

Call Center

Full Feature List

Native Call Center with more features and functionality than ever before



Queue Creation

- Ability to name queue and assign extension or call-in number
- Configure basic settings of the queue, including call limit, options for queue timeout according to specified number of seconds, immediately if empty, or immediately if no agents are ready, option to record all calls in the queue, escalation handling, and dropout options
- Set routing strategy from options of most idle, least calls handled, least offers made, round robin, skills-based (loose), or skills-based (strict)
- Updated routing configuration independently supports both sorting and distribution configurations
- Create hold treatment call flow with intuitive menu of options, which include announce position, announce wait, pause, and play media file
- Specify how the queue should handle certain agent actions, including agent connection timeout after certain number of seconds, force away on specified number of rejected/missed calls, allow recovery time and recovery time extensions, and enable multiple extensions for agents
- Assign agents to queue

Queue Management

Queue Overview

- Overview of queues includes name, status, and extension of each queue
- Ability to search, sort, and pause all queues
- View each queue's performance in terms of longest wait, calls in queue, and calls abandoned
- See overview of each queue's agents by status
- Toggle to preferred device for call handling
- Set agent status to away, ready, or end agent session
- Option to click-through to see individual queue details

Queue Details

- Overview of queue's name, status, and extension
- Ability to set queue status as active or paused
- View all real-time queue metrics
 - Longest wait
 - Calls in queue
 - Abandoned calls
 - Agents ready
 - Agents busy
 - Agents away
 - Missed calls
 - Handled calls

- Edit queue settings or delete queue entirely
- View all calls in queue with ability to see time in queue and phone number, as well as functionality to either answer the call or bump it up in the queue
- See list of all agents in the queue that can be sorted according to name, role, status, call handling, session duration, time marked as away, and skills, with additional options to filter and search
- Assign or unassign agents to queue through Manage Members button
- Improved queue activity log entries to better clarify what is happening to calls and troubleshoot in realtime

Agent Management

- Initiate Eavesdrop/Whisper/Barge on all calls handled by agent, including external calls
- View call center agent details, including member name, session duration, number and name of assigned queues, and skills
- Search and sort all call center agents
- Enable or disable call recording for all calls by agent
- Toggle agent states individually or in bulk
- Add users on your account as call center agent
- Update agent skills within the Members page by adding or removing skill tags, viewing all available skill tags, creating new skill tags, and assigning skills for strict or loose queue routing strategies

Reporting & Dashboards

Agent Performance

- Sort and display performance metrics by member name, total calls, average call time, average wait time, handled calls, missed calls, and rejected call fields
- Filter data by specific agents (including an aggregate Average Agent), specific queues, daily/weekly/monthly duration, and date range
- View data in list, card, or graph views

Queue Performance

- Sort and display performance metrics by queue name, total calls, average wait time, handled calls, missed calls, and timeout calls
- Filter data by specific queues (including an aggregate Average Queue), daily/weekly monthly duration, and date range
- View data in list, card, or graph views

Other New Features

- The Basic and Pro versions of the Call Center app are now combined into a single unified application, deployed on all platforms (comm.land and monster-ui)
- The Settings page allows you to toggle on Pro features to upgrade for access to the full features and functionality from within the application
- In-App Feedback module allows users to submit feedback, suggestions, and issues directly from the UI