



One Place for Voice, Data & Networking
One Point of Contact
One Bill

BroadWorks® Call Center

Broadworks provides support for basic call centers, allowing businesses to receive incoming calls from a central phone number. This enables a business to establish technical assistance lines, customer support numbers or order-taking centers. Multiple Call Centers can be supported per business. Incoming calls to the Call Center are presented to the next available agent.

Broadworks expands the capabilities of legacy call centers by allowing call center agents to be geographically distributed. Thus, agents can attend calls from home, a satellite office or any other location served by Broadworks in a transparent fashion.

In addition, the Call Center functionality can also be combined with other Broadworks call completion services to ensure that all incoming calls get serviced expeditiously under any network condition and at anytime.

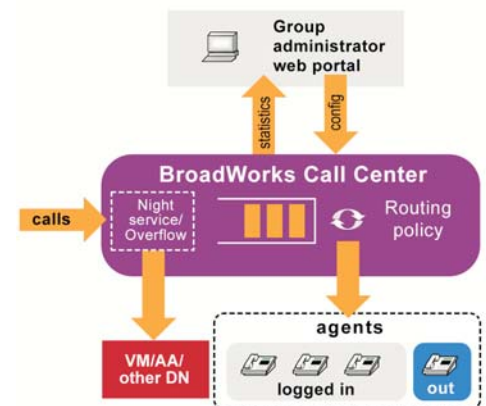
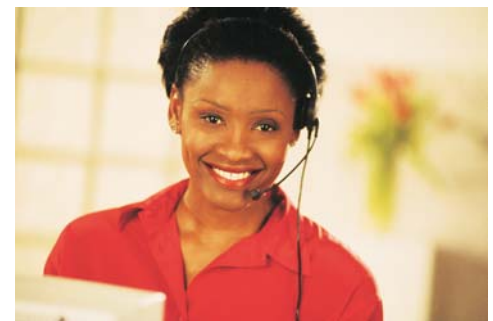
Features

Voice Mail - if there are no more agents to handle an incoming call or the call goes unanswered for a specified amount of time, the call can be forwarded to a call center voice mailbox.

Night Service - calls received after-hours or on non-business days can receive a service menu of options allowing a caller to leave a voice message or transfer to an emergency number.

Multiple Call Distribution Policies - incoming calls are handled according to the selected policy, which includes uniform call distribution, linear hunt group, circular hunt group, no-answer and simultaneous ringing.

Call Queuing - when all call center agents are busy, incoming calls can be queued until they can be presented to an available agent. Calls in queue are provided with an initial greeting, a periodic greeting and audio on hold. All greetings and audio are configurable for each call center.



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Queue Escape - callers who are queued can press a key to be sent directly to the call center voice mailbox instead of waiting for an available agent.

Overflow - when a call center cannot accept any more calls, incoming calls can be forwarded to an overflow phone number.

Statistics - statistics are generated for each call center and each agent on a configurable period. The statistics are periodically reported to a configurable email address in CSV format and are viewable to the group administrator via the web portal.

Service Integration - any Broadworks personal service can be assigned to the call center phone number to customize the call center group. This includes services such as call forwarding, call notification, call screening and voice messaging.

Queue Flushing - when all agents in the call center group logout, queued calls are automatically sent to the call center group voice mailbox.

Outlook Contact Integration - vCards from the agent's Outlook or Exchange contact database pop-up for incoming calls.

Agent Login/Logoff - agents can login and logout from the group so that calls are only presented to agents that are on duty.

Screen Pops - incoming calls pop-up on a web screen showing information associated with the incoming call. A group-specific URL is accessed for each call.



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