



Virtual ACD

By the time your customer hangs up the phone they have already formed an opinion about your business...are you sure that the most qualified agents are handling your calls?

Prosodie Interactive offers a quality customer service experience every time. Our skill based routing directs calls to your most qualified and informed agents. You are able to hand-pick the best agents in the industry without the limitations of location and time zones while providing 24x7 service to your clients.

Our VACD (Virtual Automated Call Distributor) tool also provides an interface allowing you to remotely monitor the state of your agents and queues, add and manage agents and clients, retrieve reports and reporting data, and many other customizable functions. It acts as the primary interface for agent supervisors and contact center managers to monitor and maintain the growth of your contact center operation.

With higher VACD usage and shorter call lengths Prosodie Interactive provides a unique and cost effective way for your contact center to increase your customer experience and overall profitability.

Applications

- Customizable solutions
- Real-Time Call Monitoring (RTM)
- Agent status display & Pop
- Gate status display
- Gate snapshot display & Pop
- View gate queue ticker
- Real-time reporting
- Custom short numbers

Highlights

- Handle peak periods & provide 24x7 service
- Reduce cost & increase efficiency
- Ensure business continuity
- Seamlessly route calls to multiple contact centers & home based agents
- Increase agent retention
- Flexibility for agents to pick up & drop shifts
- Ensure business continuity
- Minimize contact center overhead by reducing the need for traditional brick & mortar facilities

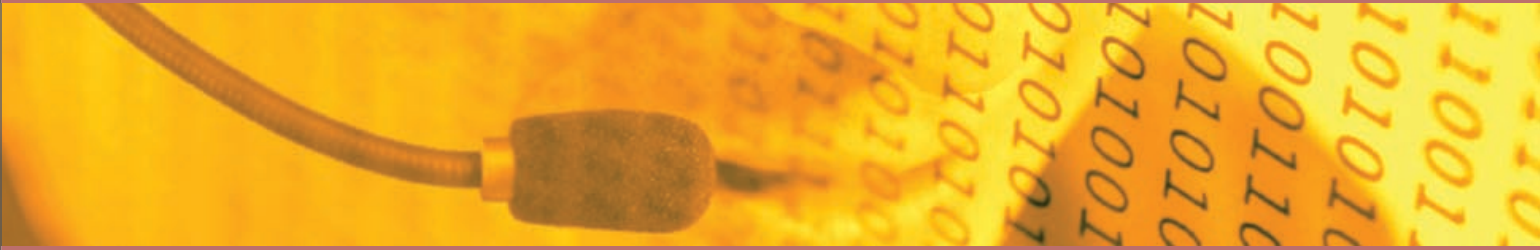
Features

- Call queuing and routing
- Route calls to qualified agents
- Skill-based call routing
- Prioritized call routing
- DNIS assignment of agent groups
- GUI interface
- Unlimited number of agent groups
- Toll free call answering
- Custom messages created for each DNIS
- Supervisory features for monitoring & evaluating agent/system performance
- Dashboard display in real-time of agent/call data
- Extensive reporting & analysis features

Contact us today!

Toll Free: 866.776.7634

www.prosodieinteractive.com



Virtual ACD

Benefits

- Supervisory features for monitoring & evaluating agent/system performance
- Achieve better customer experience through quick & efficient calls
- Handle peak periods & provide 24x7 service
- Find & retain the best agents
- Ensure business continuity
- Convenient call queuing and routing
- Route calls to qualified agents
- Skill-based call routing
- Unlimited number of agent groups
- Custom messages created for each DNIS
- Extensive reporting & analysis features

Your Bottom Line

- Reduce cost & increase efficiency
- Enhance caller experience
- Shorter call lengths
- Improve functionality
- Decrease cost
- Increase overall savings

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