

KiSpring Inc.

ASM Call Centre specifications

Calls/agents

Advanced call recording and access to a searchable database of high-quality audio for incoming and outgoing calls.

- Inbound/ outbound calling
- Caller music-on-hold
- NEW** • Agent music-on-idle
- Agent call recording
- NEW** • Agent to caller (recording playback)
- Call monitor/assist
- Custom caller IDs
- Real-time agent state:
Ready, Do Not Disturb, Logged Off, Inbound Call, Outbound Call, Ringing, Disconnect and more

Interactive voice response (IVR)

Browser-based interface to customize IVR settings, multiple IVRs, maintain audio for IVRs and queue audio.

- Auto-attendant (IVR)
- Multiple auto-attendants
- IVR authentication
- NEW** • IVR credit card validation
- NEW** • Upload voice prompts
- Scheduled audio activation

Queue monitor (application)

Web 2.0 browser-based management, queue monitoring and real-time call centre activity data. This application is typically used by management to monitor and manage agents, and view real-time performance data.

- Unlimited queues
- Real-time agent state:
Ready, Do Not Disturb, Logged Off, Inbound Call, Outbound Call, Ringing, Disconnect and more.

Call distribution

Please view our case studies for more details on how you can take advantage of our advanced call distribution options.

- Full-featured advanced call distribution (ACD)
- Unlimited call queues
- Call forwarding
- Call return
- Call out (VOIP/PSTN)
- Conference bridges
- Custom caller IDs
- Ring all, Blast group, Round robin, Skills-based & more.
- NEW** • Message queue

Reports and statistics

Browser-accessible graphical reports of call centre activity, with remote access to call centre statistics and call recordings via our ASM ADMIN gateway.

- Powerful reporting
- Graphical queue reports
- Real-time queue and agent data
- Interactive web-based management
- NEW** • Schedule statistics by email with an unlimited number of recipients

Call manager (application)

Web 2.0 browser-based management, call monitoring and real-time call activity data. This application is typically used by call centre managers to view on-call agent activity.

- Queue and call status
- Agent Status
- Time based, real-time statistics
- One-click call monitoring
- One-click agent assist

Current Status:

- Total # of logged on agents (TLOA)
- Total # of on call agents (TOCA)
- Total # of agents waiting for calls (TAWFC)
- Total # of not ready agents (TNRA)
- Total # of calls in queue (TCIQ)
- Longest waiting call in queue (LWCIOQ)

The entire business day:

- Average speed to answer (ASA)
- Average call handle duration (ACHD)
- Total calls (TC)
- Total calls answered (TCAns)
- Total calls abandoned (TCAbn)
- Percent calls answered (%CAns)
- Percent calls abandoned (%CAbn)
- Grade of service¹ (GOS1)
- Grade of service² (GOS2)

NEW

NEW

The last 60 minutes of business day:

- Average speed to answer (ASA-L60)
- Average call handle duration (ACHD-L60)
- Total calls (TC-L60)
- Total calls answered (TCAns-L60)
- Total calls abandoned (TCAbn-L60)
- Percent calls answered (%CAns-L60)
- Percent calls abandoned (%CAbn-L60)
- Grade of service¹ (GOS1-L60)
- Grade of service² (GOS2-L60)

NEW

NEW

All data is configurable, and changes through the user interface can display specific items of interest.

- One-click call monitoring
- One-click agent Assist
- One-click (forced) log-off

Customized Integration

ASM Call Centre can be easily integrated into existing software applications, such as ordering systems, customer relationship management (CRM), sales and productivity packages. At KiSpring, we believe customization is not a luxury but a requirement for all call centre installations. Our ongoing review process helps to ensure that your call centre continues to meet your changing requirements.

- Custom, Computer telephony integration (CTI)
- Extension groups
- Paging/Zone paging
- Intercom/Zone Intercom
- Voicemail groups

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