rev — business —

Unified Communications (UC)
Advanced Hunt Groups

Superior customer experiences and better performance for sales and service teams

SIMPLE YET SOPHISTICATED CALL HANDLING & ROUTING FEATURES

Advanced Hunt Groups combine call handling and routing with seamless integration into mainstream CRM applications. Designed to deliver consistently positive customer experiences and to empower your customer care, sales, and service teams.

SUPERVISOR CALL CONTROLS

CALL QUEUING

ANALYTICS & REPORTING

BETTER CUSTOMER ENGAGEMENTS

Built for Small Businesses or for Small Teams

An inbound contact center solution for business of all sizes, combining call handling and routing features, with seamless integration into mainstream CRM applications. Requires no CAPEX or training costs; included with UC.

Improve Customer Satisfaction

Smart queueing technology lets customers know how long they'll have to wait for an agent, and where they are in line. Supervisors simply use their Desktop App to listen in, coach or join ongoing calls to assist agents get quicker customer resolutions.

Increase Employee Productivity
Advanced call analytics help businesses visualize performance gaps and eliminate roadblocks to superior service within the call center.

Easy to Use & Quick Deployment
Advanced Hunt Groups users can be deployed in minutes, not days, weeks or months. Agents and supervisors are up and running quickly. Controls are embedded right into the UC Desktop App.

Integrates with your existing applications
Advanced Hunt Groups functionality integrates with many of the customer management solutions and business application software that you and your customers use every day.
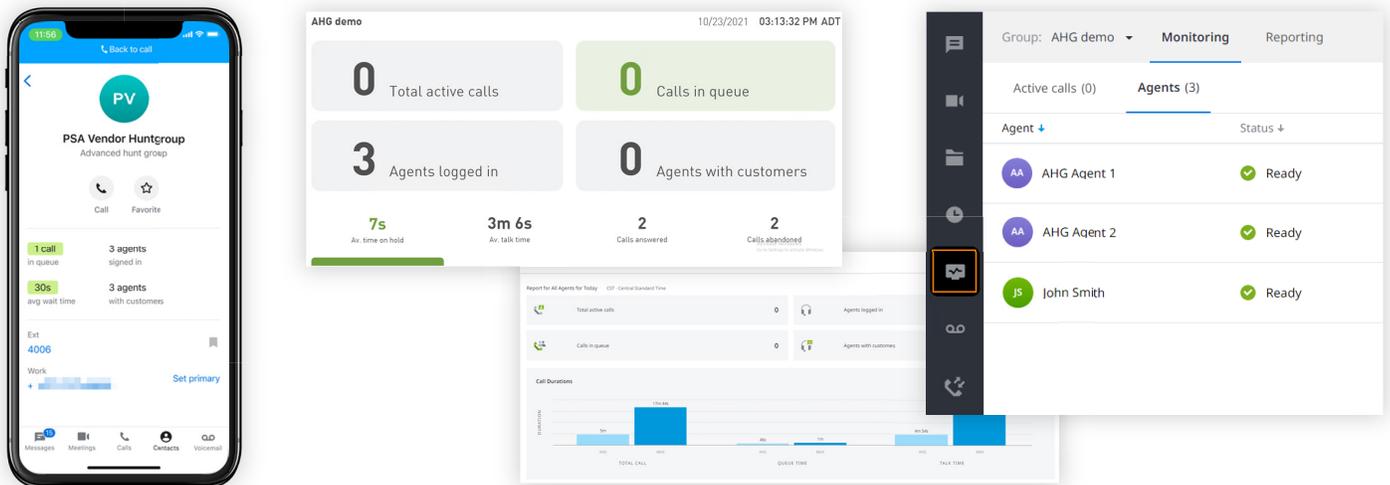
ADVANCED HUNT GROUPS INCLUDE:

For Frontline Users
Built right into UC, delivering a single pane of glass for all your customer interactions

For Customers
Smart Greetings (announces # of callers in queue, estimated waiting time)

Automatically connects callers to the next available agent when all agents are busy with calls

Routes calls to organized departments such as sales, customer service, or technical support

For Supervisors
Enhanced supervisor calling abilities: monitor, whisper, and barge Real-Time Dashboards

Supervisor Reporting:
- Real-time Reports
- Historical Reporting
- Graphical Reports

For Administrators
Real-time calling statistics dashboard for desktop or wallboard display.

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