8037 Agent Name: Bob Brown Call Date: 2021-01-23 Call Time: 11:29:33

Flag Recording [SHOW HISTORY](#)

Notes

Needs more training on products

Opening

Agent clearly identified self to the customer 100:Outstanding

Agent asked for the customer's name 80:Satisfactory

Agent asked the customer for the reason of the call 80:Satisfactory

Agent acknowledges the customer's request and to offer assistance 80:Satisfactory

Request Handling ▼

Closure ▼

## 6. Features Description Vuesion Select Package

### Vuesion Select Feature Content

Vuesion Select	Benefits
<p><b>Routing</b></p> <ul style="list-style-type: none"> <li>■ Advanced Skills-based Routing</li> <li>■ Routing Modes</li> <li>■ Priority Queuing</li> <li>■ Overflow</li> <li>■ Overflow Conditions</li> <li>■ Automated Attendant</li> <li>■ Announcements</li> <li>■ Position in Queue</li> <li>■ Average Hold Time</li> </ul>	<ul style="list-style-type: none"> <li>■ Intelligently route callers to specialized groups of agents best suited to meet their unique needs. Route based upon skill groups, DNIS or ANI. Agents may belong to multiple groups and have a skill level (0-9). Agents login once and calls are routed to best skilled available agent automatically.</li> <li>■ Routing includes Skills based, ANI &amp; DNIS, time of day, day of week, scheduled, direct to agent or via IVR menus.</li> <li>■ Assign priority to certain callers to ensure your service levels are met.</li> <li>■ Ensure calls are serviced by increasing the pool of agents to internal and external locations.</li> <li>■ Timed overflow based on queue time, overflow based on all agents busy, or all agents logged off are provided to enhance customer service.</li> <li>■ Allow callers to self-direct their call to queues.</li> <li>■ Let callers know their position and expected hold time in queue while delivering targeted, pre-recorded content. Callers are provided the option to opt-out of queue and route to a different destination. Up to six announcements with flexible repeat patterns per queue are provided.</li> </ul>
<p><b>Agents</b></p> <ul style="list-style-type: none"> <li>■ Agent &amp; Supervisor presence / call control software</li> <li>■ Agent Status</li> <li>■ Reason Codes / Descriptions</li> <li>■ Advance Time &amp; Lock out</li> <li>■ After-Call Wrap-up resolutions</li> </ul>	<ul style="list-style-type: none"> <li>■ Every Vuesion Agent and Supervisor is provided a browser-based software license to have presence, call control, status change, and access to advanced integration features. No more guesswork.</li> <li>■ Multiple states are provided for better management (Break, Work, Wrap up, Personal Break, Meeting, Locked out, login, logout)</li> <li>■ Gain insight into call types by allowing agents to categorize Work, Break, Lunch, Unavailable and Meeting status with a predefined list of reason codes and descriptions.</li> <li>■ If an agent does not answer a call while available, the agent is automatically set in a locked-out mode and the caller is transferred to the next available agent. The unlock can be manual or timed.</li> <li>■ For inbound call center calls, groups can be configured to provide agents with preconfigured wrap-up description. The Wrap-up can be configured to be forced entry or not.</li> </ul>
<p><b>Supervisors</b></p> <ul style="list-style-type: none"> <li>■ Alerts</li> <li>■ Silent Monitor</li> <li>■ Real-time Statistics</li> <li>■ Pause / Un-pause Queue</li> <li>■ Manage Agents' States</li> </ul>	<ul style="list-style-type: none"> <li>■ Receive color-coded alerts that signal when important queue thresholds are exceeded. Queue threshold, longest in queue, Agent status and duration are configurable for alerts with email notification.</li> <li>■ Provide agent help and evaluate agent performance in real-time. Available for IP phones only.</li> <li>■ Get access to real-time statistics on the queue and agents. Agents show their login time, real time state, detailed description of their activity and summary of calls.</li> <li>■ Supervisors may selectively pause a queue. For inbound queues, no calls are distributed to the queue and play a preconfigured announcement. For outbound queues, the campaigns are paused/resumed.</li> <li>■ Supervisors can change agents' states and manage their skill level in each group.</li> </ul>
<p><b>Wallboard</b></p> <ul style="list-style-type: none"> <li>■ Integrated Software Wallboard</li> <li>■ Scrolling Marquee</li> </ul>	<ul style="list-style-type: none"> <li>■ A software wallboard is part of the Vuesion desktop software for every agent and supervisor. Number of calls in queue, overflowed, answered, abandoned and averages of queue time, abandon time and service level are displayed in real time.</li> <li>■ Supervisors may initiate a group marquee message, which start scrolling on all agents' desktops</li> </ul>

<p><b>Vuesion Reporting</b></p> <ul style="list-style-type: none"> <li>■ Contact Center Reports Suite</li> <li>■ Auto Reports</li> <li>■ Data Export</li> <li>■ Summary of Call Center reports</li> <li>■ Charts and On-Screen Analysis</li> <li>■ Customization</li> </ul>	<ul style="list-style-type: none"> <li>■ Review the performance of your center with a comprehensive suite of historical reports including agent profile, abandoned calls, account codes, group profile and many more.</li> <li>■ Automatic Reports are self-generated and e-mailed to select Supervisors.</li> <li>■ Instant export to .csv format</li> <li>■ Group performance &amp; service level, group activity, abandoned calls and numbers, Agent status reports, Agent performance reports, Agent productivity reports, detail, summary, and charts, DNIS and called number reports, call ID reports, campaigns, WFO &amp; WFM.</li> <li>■ Charts are on-screen interactive with zoom, mouse interactions with specific metrics analysis</li> <li>■ Vuesion uses Crystal Reports engine for reporting. Customizations are performed by BBX Technologies professional services based on customer requirements.</li> </ul>
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## 7. Feature Description Vuesion Add-on Options

### Vuesion Options Summary

	<b>Benefits</b>
<p><b>Call Back Number Queuing</b></p> <ul style="list-style-type: none"> <li>◆ Call Back Number Queuing</li> </ul>	<ul style="list-style-type: none"> <li>◆ While in a queue, callers are presented with an option to leave a callback number and exit the queue without losing their position in the queue. As soon as an agent becomes available, the callback information is distributed and a callback is automatically initiated.</li> </ul>
<p><b>Dashboard/Wallboard</b></p> <ul style="list-style-type: none"> <li>◆ Wallboard</li> </ul>	<ul style="list-style-type: none"> <li>◆ Allows for display on a wall mount flat screen TV for larger characters for group information</li> </ul>
<p><b>Database Smart Routing</b></p> <ul style="list-style-type: none"> <li>◆ Smart Routing</li> <li>◆ Agent Call Resolution / Call Tag</li> </ul>	<ul style="list-style-type: none"> <li>◆ CRM/Database connector (ODBC) used for database smart routing. (Per database connector). Fetches data from a customer record for efficient routing.</li> <li>◆ When database smart routing is enabled, agents can enter a resolution code or call tag per call. Resolution detail and summary reports are provided to supervisors.</li> </ul>
<p><b>Database/CRM integration</b></p> <ul style="list-style-type: none"> <li>◆ Vuesion API</li> <li>◆ Database Screen Pop</li> </ul>	<ul style="list-style-type: none"> <li>◆ External applications and database systems may connect with the Vuesion API via TCP sockets and receives messages as well as issue commands to Vuesion.</li> <li>◆ When the database connector is enabled, Vuesion retrieves a data record from the customer's database and displays it as a new window when the call arrives. This is call coordinated screen pop with ability to open the database record by a simple mouse click on the "Open Record" button.</li> </ul>
<p><b>Multichannel</b></p> <ul style="list-style-type: none"> <li>◆ Email/SMS/MMS Queuing</li> <li>◆ Web Chat Queuing</li> </ul>	<ul style="list-style-type: none"> <li>◆ In addition to Queuing incoming voice calls, Email/SMS/MMS Queuing allows the Contact Center to Queue and distribute in a blended mode, Incoming customer Emails and SMS with reporting Capabilities.</li> <li>◆ Customers engage call center agents by start a web chat session from the customer's website. Vuesion provides reporting in a blended fashion with other media.</li> </ul>
<p><b>Out dial Call Resolution/Tag</b></p> <ul style="list-style-type: none"> <li>◆ Out dial Resolution / Tag</li> </ul>	<ul style="list-style-type: none"> <li>◆ During outbound calls, agents can click on the "Tag" key and select from one of the preconfigured tag descriptions. Reports are provided for out dial resolution.</li> </ul>
<p><b>Auto Out dial</b></p> <ul style="list-style-type: none"> <li>◆ Agent Based Out Dial Campaigns</li> <li>◆ Multiple Modes</li> <li>◆ Campaign Resolution</li> <li>◆ Call Back Scheduling</li> </ul>	<ul style="list-style-type: none"> <li>◆ Provides automatic out dial capabilities from a customer provided database names and numbers to dial. Multiple campaigns can be defined and managed by supervisors. Detailed and summary Reports are provided for each campaign.</li> <li>◆ Preview dial, progress dial and power dial modes are configurable per campaign.</li> <li>◆ Each campaign is provided with a set of preconfigured resolutions for agents to use as drop-down menu. Summary and detailed resolution reports are provided to Supervisors.</li> <li>◆ Part of the resolution, agents have the option to tag the call for later call back. The calls are automatically tagged by Vuesion to be called back by the configured time specified by agents.</li> </ul>

<p><b>Auto Dialers</b></p> <ul style="list-style-type: none"> <li>◆ Interactive Dialer</li> <li>◆ Predictive Dialer</li> </ul>	<ul style="list-style-type: none"> <li>◆ The Vuesion Interactive dialer automatically dials numbers from a customer provided list, plays a voice message, and waits for digits from the caller to reroute automatically to the call center</li> <li>◆ The Vuesion Predictive dialer automatically dials numbers from a customer provided list, detects if a human or voice mail answers before connecting the call with an available agent.</li> </ul>
<p><b>Vuesion Station Reporting</b></p> <ul style="list-style-type: none"> <li>◆ Standard Reports Suite</li> </ul>	<ul style="list-style-type: none"> <li>◆ Point-and-click access to SMDR data, including station, trunk and call accounting reports. These include non-Contact Center personnel.</li> </ul>
<p><b>Call Recording / Scoring</b></p> <ul style="list-style-type: none"> <li>◆ Voice Recording</li> <li>◆ Screen Capture</li> <li>◆ Scoring</li> </ul>	<ul style="list-style-type: none"> <li>◆ VoIP recording is the preferred Vuesion recording method when VoIP telephones and SIP softphones are used.</li> <li>◆ Screen recording is provided as an additional add-on option.</li> <li>◆ Flexible scoring is available for each recording. Multiple headers and scoring items are available per recording group.</li> </ul>
<p><b>Post-Call Survey</b></p> <ul style="list-style-type: none"> <li>◆ Post-Call Survey</li> </ul>	<ul style="list-style-type: none"> <li>◆ At the end of an inbound call center call, Agents can click on the Survey key to transfer callers to the group associated survey Q&amp;A. Survey scoring reports are provided.</li> </ul>
<p><b>Vuesion SIP voice</b></p> <ul style="list-style-type: none"> <li>◆ SIP Voice Softphone</li> </ul>	<ul style="list-style-type: none"> <li>◆ This function allows Agents to have voice capability via their Vuesion software. This eliminates the need to have hard phones for Agents.</li> </ul>
<p><b>IVR</b></p> <ul style="list-style-type: none"> <li>◆ Smart Routing and menu driven customer interaction</li> </ul>	<ul style="list-style-type: none"> <li>◆ Digit collection and validation against a database system; multiple menu tree options for navigation and digit collection with playback capability.</li> </ul>
<p><b>WFM</b></p> <ul style="list-style-type: none"> <li>◆ Scheduling</li> <li>◆ Auto-Scheduling</li> <li>◆ Forecasting</li> <li>◆ Reporting</li> </ul>	<ul style="list-style-type: none"> <li>◆ Allows managers to setup schedules for their agents and agent groups. Daily, weekly, and monthly schedules are available with agent specific override. Agents can see their own schedules.</li> <li>◆ Based on forecast data, Vuesion allows supervisors to create automatic schedules based on Agents' schedule preferences and call volume demand and Service Level requirements.</li> <li>◆ Managers create advanced forecasting based on historical data and what-if scenarios to calculate agents' requirements, anticipated call traffic and service levels.</li> <li>◆ Advanced reporting is available to show adherence to schedules, forecasting versus actual,...</li> </ul>
<p><b>Backup &amp; Redundancy</b></p> <ul style="list-style-type: none"> <li>◆ Redundancy</li> </ul>	<ul style="list-style-type: none"> <li>◆ Main Vuesion and Backup use VMware HA for redundancy environments. Backup Vuesion licenses are required on the second server. This option yields the least amount of downtime and intervention.</li> </ul>



## 8. Vuesion Benefits

### Lower TCO:

Vuesion single software server architecture simplifies administration, ongoing maintenance, and upgrades of all Contact Center modules; thus, reducing overall cost of ownership. Vuesion is friendly to IT staff, Call Center supervisors and Call Center agents. System upgrades are further simplified through server-side clients and not individual PC installation and upgrades. Vuesion was designed from ground up with ease of use, simplified training, a unified user interface for agents and supervisors and an agile and well-coordinated feature set. Agents and supervisors seamlessly work at the office, at home, or at a remote location with the same user interface.

### Investment Protection:

Start small and add licenses for advanced applications and users without forklift or “rip and replace” when expansion and business growth are required. Vuesion software runs on standard servers, standard operating systems and uses SIP standards; Customers are not locked into proprietary hardware and software.

### Cost Saving and R.O.I:

The Vuesion solution provides call back number queuing, where callers have the option to leave a call back number and disconnect the call. They keep their place in queue and get a call back when an agent becomes available. While in queue, callers may opt-out by dialing another group, agent, voice mail or operator. These options provide better service to your customers, save on inbound toll calls and maximize line usage.

### Increase productivity:

When processes are streamlined, customer service improves, revenue increases, and cost is reduced. Vuesion delivers call coordinated screen pops, call control, directory and presence for agents and supervisors with one click interactions. Individual and group text chat dramatically improves collaboration and efficiency. Call monitoring and call recording undeniably enhance training, processes, and workflow management.

### Increase revenue:

With labor costs increasing, many organizations are looking into ways of maximizing efficiency and productivity in their call centers. One of the ways of achieving these goals is to implement agent-assisted and agent-less proactive customer campaigns. Businesses boost sales pipelines, telemarketing for new or existing customers and streamline collections. A well planned and executed campaign increases customer loyalty, improves business processes, and generates revenue.

### Improve customer interactions:

Studies show time and time again that customer retention produces increased profitability. Vuesion reduces abandonment rates with its flexible announcements processing, its call back number queuing and enhanced skills based first call resolution. Customer loyalty is achieved with Vuesion priority queuing for VIP customers, preferred agent routing, self service IVR processing, database routing and information screen pop maintained during transfers.