

QUANTRAX CORPORATION INC.



IteI Inbounds

Benefits

- Allows for inbound calls to be recorded
- Provides screen pop for known phone numbers
- Notation on files of inbound details
- More effective methods for inbound call distribution

Blended Inbounds

- Allows for inbound calls to be received same line as outbound calls
- Available only while agents are in predictive
- Gives agents inbounds calls while in wait mode for outbound calls
- Inbounds answered very quickly
- Inbound calls are directed to “INBOUND” campaign

Second Ext. Inbounds

- Inbound calls that are direct to an agents second extension
- Ideal for when agents are in preview
- Agent puts outbound line on hold while on inbound call
- Screen pop accessible through Inbound List (agents required to press ESC)
- Inbound calls are directed to “system” campaign

Namespace

The image shows a software interface for managing namespaces and call routes. The main window is titled "Name Space Editor" and features a tree view on the left. The tree view is organized as follows:

- Name Spaces
 - _config
 - Huntgroup
 - Incoming Call Route
 - Landlord Users
 - Sound Resources
 - Static Configuration
 - Tenants
 - Turret Configurations
 - _tenantConfig
 - default
 - Agent Names
 - Agent Outcomes
 - Campaign Names
 - Campaigns
 - INBOUND
 - Queues
 - Skill Groups
 - system
 - Queues
 - Sound Resources

At the bottom of the Name Space Editor are buttons for "Add Path" and "Delete Node".

Overlaid on the right is the "Incoming Call Route Editor" dialog box. It contains the following fields and options:

- ID: 7
- Route Name: New DNIS
- Description: NEW DNIS 301.841.3212
- Address Matching
 - CLI: [Empty field]
 - DNIS: 3212
- Destination Route
 - Destination Address: 999999
 - Re-route External:
 - Record Externally-routed call:

Buttons for "OK" and "Cancel" are located at the bottom of the dialog. Below the dialog, a row of buttons includes "Add Data Item", "Delete Item", "Edit", and "Close".

Hunt Groups

The screenshot shows the 'Name Space Editor' window. On the left is a tree view of the namespace structure. On the right is a table listing 'Queue Configurations'. The table has columns for Type, ID, Name, and Details. The row with ID 666666 is highlighted.

Type	ID	Name	Details
Q Queue Configura...	200	200	Overflow time 30. Overflow A
Q Queue Configura...	1001	1001	Overflow time 60. Overflow A
Q Queue Configura...	300999	300999	Overflow time 20. Overflow A
Q Queue Configura...	509999	509999	Overflow time 60. Overflow A
Q Queue Configura...	600005	600005	Overflow time 60. Overflow A
Q Queue Configura...	600777	600777	Overflow time 60. Overflow A
Q Queue Configura...	600998	600998	Overflow time 60. Overflow A
Q Queue Configura...	600999	600999	Overflow time 60. Overflow A
Q Queue Configura...	666666	666666	Overflow time 60. Overflow A
Q Queue Configura...	700999	700999	Overflow time 60. Overflow A
Q Queue Configura...	800301	800301	Overflow time 31. Overflow A
Q Queue Configura...	800302	800302	Overflow time 60. Overflow A
Q Queue Configura...	800305	800305	Overflow time 60. Overflow A
Q Queue Configura...	800306	800306	Overflow time 31. Overflow A
Q Queue Configura...	900999	900999	Overflow time 60. Overflow A
Q Queue Configura...	909501	909501	Overflow time 60. Overflow A
Q Queue Configura...	909502	909502	Overflow time 60. Overflow A
Q Queue Configura...	909503	909503	Overflow time 60. Overflow A
Q Queue Configura...	909504	909504	Overflow time 60. Overflow A
Q Queue Configura...	909505	909505	Overflow time 60. Overflow A
Q Queue Configura...	999999	999999	Overflow time 60. Overflow A

Buttons at the bottom: Add Path, Delete Node, Add Data Item, Delete Item, Edit, Close.

Queue Configuration

Queue Configuration [X]

Identity

ID: 999999

Queue Address: 999999

Description: May's test hunt group

Timers

NOTE: All timer values are in seconds

Agent RNA time (sec): 15

Overflow time: 30

Queue time warning threshold: 20

Queue time error threshold: 40

Timed reminder interval: 15

Application Routing

Allow application to determine route:

App Route timeout (sec): 5

Behaviour

Overflow address: 888888

Out-Of-Service overflow address: 888888

Overflow on group busy immediately:

Selection mode: Round robin

Allow Immediate blend or transfer for outbound agents:

Queue priority relative to other queues in campaign: 0

SLA Time To Answer (sec): 15

SLA Percentage Answer: 80

In-Queue Messaging

Queue entry (mandatory): Greet

Queue busy on entry greeting: Busy

Queue Hold Music Loop: HoldMusic

Queue timed reminder greeting: StillBusy

OK Cancel

RMEX Hunt Group

Create Hunt Groups

8/15/2012 10:52:35
System: S10E9B6C

Type choices, press Enter.

Group code	999999
Group name	May's test hunt group
Group address	999999
Inbound campaign name (blank = system). . .	
Voicemail extension	
Company number	01
Dialer code	A
Hunt group type (S=Static).	-

F3=Exit F5=Refresh F12=Cancel

Hunt Group Members

Hunt Group Members

8/15/2012 10:54:09
System: S10E9B6C

Position to ____ Starting value

Type options, press Enter.

2=Change 3=Copy 4=Delete 5=Display 6=Print

Group code : 999999 - May's Test Hunt group

Opt	Sequence	User	Extension	Group
-	10		0000000305	
-	20		0000000301	
-	30		0000000302	
-	40		0000000306	
-	50		0000000136	

Bottom

F3=Exit F5=Refresh F6=Create F12=Cancel
F17=Top F18=Bottom F21=Print list

Creating Valid Extensions

Valid Extensions

8/08/2012 11:07:53
System: S10E9B6C

Position to _____ Starting value

Type options, press Enter.

2=Change 3=Copy 4=Delete 5=Display 6=Print

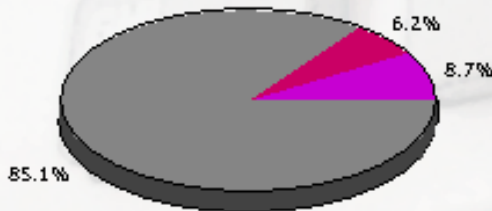
Opt	Outbound Extension	Remote Extension	Inbound Extension	Voicemail Extension	Primary User	Dialer Code
-	101		301			A
-	102		302			A
-	103					A
-	105		305			A
-	106		306			A
-	107		307			A
-	111		113			A
-	112		112			A
-	131		431			A
-	132		332			A
-	133					A

More...

F3=Exit F5=Refresh F6=Create F12=Cancel
F14=Previous view F15=Next view F17=Top F18=Bottom F21=Print list

Monitor Inbounds (blended)

Talking	4
Waiting	0
Wrapping Up	2
Offering	0
Idle	23
Logged On	29

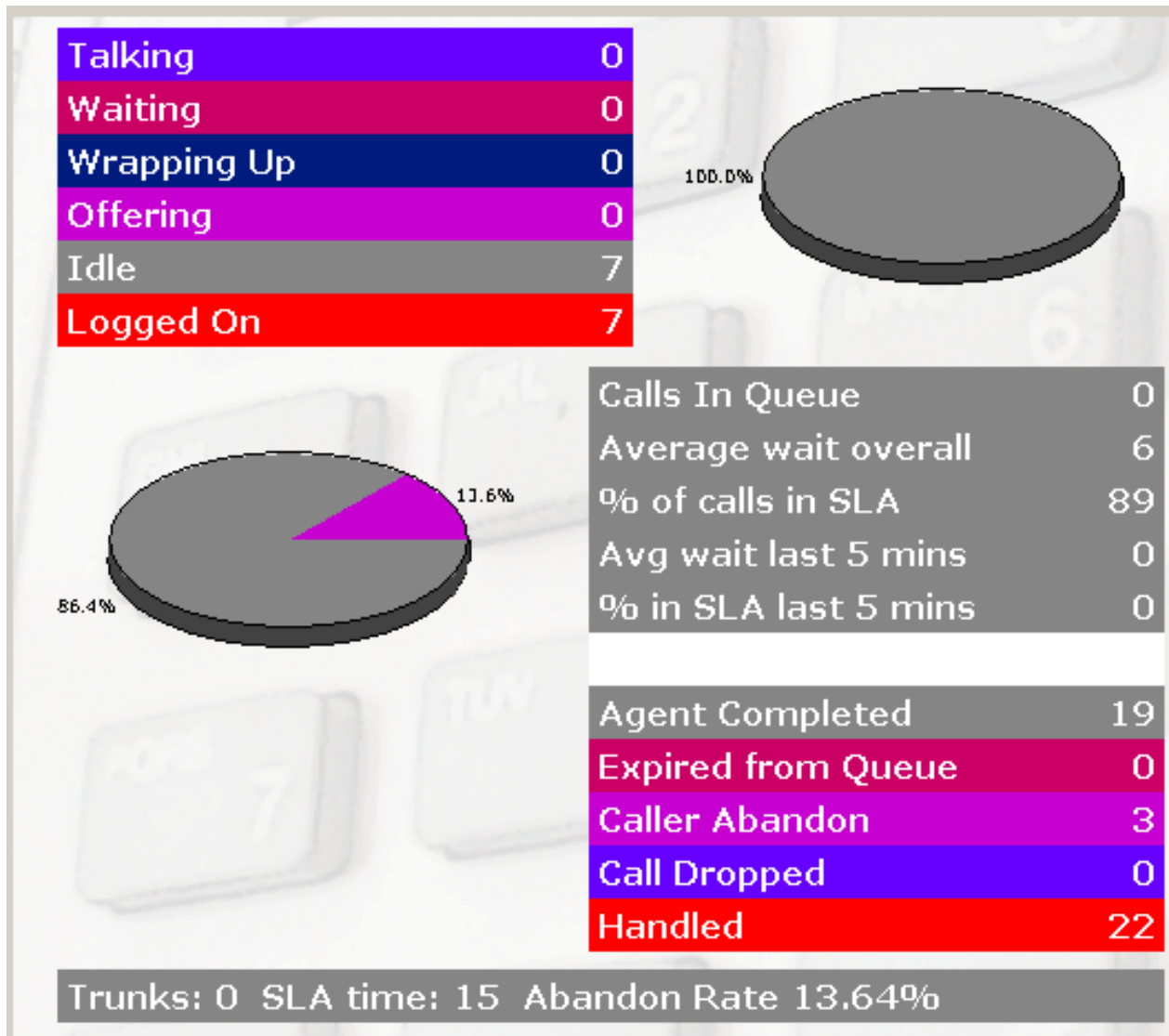


Calls In Queue	2
Average wait overall	13
% of calls in SLA	73
Avg wait last 5 mins	13
% in SLA last 5 mins	0

Agent Completed	137
Expired from Queue	10
Caller Abandon	14
Call Dropped	0
Handled	165

Trunks: 0 SLA time: 15 Abandon Rate 8.48%

Monitor Inbounds (system)



Inbound Calls to IVR

- Quantrax has two standard inbound scripts
 - Receptionist Script
 - Payment Portal Script
- IVR runs all day even when agents are gone

QUANTRAX CORPORATION INC.



Itel Inbounds

Thank You

Quantrax August 2012