

UNITI MARSHAL's inhouse developed Contact Center Solutions



About Uniti Marshal

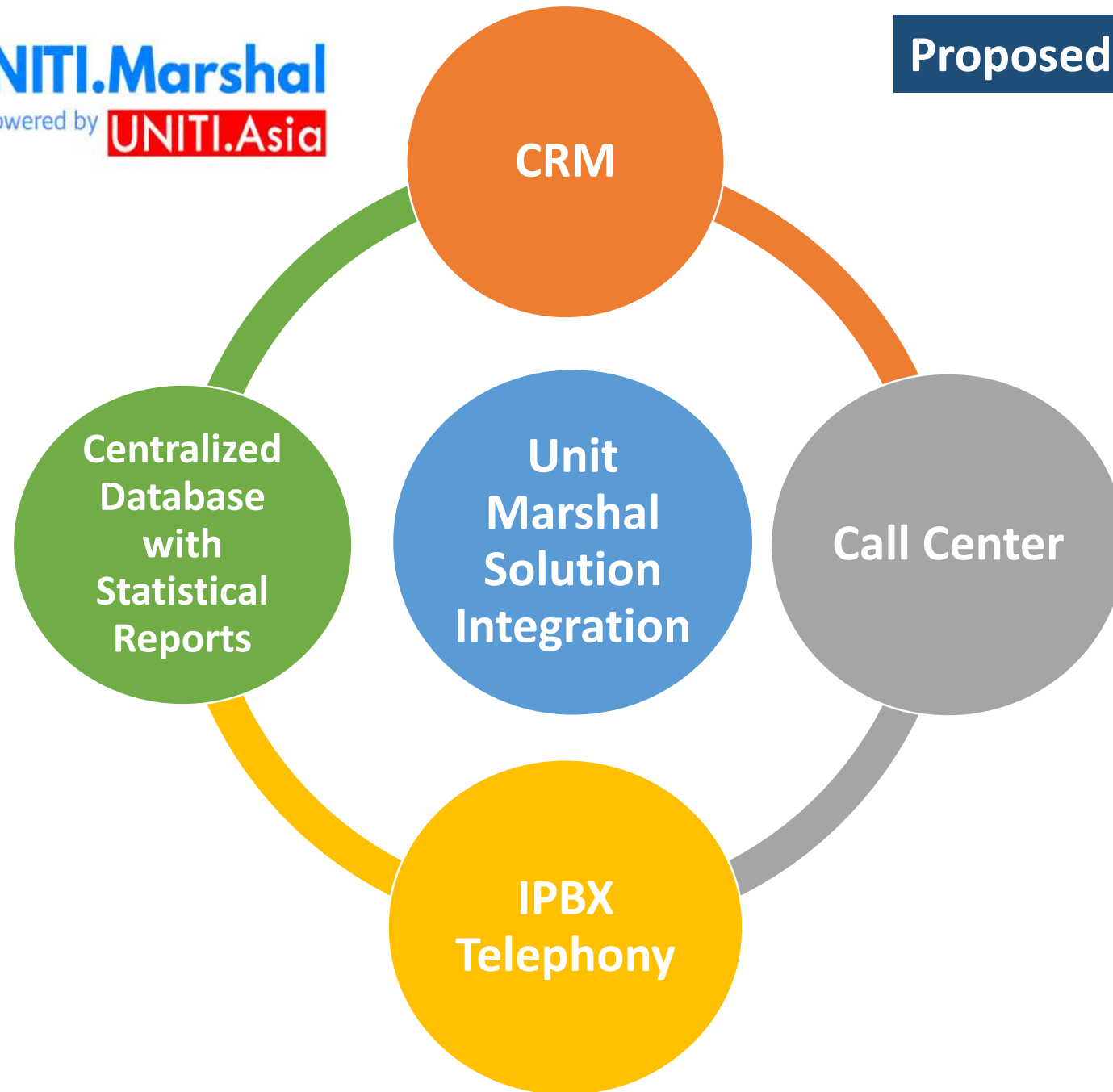
Uniti Marshal Sdn Bhd provides ICT, Communication, Infrastructure solutions and customized software development to companies of all sizes across all industries.

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.





After Office Hours



Voice Mailbox with announcement



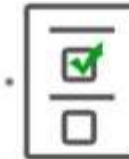
Work Flow of Inbound Calls

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



Feedback

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



Reporting

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

Connected to Uniti Marshal Call center Server

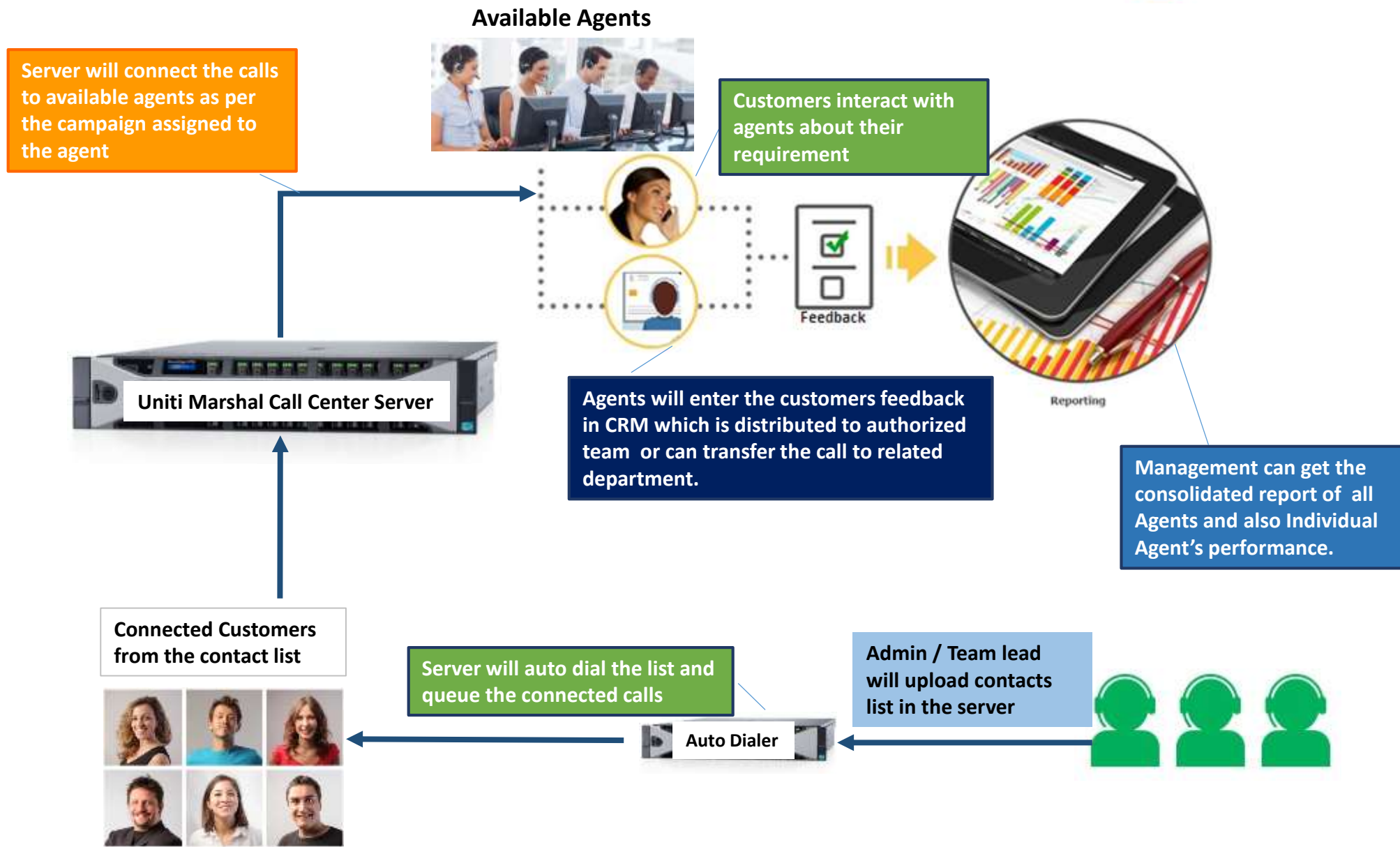


Uniti Marshal Call Center Server

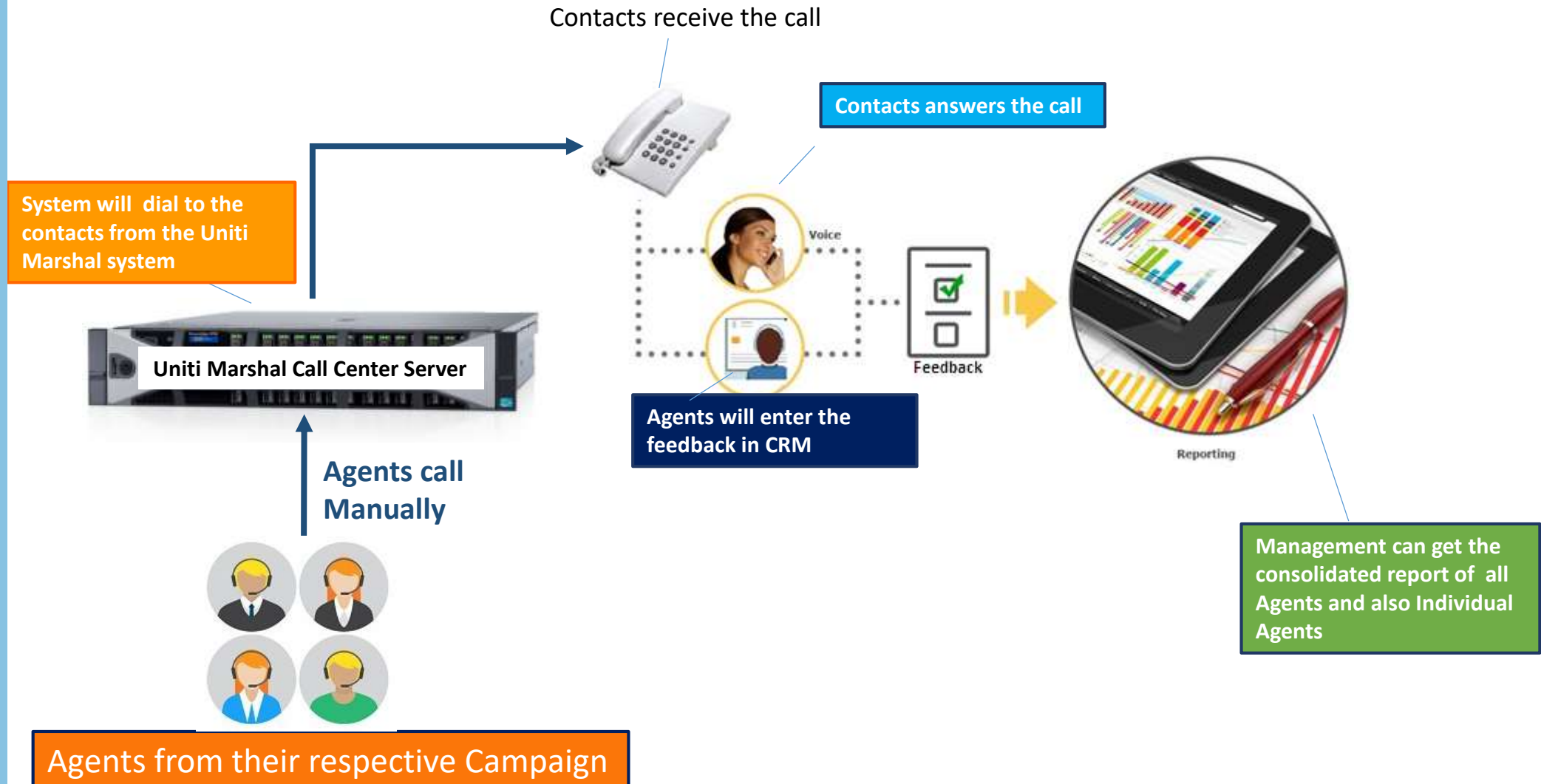
Customers calling to hotline number



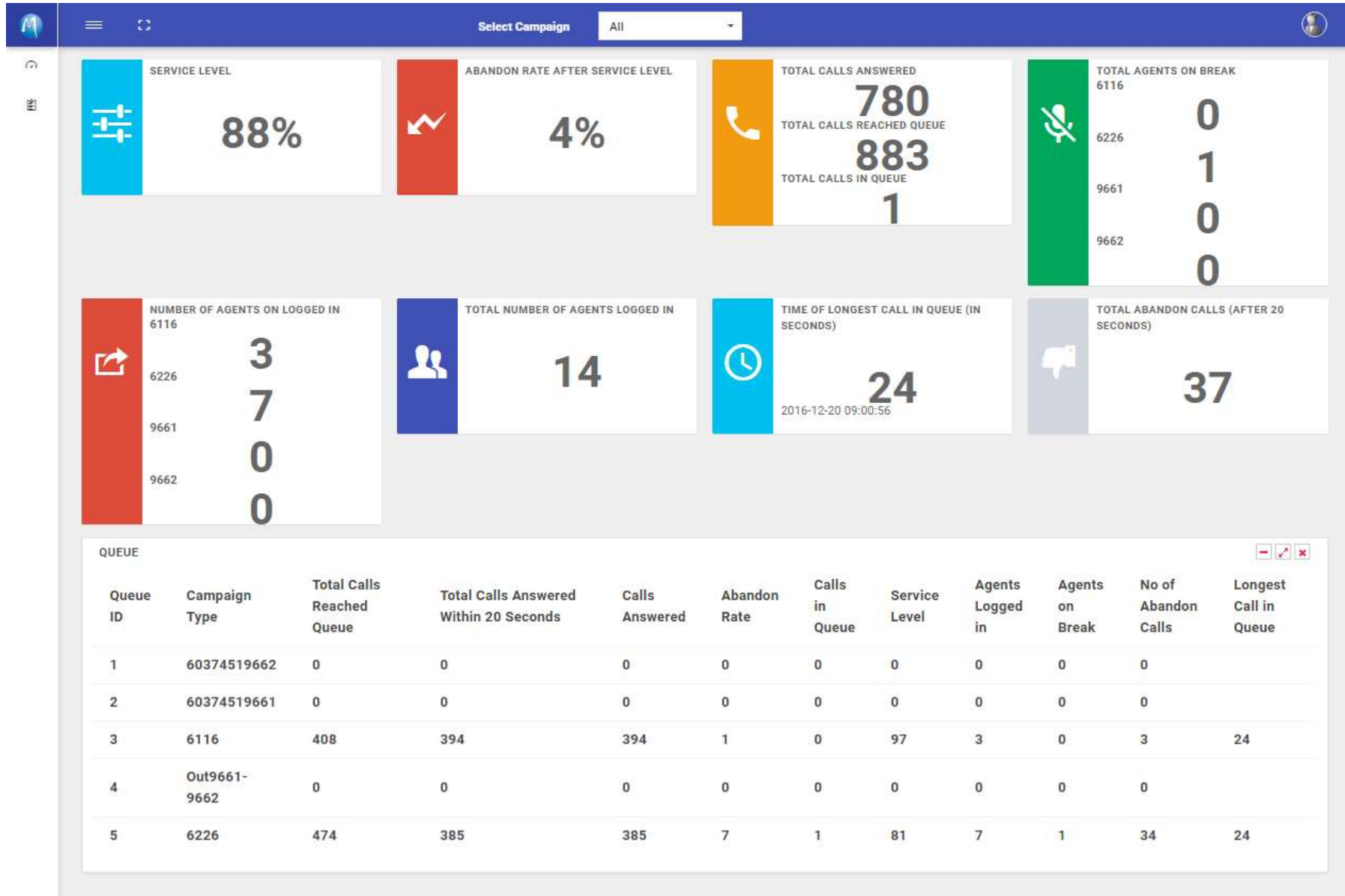
Work Flow of Outbound Predictive dialer or auto dialer



Manual Calling System Work Flow



Marshal Call Center Sample Dashboard





UNITI MARSHAL CONTACT CENTRE SOLUTION

FEATURES & SCREENSHOTS

Key Features

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

Key Features

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.

Key Features

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 Marshall's system, call states are tracked and reporting measurements are captured.

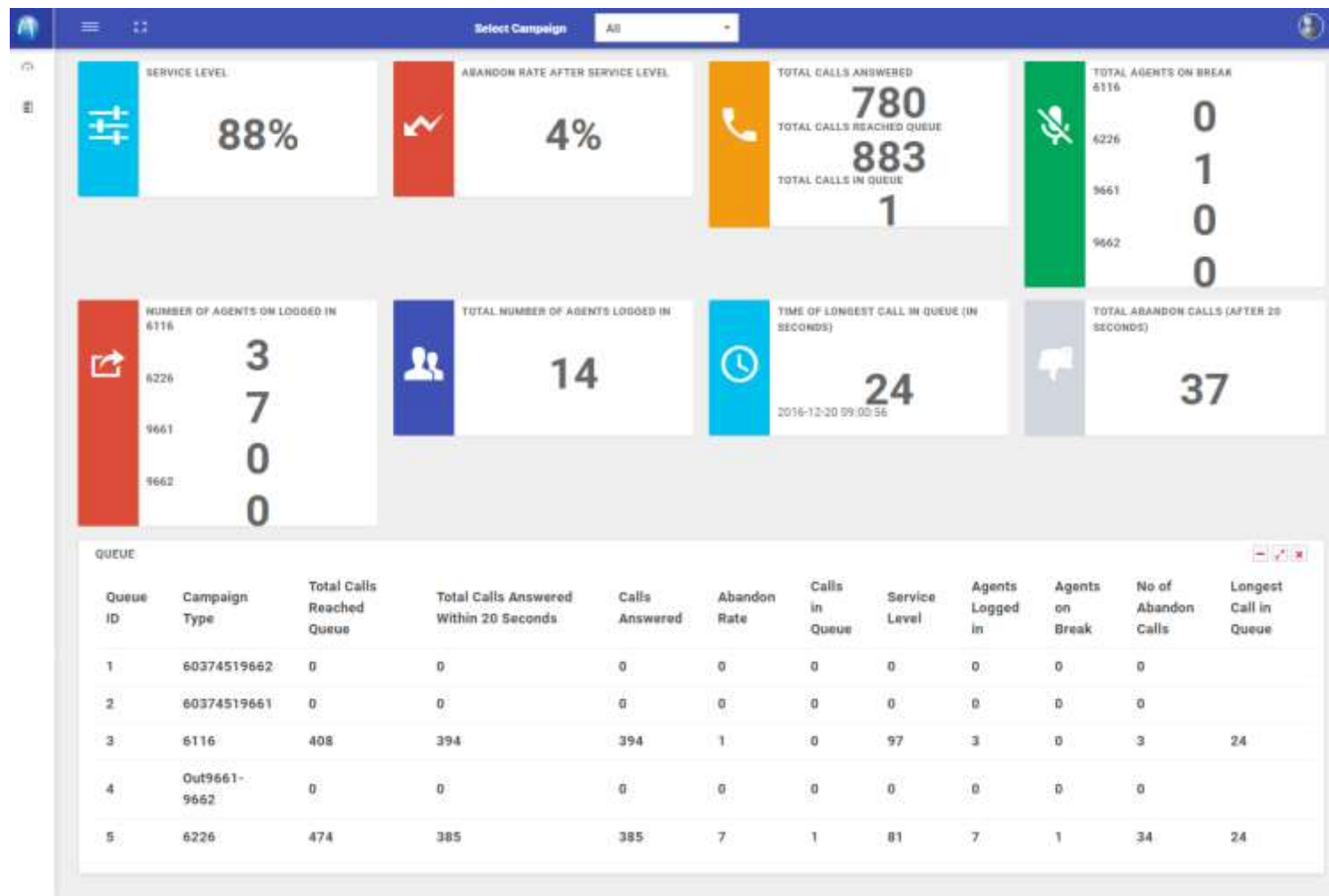
Call Recording

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

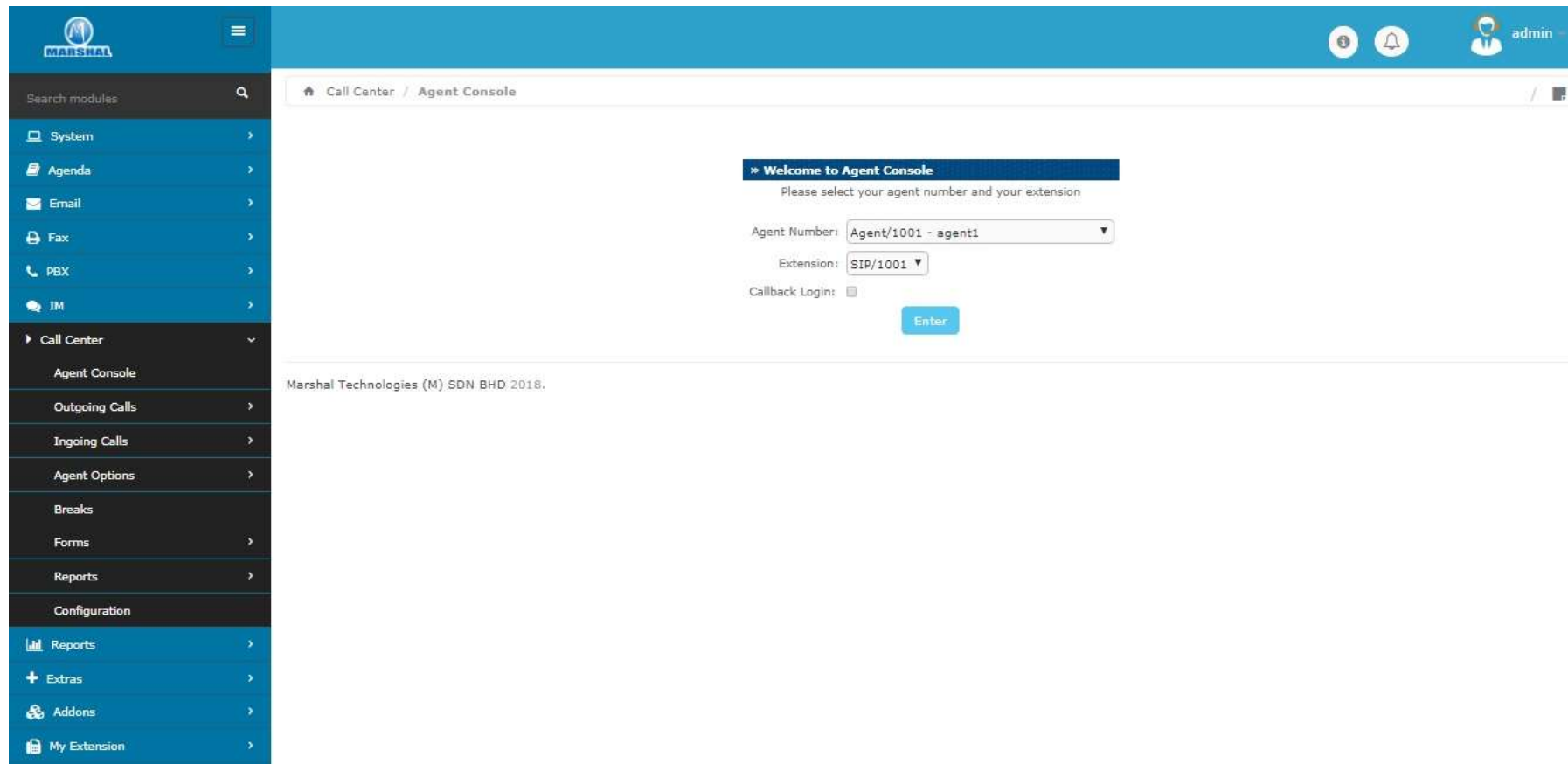
Solution Screenshots

Screenshots

Dashboard



Agent Login Screen



The screenshot displays the Agent Login interface of the UNITI.Marshall system. On the left is a dark blue sidebar with a search bar and a list of modules: System, Agenda, Email, Fax, PBX, IM, Call Center (expanded), Reports, Extras, Addons, and My Extension. The 'Call Center' menu is open, showing sub-items: Agent Console, Outgoing Calls, Ingoing Calls, Agent Options, Breaks, Forms, Reports, and Configuration. The main content area has a blue header with a user profile 'admin' and a breadcrumb 'Call Center / Agent Console'. A central form titled 'Welcome to Agent Console' prompts the user to select an agent number and extension. The 'Agent Number' dropdown is set to 'Agent/1001 - agent1' and the 'Extension' dropdown is set to 'SIP/1001'. There is a 'Callback Login' checkbox and an 'Enter' button. At the bottom, a footer note reads 'Marshal Technologies (M) SDN BHD 2018.'.

Agent Login Screen

Search modules

- System
- Agenda
- Email
- Fax
- PBX
- IM
- Call Center
 - Agent Console
 - Outgoing Calls
 - Ingoing Calls
 - Agent Options
 - Breaks
 - Forms
 - Reports
 - Configuration
- Reports
- Extras
- Addons
- My Extension

Call Center / Agent Console

Welcome to Agent Console

Please select your agent number and your extension

Agent Number: Agent/1001 - agent1

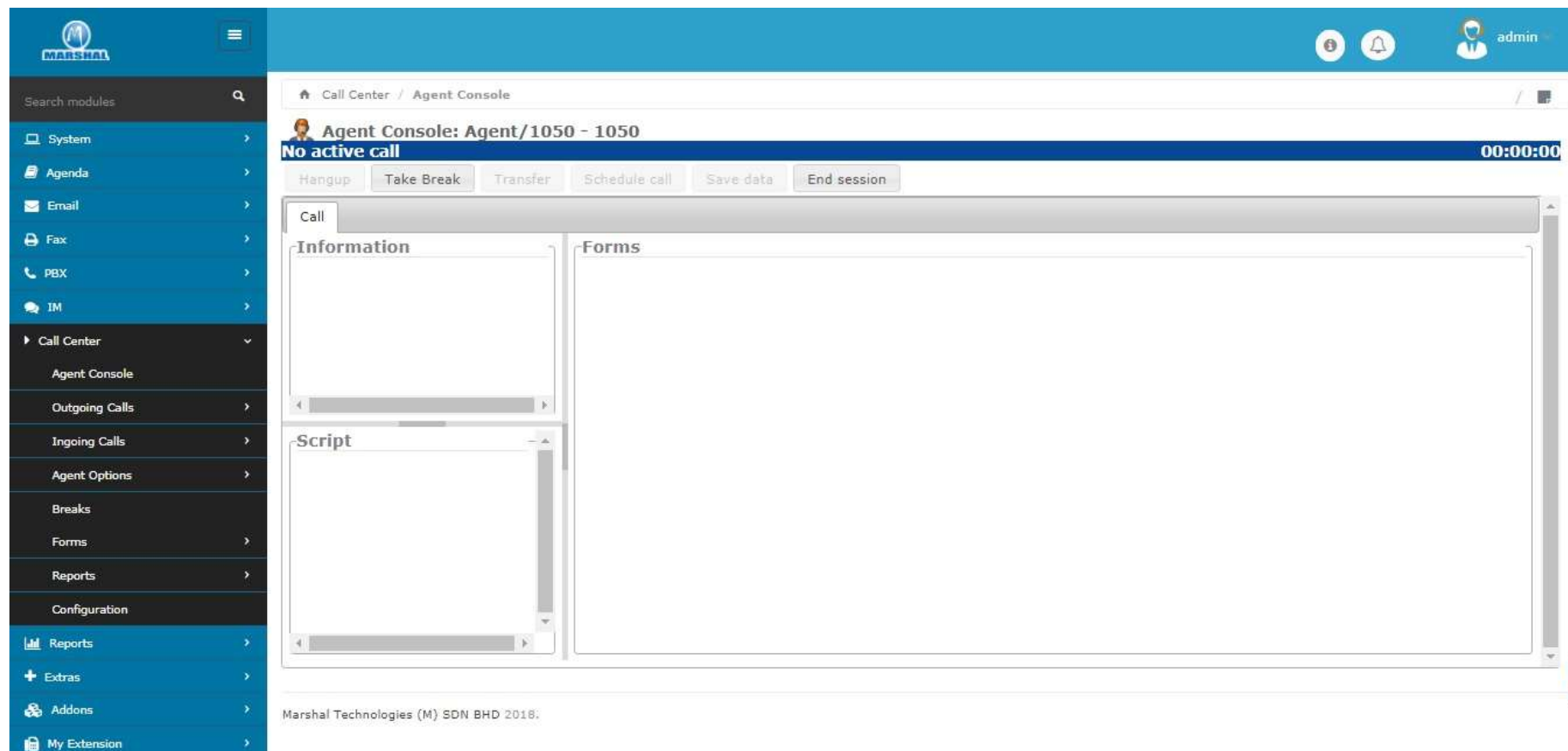
Extension: SIP/1001

Callback Login: ☐

Enter



Marshal Technologies (M) SDN BHD 2018.


Agent Interface



The screenshot displays the UNITI.Marshall Agent Interface. The interface features a blue header bar with the UNITI.Marshall logo on the left and user information (admin) on the right. A left sidebar contains a search bar and a list of modules: System, Agenda, Email, Fax, PBX, IM, Call Center (expanded), Agent Console, Outgoing Calls, Ingoing Calls, Agent Options, Breaks, Forms, Reports, Configuration, Reports, Extras, Addons, and My Extension. The main content area shows the 'Agent Console: Agent/1050 - 1050' view. It includes a status bar indicating 'No active call' and a timer at '00:00:00'. Below this, there are buttons for 'Hangup', 'Take Break', 'Transfer', 'Schedule call', 'Save data', and 'End session'. The interface is divided into two main sections: 'Call' and 'Forms'. The 'Call' section contains an 'Information' field and a 'Script' field. The 'Forms' section is currently empty. At the bottom of the interface, the text 'Marshal Technologies (M) SDN BHD 2016.' is visible.

AGENT MONITORING REPORT

Search modules 

System >

Agenda >

Email >

Fax >

PBX >

IM >

Call Center >

Agent Console

Outgoing Calls >

Ingoing Calls >

Agent Options >

Breaks

Forms >

Reports >

Reports Break

Calls Detail

Calls per hour

Calls per Agent

Hold Time

Login Logout




Ingoing Calls Success











Graphic Calls per hour

Agent Information

Agents Monitoring

Trunks used per hour


 Call Center / Reports / Agents Monitoring
 


Queue	Number	Agent	Current status	Total calls	Total login time	Total talk time
6116	Agent/1001	agent1	 00:03:20	81	08:21:16	03:58:26
	Agent/1005	agent5	 00:02:27	92	08:19:59	05:51:04
	Agent/1006	agent6	 00:02:28	117	08:34:00	05:23:39
TOTAL		Agents: 3		290	25:15:15	15:13:09
6226	Agent/1002	agent2	 Outbound 01:04:46	0	08:20:15	00:00:00
	Agent/1003	agent3	 Outbound 00:39:33	0	08:34:18	00:00:00
	Agent/1004	agent4	 Outbound 00:39:10	0	08:20:58	00:00:00
	Agent/1007	agent7	 00:09:35	67	08:21:27	05:09:32
	Agent/1008	agent8	 00:02:21	91	08:21:15	04:42:26
	Agent/1009	agent9	 00:05:33	115	08:20:17	06:54:50
	Agent/1012	agent12	LOGOUT	0	00:00:00	00:00:00
	Agent/1013	agent13	LOGOUT	0	00:00:00	00:00:00
	Agent/1014	agent14	 00:08:50	103	08:17:41	05:59:28
TOTAL		Agents: 9		376	58:36:12	22:46:16
Queue	Number	Agent	Current status	Total calls	Total login time	Total talk time

Marshal Technologies (M) SDN BHD 2016.

Screenshots

AGENT CALL DETAIL REPORT



Search modules

System >
Agenda >
Email >
Fax >
PBX >
IM >
Call Center >
Agent Console >
Outgoing Calls >
Ingoing Calls >
Agent Options >
Breaks >
Forms >
Reports >
Reports Break >
Calls Detail >
Calls per hour >
Calls per Agent >
Hold Time >
Login Logout >
Ingoing Calls Success >
Graphic Calls per hour >
Agent Information >
Agents Monitoring >
Trunks used per hour >

Call Center / Reports / Calls Detail

Show Filter Download

Filter applied: Start Date = 2016-12-20 00:00:00, End Date = 2016-12-20 23:59:59

No. Agent	Agent	Start Time	End Time	Duration	Duration Wait	Queue	Type	Phone	Transfer	Status	Recording
1005	agent5	2016-12-20 17:28:36		-	00:00:00	6116	Incoming	60105472995		activa	Download
1006	agent6	2016-12-20 17:28:29		-	00:00:00	6116	Incoming	60137870526		activa	Download
1007	agent7	2016-12-20 17:27:55	2016-12-20 17:27:59	00:00:04	00:00:00	6226	Incoming	60195087244		Success	Download
1009	agent9	2016-12-20 17:27:33		-	00:00:00	6226	Incoming	60172037838		activa	Download
1014	agent14	2016-12-20 17:27:08		-	00:00:00	6226	Incoming	60198343337		activa	Download
1002	agent2	2016-12-20 17:27:01		-	00:00:00	6226	Incoming	6073359175		activa	Download
1008	agent8	2016-12-20 17:25:55	2016-12-20 17:28:07	00:02:12	00:00:15	6226	Incoming	60122156229		Success	Download
1014	agent14	2016-12-20 17:25:31	2016-12-20 17:27:01	00:01:30	00:00:00	6226	Incoming	60139708243		Success	Download
1001	agent1	2016-12-20 17:24:37	2016-12-20 17:25:21	00:00:44	00:00:00	6116	Incoming	60172037838		Success	Download
1009	agent9	2016-12-20 17:24:20	2016-12-20 17:27:24	00:03:04	00:00:00	6226	Incoming	601139291953		Success	Download
1008	agent8	2016-12-20 17:24:10	2016-12-20 17:25:52	00:01:42	00:00:00	6226	Incoming	60187637640		Success	Download
1002	agent2	2016-12-20 17:23:39	2016-12-20 17:25:56	00:02:18	00:00:00	6226	Incoming	60173645094		Success	Download
1007	agent7	2016-12-20 17:23:33	2016-12-20 17:27:38	00:04:04	00:00:07	6226	Incoming	60122854529		Success	Download
1008	agent8	2016-12-20 17:20:37	2016-12-20 17:23:43	00:03:05	00:00:15	6226	Incoming	60195793754		Success	Download
1005	agent5	2016-12-20 17:20:31	2016-12-20 17:27:14	00:06:43	00:00:01	6116	Incoming	601123565953		Success	Download
1006	agent6	2016-12-20 17:20:30	2016-12-20 17:23:56	00:03:27	00:00:00	6116	Incoming	601129608337		Success	Download
1001	agent1	2016-12-20 17:19:38	2016-12-20 17:24:02	00:04:24	00:00:00	6116	Incoming	60172460239		Success	Download
1008	agent8	2016-12-20 17:18:20	2016-12-20 17:20:32	00:02:12	00:00:00	6226	Incoming	60164215764		Success	Download
1009	agent9	2016-12-20 17:17:25	2016-12-20 17:24:16	00:06:51	00:00:00	6226	Incoming	6065564052		Success	Download
1005	agent5	2016-12-20 17:16:04	2016-12-20 17:19:51	00:03:46	00:00:05	6116	Incoming	60390216324		Success	Download
1014	agent14	2016-12-20 17:14:08	2016-12-20 17:25:30	00:11:22	00:00:19	6226	Incoming	60333719720		Success	Download
1006	agent6	2016-12-20 17:14:05	2016-12-20 17:17:48	00:03:42	00:00:00	6116	Incoming	60142337621		Success	Download
1001	agent1	2016-12-20 17:13:35	2016-12-20 17:17:22	00:03:47	00:00:00	6116	Incoming	60192315291		Success	Download
1007	agent7	2016-12-20 17:13:23	2016-12-20 17:23:33	00:10:10	00:00:17	6226	Incoming	601132922757		Success	Download
1009	agent9	2016-12-20 17:12:18	2016-12-20 17:17:01	00:04:43	00:00:00	6226	Incoming	6098451455		Success	Download
1005	agent5	2016-12-20 17:12:03	2016-12-20 17:16:01	00:03:58	00:00:00	6116	Incoming	60139432309		Success	Download






CALLS PER AGENT REPORT

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Screenshots



CALLS PER HOUR REPORT

Search modules 



- System >
- Agenda >
- Email >
- Fax >
- PBX >
- IM >
- Call Center >
 - Agent Console
 - Outgoing Calls >
 - Ingoing Calls >
 - Agent Options >
 - Breaks
 - Forms >
 - Reports >
 - Reports Break
 - Calls Detail
 - Calls per hour
 - Calls per Agent
 - Hold Time
 - Login Logout
 - Ingoing Calls Success
 - Graphic Calls per hour
 - Agent Information
 - Agents Monitoring
 - Trunks used per hour


 Call Center / Reports / Calls per hour

Show Filter 
Download 

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

CAMPAIGN STATUS REPORT

Search modules 

System >

Agenda >

Email >

Fax >

PBX >

IM >

Call Center ▾

Agent Console

Outgoing Calls >

Ingoing Calls >

Agent Options >

Breaks

Forms >




Reports ▾

Reports Break

Calls Detail

Calls per hour

Calls per Agent



 admin ▾

[Home](#) / [Call Center](#) / [Reports](#) / Campaign monitoring

Campaign: (Incoming queue) 6226

Start date: N/A
Queue: 6226
Total calls: 294
Lost track: 64
Average Call Duration: 00:02:12
Placing calls:


End date: N/A
Retries: N/A
Queued calls: 0
Abandoned calls: 189
Maximum Call Duration: 00:05:21

Schedule: N/A - N/A
Connected calls: 0
Finished calls: 41

Status	Phone Number	Trunk	Since	Agent	Status	Phone Number	Trunk	Since
				Agent/1002	Busy		-	
				Agent/1003	On break: Outbound	-	-	16:43:25
				Agent/1004	On break: Outbound	-	-	17:26:25
				Agent/1007	Busy		-	
				Agent/1008	Busy		-	
				Agent/1009	Busy	60172037838	SIP/60374519661	17:27:33
				Agent/1012	Logged out	-	-	-
				Agent/1013	Logged out	-	-	-
				Agent/1014	Busy		-	


☐ View campaign log:

TOTAL HOLD TIME REPORT

<div>  </div> <div> <div>Search modules</div> <div> <div>System</div> <div>Agenda</div> <div>Email</div> <div>Fax</div> <div>PBX</div> <div>IM</div> <div>Call Center</div> </div> </div>										
<div> <div>Call Center / Reports / Hold Time</div> <div> <div>Show Filter</div> <div>Download</div> </div> </div>										
Queue	0 - 10	11 - 20	21 - 30	31 - 40	41 - 50	51 - 60	61 >	Average Waiting Time (sec.)	Longest Wait (sec.)	Total Calls
6116	357	427	214	0	0	0	0	14	24	998
6226	262	1307	1196	0	0	0	0	19	24	2765
Total	619	1734	1410	0	0	0	0	18	24	3763

Marshal Technologies (M) SDN BHD 2016.

INCOMING CALLS MONITORING REPORT

<div>  </div> <div> <div>Search modules</div> <div> <div>System</div> <div>Agenda</div> <div>Email</div> <div>Fax</div> <div>PBX</div> <div>IM</div> <div>Call Center</div> <div>Agent Console</div> <div>Outgoing Calls</div> <div>Ingoing Calls</div> <div>Agent Options</div> <div>Breaks</div> </div> </div>						
<div> <div>Call Center / Reports / Incoming calls monitoring</div> <div> <div>Show Filter</div> <div>Download</div> </div> </div>						
Queue	Waiting calls	Abandoned	Answered	Finished	Without monitoring	Entered
300	0	0	0	0	0	0
301	0	0	0	0	0	0
6116	1	0	1	290	0	998
6226	0	1379	0	175	0	2762
9661	0	0	0	0	0	0
9662	0	0	0	0	0	0
TOTAL	1	1379	1	265	0	3763
Queue	Waiting calls	Abandoned	Answered	Finished	Without monitoring	Entered

Marshal Technologies (M) SDN BHD 2016.

Screenshots

INCOMING CALLS SUCCESS REPORT

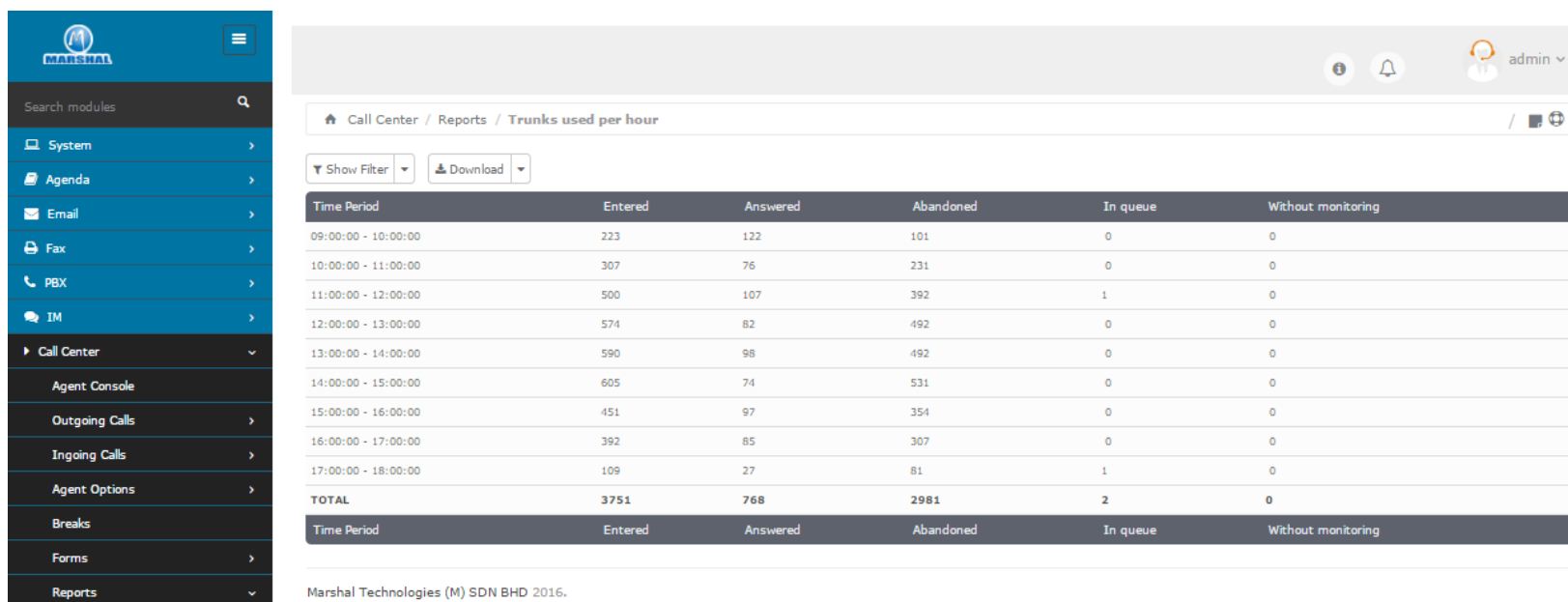


The screenshot shows the 'Incoming Calls Success' report in the UNITI.Marshall system. The left sidebar contains a menu with options: System, Agenda, Email, Fax, PBX, IM, Call Center (selected), and Agent Console. The main content area displays a table with the following data:

Queue	Successful	Abandoned	Hold Time	Total Calls
6116	393	605	03:46:34	998
6226	385	2381	14:43:13	2766
Total	778	2986	18:29:47	3764

Below the table, it says 'Marshal Technologies (M) SDN BHD 2016.' The top right of the interface shows a user profile for 'admin' and navigation icons.

TRUNK USED PER HOUR REPORT



The screenshot shows the 'Trunks used per hour' report in the UNITI.Marshall system. The left sidebar contains a menu with options: System, Agenda, Email, Fax, PBX, IM, Call Center (selected), Agent Console, Outgoing Calls, Incoming Calls, Agent Options, Breaks, Forms, and Reports. The main content area displays a table with the following data:

Time Period	Entered	Answered	Abandoned	In queue	Without monitoring
09:00:00 - 10:00:00	223	122	101	0	0
10:00:00 - 11:00:00	307	76	231	0	0
11:00:00 - 12:00:00	500	107	392	1	0
12:00:00 - 13:00:00	574	82	492	0	0
13:00:00 - 14:00:00	590	98	492	0	0
14:00:00 - 15:00:00	605	74	531	0	0
15:00:00 - 16:00:00	451	97	354	0	0
16:00:00 - 17:00:00	392	85	307	0	0
17:00:00 - 18:00:00	109	27	81	1	0
TOTAL	3751	768	2981	2	0

Below the table, it says 'Marshal Technologies (M) SDN BHD 2016.' The top right of the interface shows a user profile for 'admin' and navigation icons.



BREAK MODE REPORT

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LOG IN & LOG OUT REPORT

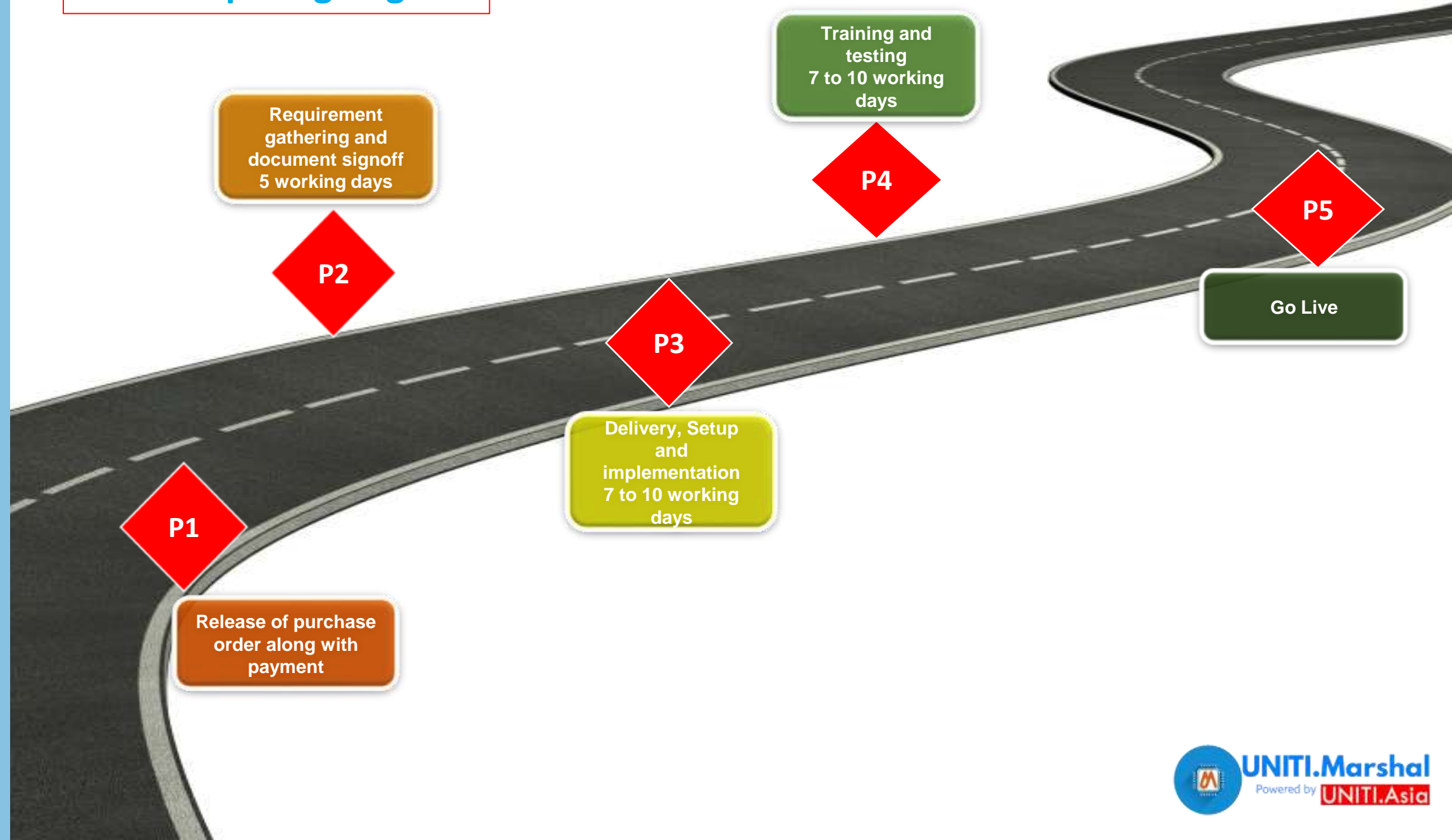
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LOG IN & LOG OUT REPORT

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Road Map for going live





End Of Document

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