Contact Center Application

UNITI.Marshal
Powered by UNITI.Asia

**UNITI MARSHAL's inhouse developed
Contact Center Solutions**

UNITI.Marshal
Powered by **UNITI.Asia**

About Uniti Marshal

Uniti Marshal Sdn Bhd provides ICT, Communication, Infrastructure solutions and customized software development to companies of all sizes across all industries.

We pride ourselves on providing a superior customer experience and making important ICT contributions to support and enhance the business of our clients.

With over years of experience our specialized teams offer a level of expertise that your company can rely on. We recognize the importance of secure, reliable and agile IT solutions and for delivering centralized and converged voice, video and data network services from the data Centre across the workplace and to people at home and on the move.

Our core values are to deliver our services with integrity and responsibility and give value in everything we do.

Contact Center Application
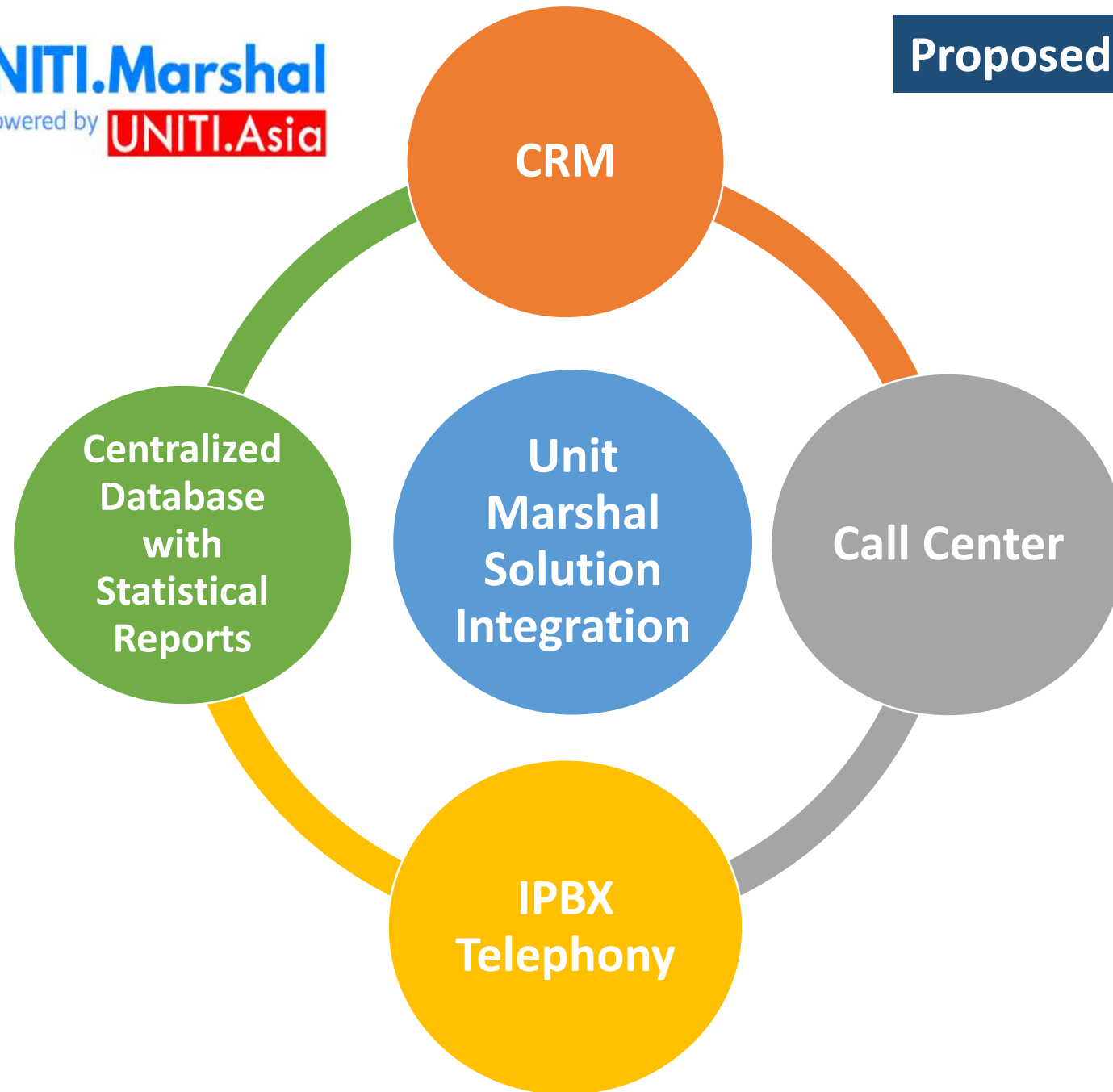
After Office Hours

Voice Mailbox with announcement

Work Flow of Inbound Calls

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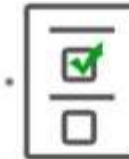
Server will Check for the business hours and if the call time is within business hours then it will connect the calls to available agents as per the campaign assigned to the particular incoming DID number

Available Agents

Customers interact with agents about their requirement

Uniti Marshal Call Center Server

Feedback

Reporting

Agents will enter the customers feedback in CRM which is distributed to authorized team or can transfer the call to related department.

Connected to Uniti Marshal Call center Server

Management can get the consolidated report of all Agents and also Individual Agent performance.

Hotline

Customers calling to hotline number

Work Flow of Outbound Predictive dialer or auto dialer

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Contact Center Application

Available Agents

Server will connect the calls to available agents as per the campaign assigned to the agent

Customers interact with agents about their requirement

Feedback

Reporting

Uniti Marshal Call Center Server

Agents will enter the customers feedback in CRM which is distributed to authorized team or can transfer the call to related department.

Management can get the consolidated report of all Agents and also Individual Agent's performance.

Connected Customers from the contact list

Server will auto dial the list and queue the connected calls

Admin / Team lead will upload contacts list in the server

Auto Dialer

UNITI MARSHAL CONTACT CENTRE SOLUTION

FEATURES & SCREENSHOTS

Automatic Call Distribution (ACD)
Using sophisticated routing policies, route callers to the right queue, with the right priority, and route them to the next available agent with the correct skills

IVR/Auto Attendant
Guide callers through with self-service applications, using voice prompts, to identify the best employee or agent

Queuing
Checks that incoming callers do not receive a busy signal or no answer, and that any employee – even when mobile can pick up the call

Monitoring and Reporting
Ensure a quality experience by monitoring agents, utilizing whisper messages, barge in and emergency escalation when needed, and gain insight into performance with both historical and real-time reporting

Agent and Supervisor Clients
Web agent and supervisor clients provide a next generation look and feel for call center management, providing a comprehensive yet easy to use interface that helps end users efficiently manage their fast-paced workflow, from anywhere with an Internet connection

Entrance Greeting and Queue Announcements
Greet callers with a customized greeting, periodic comfort announcements, and music on hold.

Configurable Call Handling Options
Multiple options for bounced, stranded, or overflow calls, including escape option for callers.

Alternate Routing Options
Multiple options for handling calls after business hours, on holidays, or in temporary overload conditions.

Multiple Agent Options
Agents can be on legacy phones, IP phones, mobile phones, and soft phones.

Basic and Advanced Reporting Options

The Call Center solution provides both basic and advanced statistics, using the Web Portal and daily e-mailed reports and advanced reporting, with in-depth real time and historical reporting options.

Desktop Clients

Optional desktop clients for agents and supervisors allow for more efficient call handling, particularly in high volume call center environments.

Agent Mobility

Our Virtual Call Center and Remote Office allows agents to receive calls from anywhere, at any time. Since the calls remain on Marshal's system, call states are tracked and reporting measurements are captured.

Call Recording

Our Call Center application supports both premises and hosted call recording, using multiple technology partners.
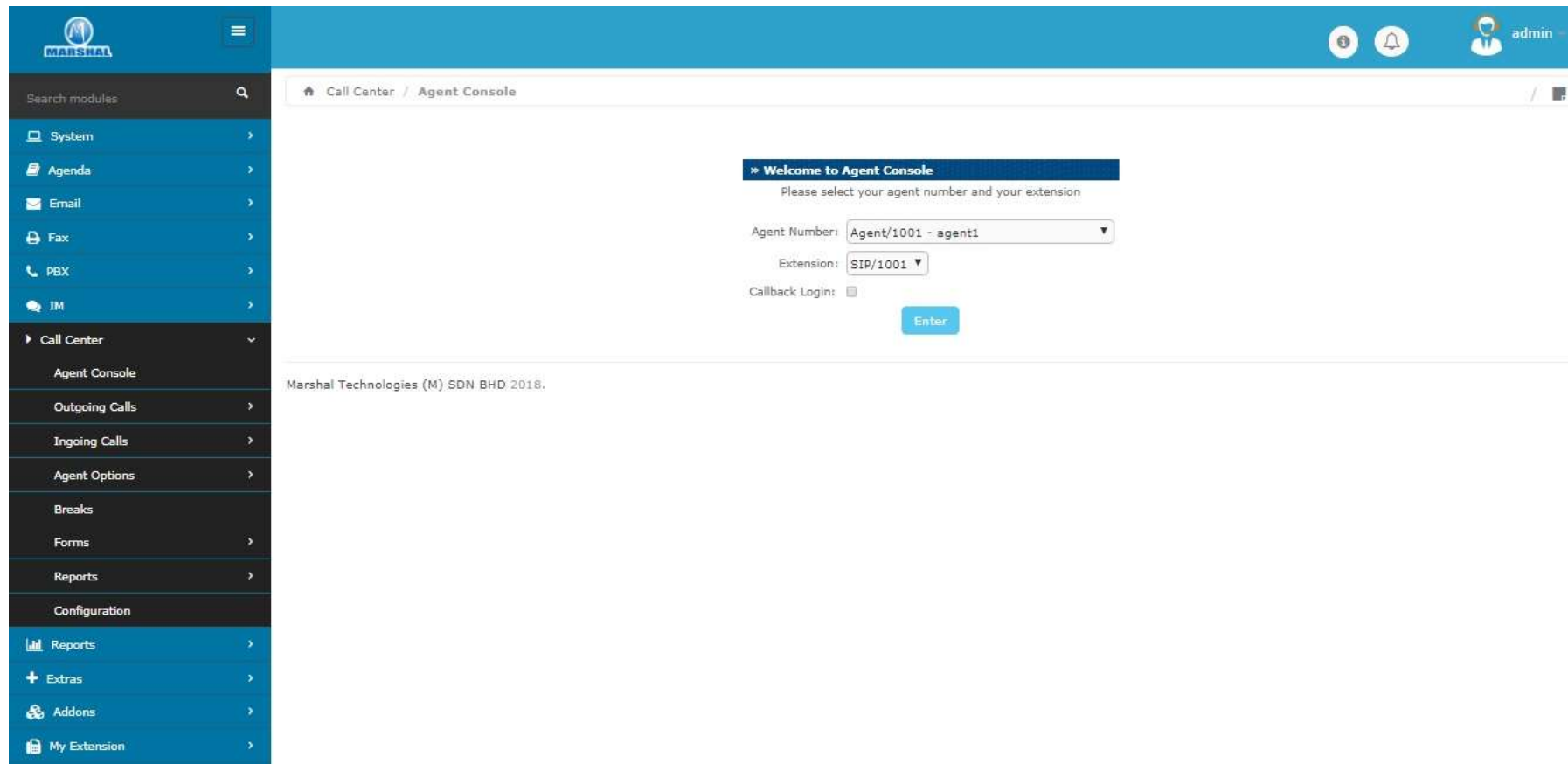
Solution Screenshots

Dashboard

Screenshots

Agent Login Screen

Screenshots

Agent Interface

Screenshots

AGENT MONITORING REPORT

Screenshots

AGENT CALL DETAIL REPORT

Screenshots

CALLS PER AGENT REPORT

Screenshots

CALLS PER HOUR REPORT

Hour	6116	6226	All
00:00	0	0	0
01:00	0	0	0
02:00	0	0	0
03:00	0	0	0
04:00	0	0	0
05:00	0	0	0
06:00	0	0	0
07:00	0	0	0
08:00	0	0	0
09:00	123	100	223
10:00	104	203	307
11:00	217	282	499
12:00	133	441	574
13:00	100	490	590
14:00	117	488	605
15:00	94	357	451
16:00	83	308	391
17:00	25	96	121
18:00	0	0	0
19:00	0	0	0
20:00	0	0	0
21:00	0	0	0
22:00	0	0	0
23:00	0	0	0
Total Calls	996	2765	3761
Hour	6116	6226	All

Screenshots

CAMPAIGN STATUS REPORT

Screenshots

TOTAL HOLD TIME REPORT

INCOMING CALLS MONITORING REPORT

Screenshots

INCOMING CALLS SUCCESS REPORT

TRUNK USED PER HOUR REPORT

Screenshots

BREAK MODE REPORT

No. Agent	Agent Name	Hold	Lunch 1 hour	Break 30 min	Tea	Briefing	Coaching	Outbound	Total
1001	agent1	00:00:00	00:58:18	00:22:47	00:00:00	01:56:39	00:00:00	00:00:55	03:18:39
1002	agent2	00:00:00	00:58:26	00:08:06	00:00:00	01:29:28	00:36:29	03:59:00	07:11:29
1003	agent3	00:00:00	00:59:19	00:26:50	00:00:00	00:17:24	00:36:56	04:01:20	06:21:49
1004	agent4	00:00:00	00:57:59	00:25:46	00:00:00	00:00:00	00:37:51	03:53:26	05:55:02
1005	agent5	00:00:00	01:00:03	00:20:21	00:00:00	00:00:00	00:00:00	00:00:00	01:20:24
1006	agent6	00:00:00	00:46:51	00:19:11	00:00:00	00:09:16	00:00:00	00:00:00	01:15:18
1007	agent7	00:00:00	00:58:28	00:17:01	00:00:00	00:08:45	01:20:34	00:12:06	02:56:54
1008	agent8	00:00:00	00:56:59	00:27:50	00:00:00	01:18:40	00:41:30	00:00:00	03:24:59
1009	agent9	00:00:00	00:59:32	00:12:43	00:00:00	00:00:00	00:00:00	00:00:00	01:12:15
1010	Pasupathy A/L Raman	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
1011	Thiruselvam A/L Jayaram	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
1012	agent12	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
1013	agent13	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
1014	agent14	00:00:00	00:56:32	00:23:12	00:00:00	00:00:00	00:38:29	00:03:49	02:02:02
1015	agent15	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	08:34:18	08:34:18
1016	agent16	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
1017	agent17	00:00:00	00:57:02	00:00:00	00:00:00	01:22:11	00:00:00	06:02:35	08:21:48
1018	agent18	00:00:00	00:00:00	00:00:00	00:00:00	01:22:52	00:00:00	00:00:00	01:22:52
1019	agent19	00:00:00	00:57:27	00:08:59	00:00:00	00:00:00	00:00:00	00:00:00	01:06:26
Total		00:00:00	11:26:56	03:32:46	00:00:00	08:05:15	04:31:49	26:47:29	54:24:15
No. Agent	Agent Name	Hold	Lunch 1 hour	Break 30 min	Tea	Briefing	Coaching	Outbound	Total

Marshal Technologies (M) SDN BHD 2016.

Screenshots

LOG IN & LOG OUT REPORT

Screenshots

LOG IN & LOG OUT REPORT

Road Map for going live

Contact Center Application

Requirement gathering and document signoff
5 working days

P2

Training and testing
7 to 10 working days

P4

P5

P3

Go Live

Delivery, Setup and implementation
7 to 10 working days

P1

Release of purchase order along with payment

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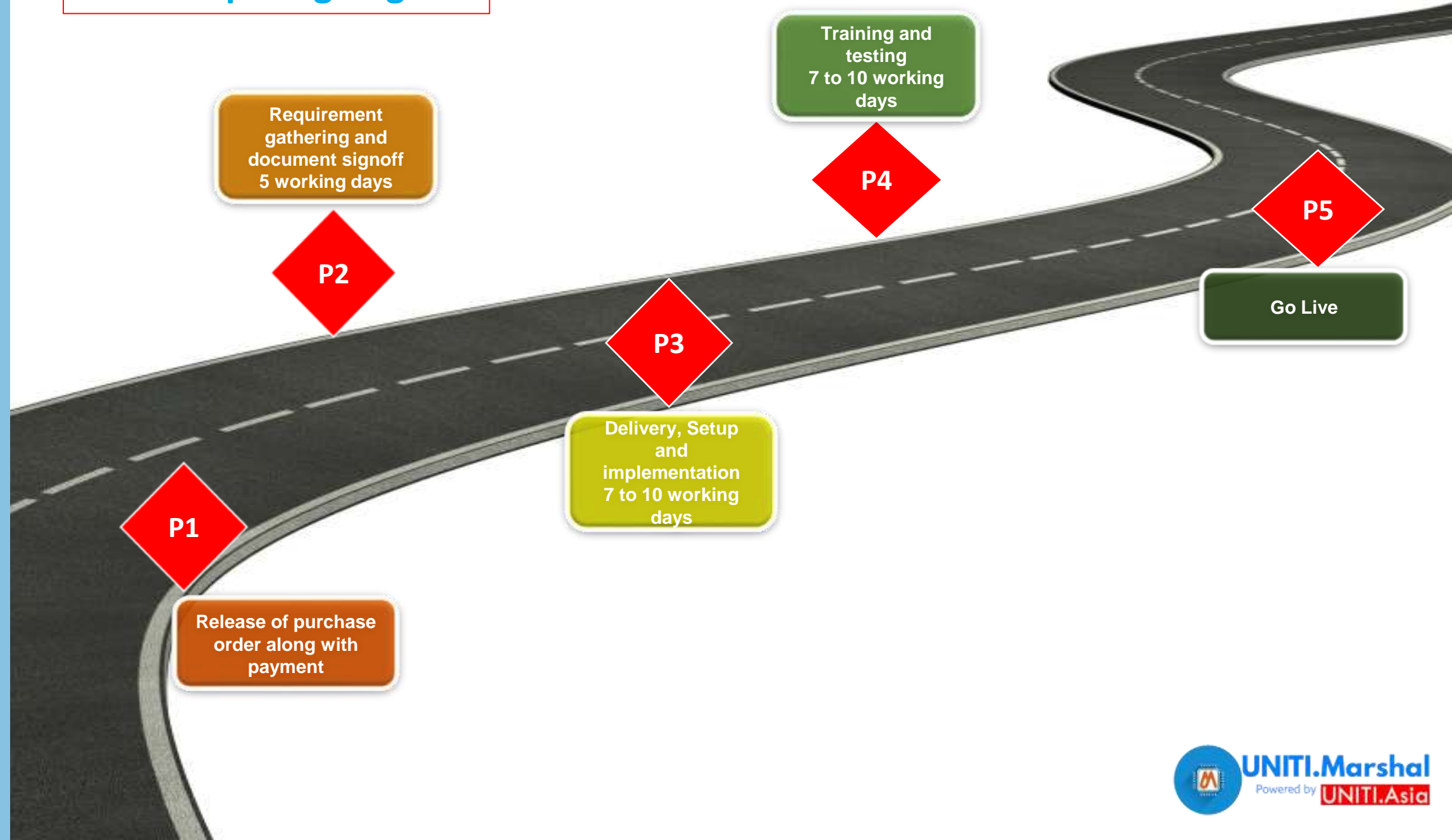
End Of Document
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