IP CONTACT CENTER SOLUTION

RELEASE 4.0 (2024)

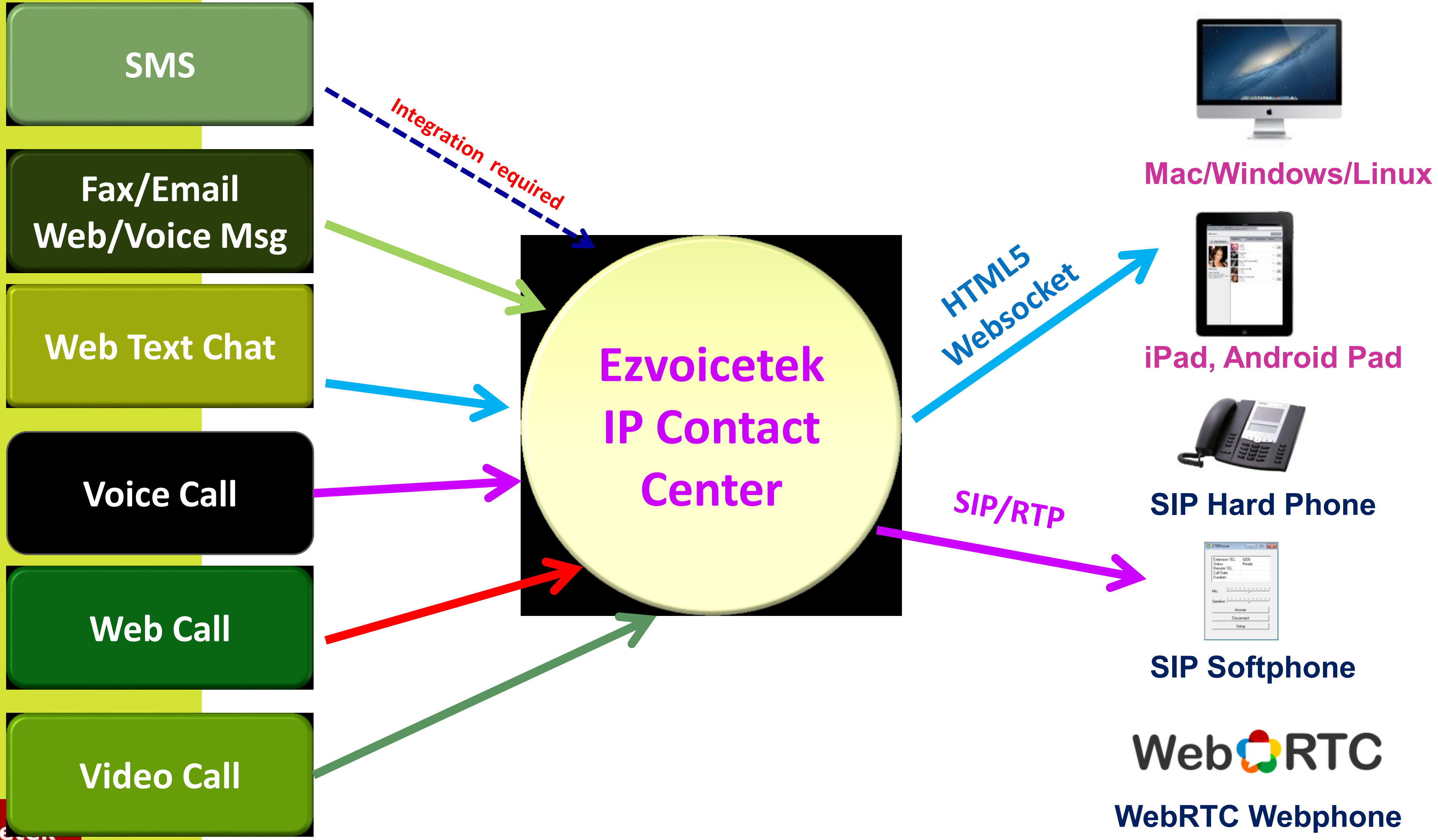
www.ezvoicetek.com

Ezvoicetek
www.ezvoicetek.com

IP CONTACT CENTER BENEFITS

- Voice and data convergence/UC-ready Technology
- Enhanced flexibility /SIP Standard
- Significantly reducing call centre operational costs
- New technologies to provide hosted clouding contact centers
- Easy to be Integrated with AI Service
- Support virtual centre, including remote sites and home-based agents

MULTIMEDIA CONTACT CENTER



SMS

Fax/Email
Web/Voice Msg

Web Text Chat

Voice Call

Web Call

Video Call

Integration required

Ezvoicetek
IP Contact
Center

HTML5
Websocket

SIP/RTP

Mac/Windows/Linux

iPad, Android Pad

SIP Hard Phone

SIP Softphone

WebRTC

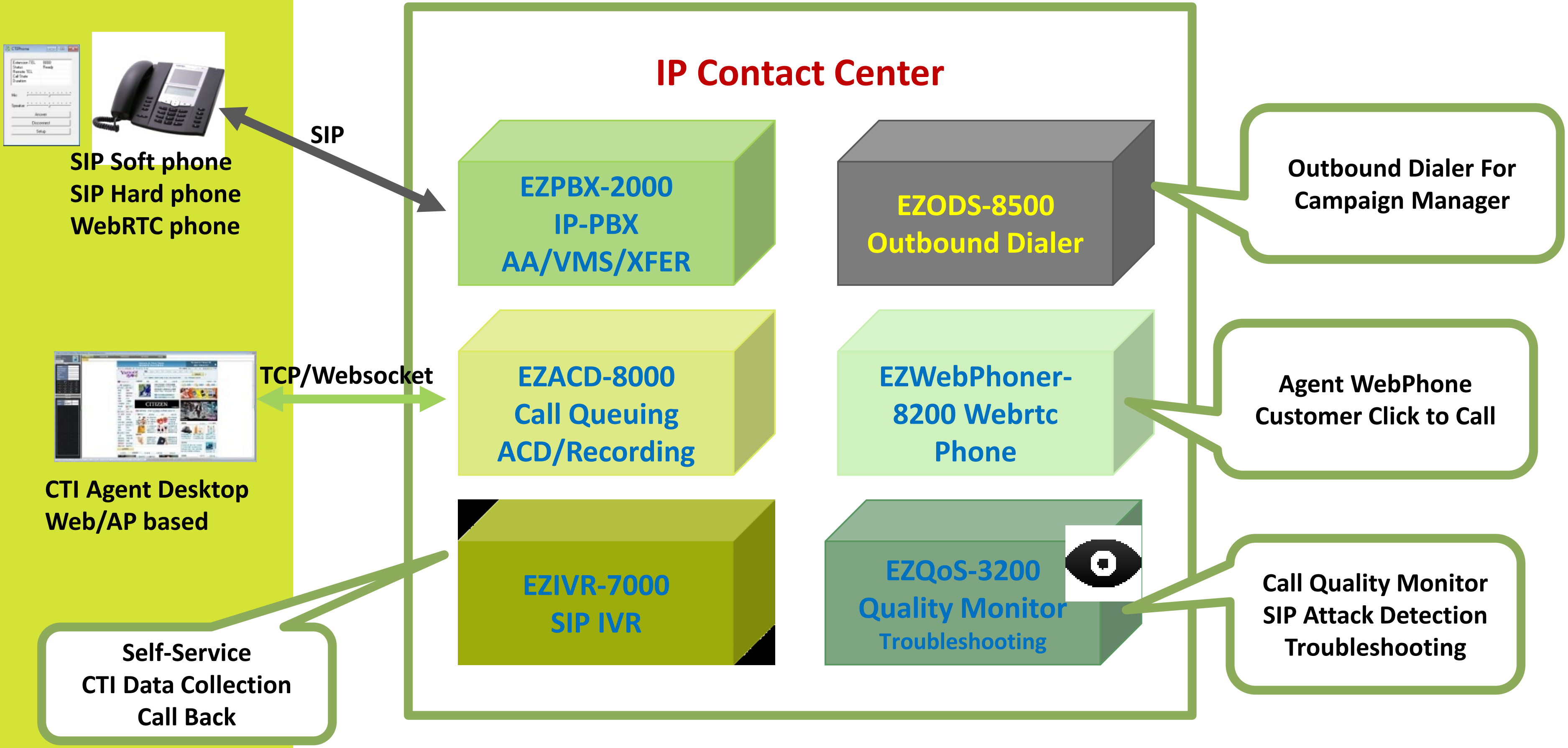
WebRTC Webphone

AWARDS

- 2022 Top 10 Contact Center Technology Companies
- 2019 Top 10 Contact Center Technology Solution Providers
- 2018 Top 10 Unified Communications Solution Providers
- 2017 Top 25 Unified Communications Solution Providers

TOP 10
CONTACT CENTER
TECHNOLOGY
COMPANIES
2022
Awarded by
APAC CIO Outlook
APAC CIO Outlook TOP 10
CONTACT CENTER
TECHNOLOGY
SOLUTION PROVIDERS - 2019
APAC CIO Outlook TOP 10
UNIFIED
COMMUNICATION
SOLUTION PROVIDERS - 2018
APAC CIO Outlook TOP 25
UNIFIED
COMMUNICATION
SOLUTION PROVIDERS - 2017

EZVOICETEK SOLUTION FOR ENTERPRISE



IP Contact Center

SIP Soft phone
SIP Hard phone
WebRTC phone

SIP

EZPBX-2000
IP-PBX
AA/VMS/XFER

EZODS-8500
Outbound Dialer

Outbound Dialer For
Campaign Manager

CTI Agent Desktop
Web/AP based

TCP/Websocket

EZACD-8000
Call Queuing
ACD/Recording

EZWebPhoner-8200 Webrtc
Phone

Agent WebPhone
Customer Click to Call

EZIVR-7000
SIP IVR

EZQoS-3200
Quality Monitor
Troubleshooting

Call Quality Monitor
SIP Attack Detection
Troubleshooting

Self-Service
CTI Data Collection
Call Back

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EZPBX-2000 Enterprise IP-PBX

EZPBX-2000
IPV4/V6 Dual SIP
Multi-Office

Auto Attendant
Voice Mail

32 Parties
Conference /
64 Parties
Broadcasting

Hitless HA
Redundant

Flexible Routing
Telephony feature
DID/DOD
SIP Trunk

Web GUI
Reporting
SOAP Interface

Voice Logging
Smart Calling
(optional)

EZPBX-2000 HIGHLIGHTS

- Run IPv4 and IPv6 SIP Calls Simultaneously
- High Performance/Reliabilities
- Hitless HA Redundant
- SIP UDP, TCP, TLS Seamless Connection
- Automatic Audio/Video NAT Traversal
- Working as SIP Trunk and SIP Router
- Powerful Digit Manipulation and Call Routing Plan
- Prosperous Telephony Features for Time to Market
- Multi-language Web GUI/On Line Pop-up Help
- SIP Attack Detection and Prevention

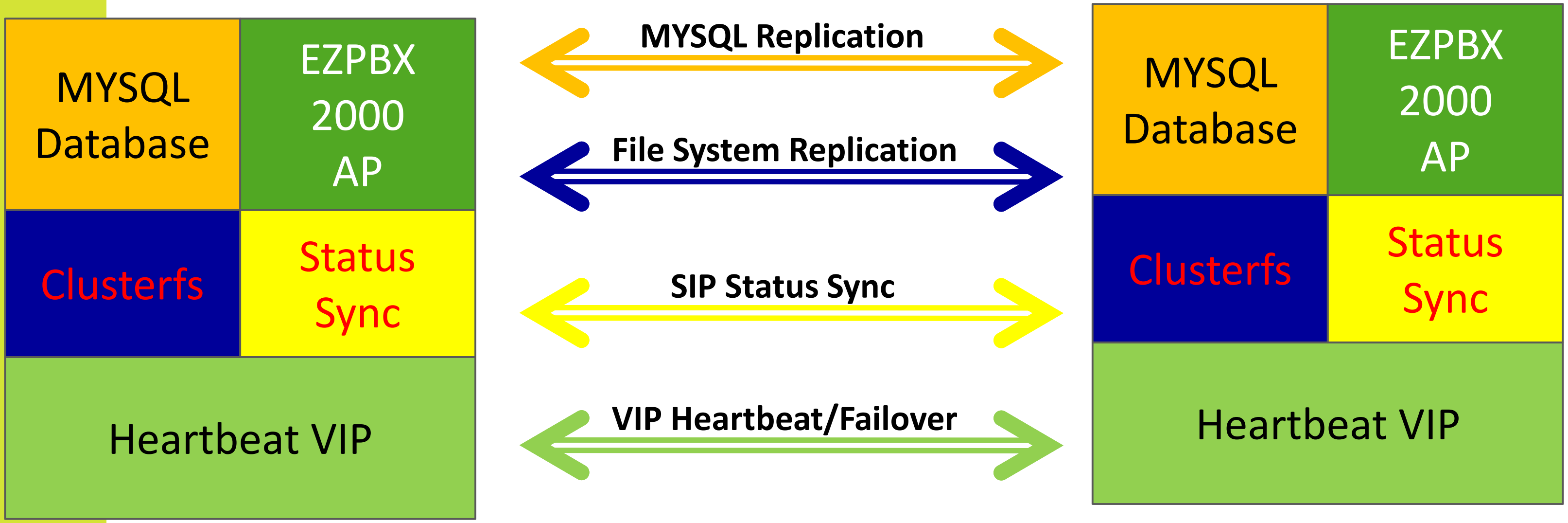
EZPBX-2000 HIGHLIGHTS

- Support Multi-office/Multi-Language
- Auto Attendant Service/AA Call Flow Editor
- Voice Mail Service/SIP MWI/VMS to Email
- Up-to 32 Parties Conference Room
- Up-to 64 Parties Broadcasting Service
- Auto CPE Provisioning
- Support G.711, G.729A, GSM and G.722
- Divisional Billing/Call Detail List
- Running and Optimized under 64 bits Linux

EZPBX-2000 CAPABILITIES

- Max Concurrent Extension: 2,000
- Max Concurrent Call: 1,000
- Max NAT/RTP Resource: 1,000
- Max Universal Resource: 256
- Max Voice Logging Resource: 512
- Max BHCC: 200,000
- Support Hitless HA Redundant

EZPBX-2000 HITLESS HA



MYSQL Database

EZPBX 2000 AP

Clusterfs

Status Sync

Heartbeat VIP

MYSQL Replication

File System Replication

SIP Status Sync

VIP Heartbeat/Failover

MYSQL Database

EZPBX 2000 AP

Clusterfs

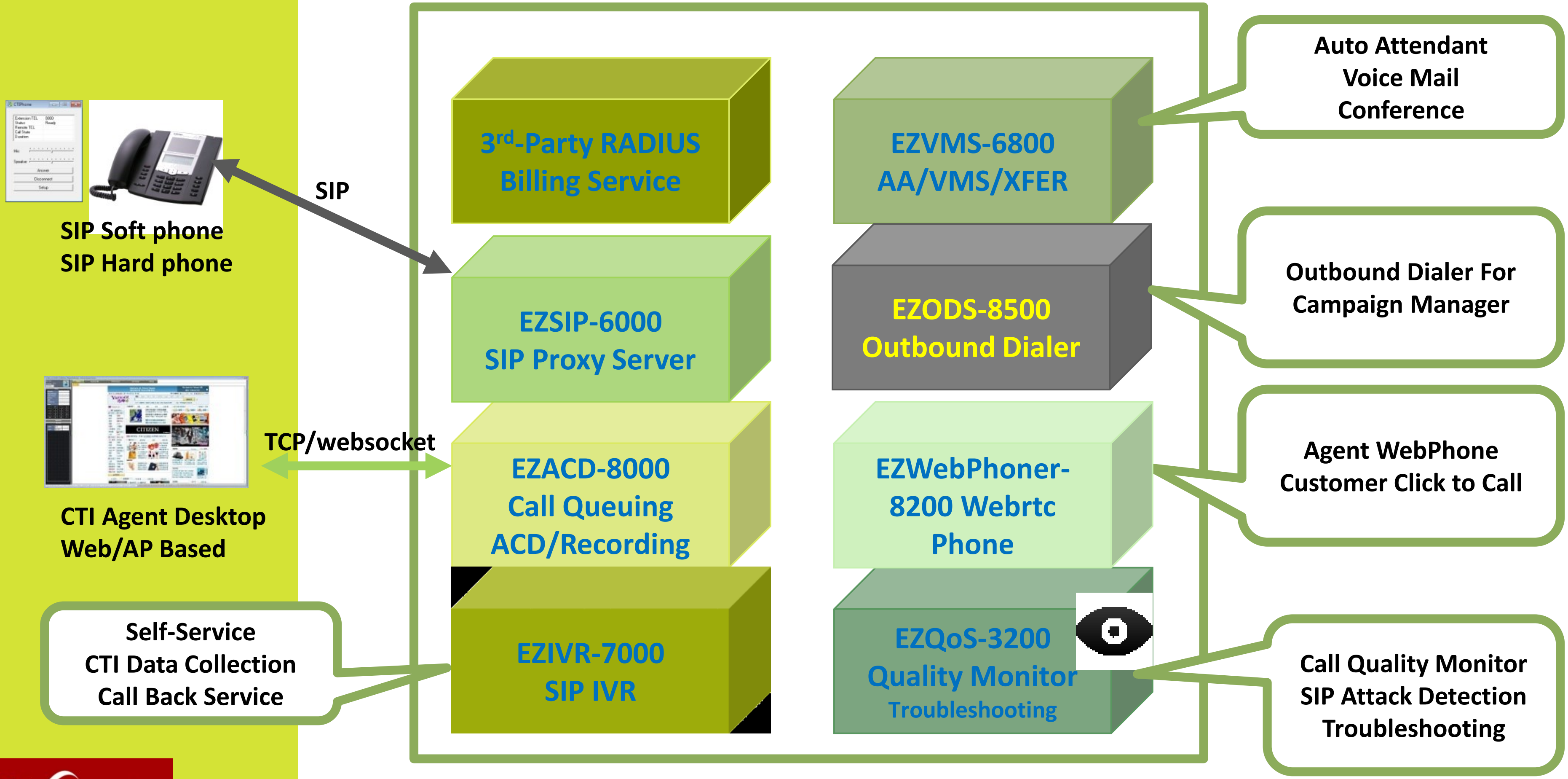
Status Sync

Heartbeat VIP

Hitless HA:

- ✓ Connected call will be kept and continue to talk with 2 to 3 seconds silence.
- ✓ Voice recording will be separate into 2 records (before and after failover)
- ✓ Unconnected call will be dropped
- ✓ Calls to AA/VMS will become silence

CLOUD/LARGE IP CONTACT CENTER



SIP Soft phone
SIP Hard phone

SIP

CTI Agent Desktop
Web/AP Based

TCP/websocket

Self-Service
CTI Data Collection
Call Back Service

3rd-Party RADIUS
Billing Service

EZSIP-6000
SIP Proxy Server

EZACD-8000
Call Queuing
ACD/Recording

EZIVR-7000
SIP IVR

EZVMS-6800
AA/VMS/XFER

EZODS-8500
Outbound Dialer

EZWebPhoner-
8200 Webrtc
Phone

EZQoS-3200
Quality Monitor
Troubleshooting

Auto Attendant
Voice Mail
Conference

Outbound Dialer For
Campaign Manager

Agent WebPhone
Customer Click to Call

Call Quality Monitor
SIP Attack Detection
Troubleshooting

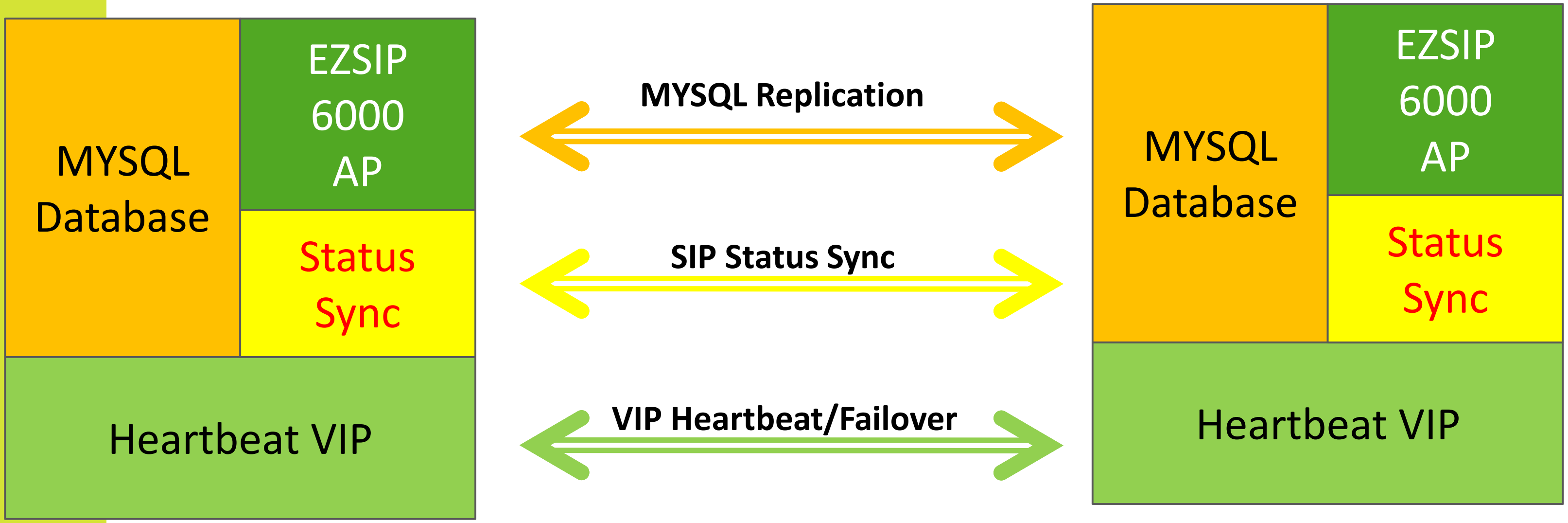
EZSIP-6000 SIP PROXY SERVER

- Run IPv4 and IPv6 SIP Calls Simultaneously
- High Performance/Reliabilities
- Hitless HA Redundant
- SIP UDP, TCP, TLS Seamless Connection
- Automatic Audio/Video NAT Traversal
- Work as SIP Trunk and SIP Router
- Flexible yet Powerful Digit Processing and Call Routing Plan
- Prosperous Telephony Features for Time to Market
- Multi-language Web Management /On Line Manual and Pop-up Help
- SIP Attack Detection and Prevention
- Auto CEP Provisioning
- Running under Off-the-Shelf Server and 64 bits Linux

EZSIP-6000 CAPABILITIES

- Max Concurrent User: 30,000
- Max Concurrent Call: 5,000
- Max NAT/RTP Resource: 2,000
- Max Voice Logging Resource: 512
- Max BHCC: 270,000
- Support Hitless HA Redundant

EZSIP-6000 Hitless HA


MYSQL Database
EZSIP 6000 AP
Status Sync
Heartbeat VIP
MYSQL Replication
SIP Status Sync
VIP Heartbeat/Failover
MYSQL Database
EZSIP 6000 AP
Status Sync
Heartbeat VIP

Hitless HA:

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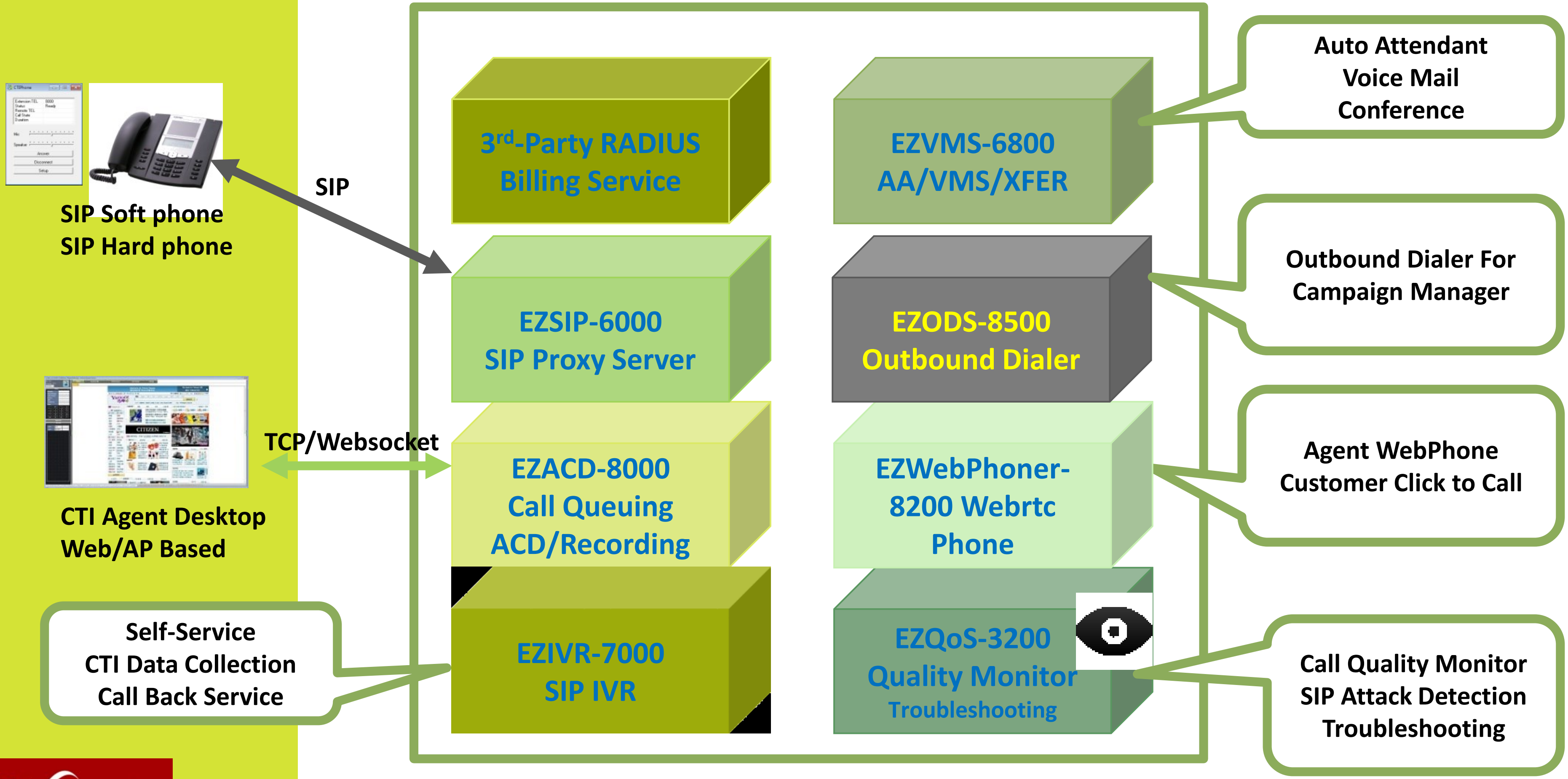
Cloud IP Contact Center



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AA/VMS/XFER

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EZIVR-7000
SIP IVR

EZQoS-3200
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SIP Attack Detection
Troubleshooting

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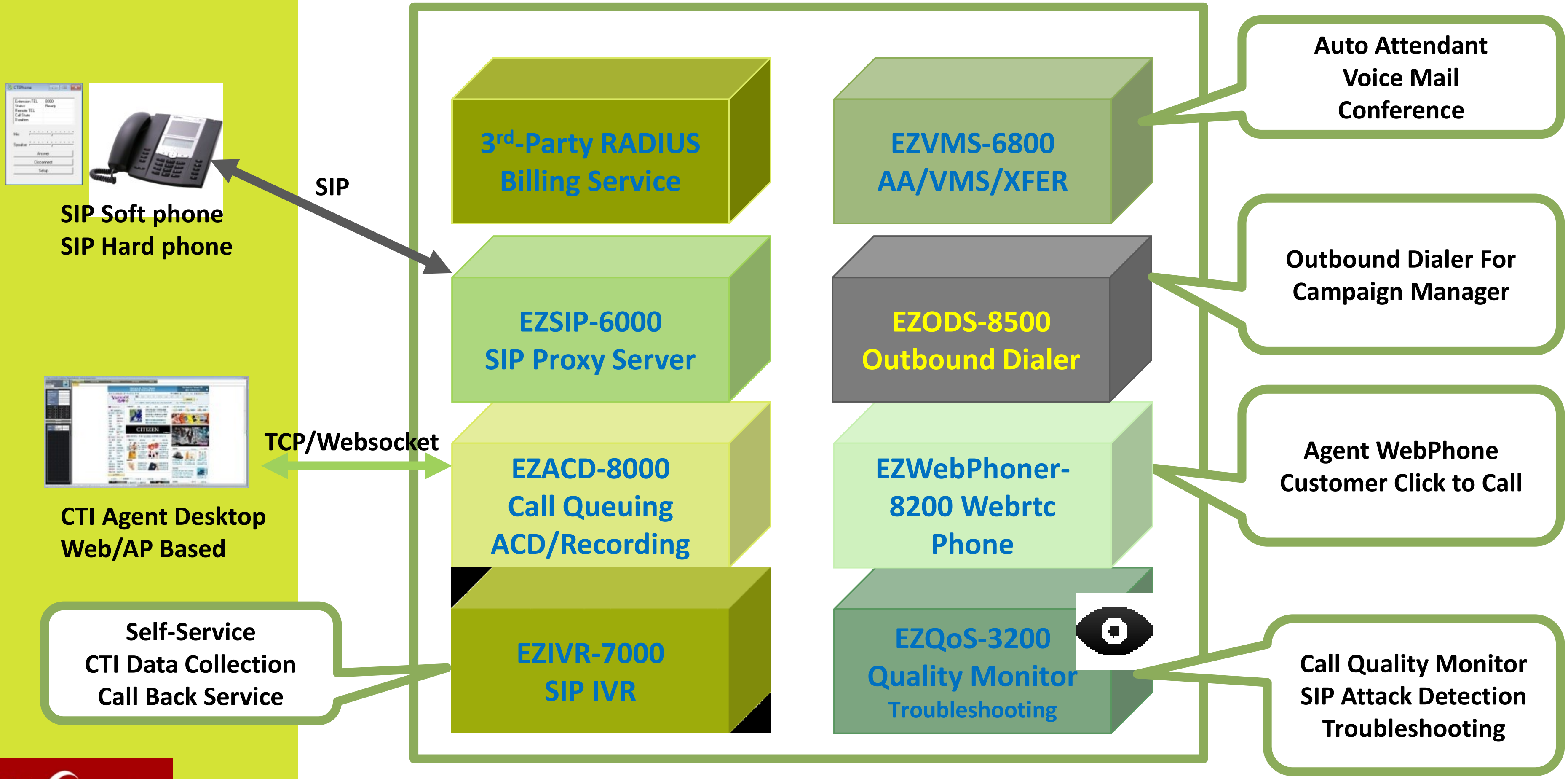
EZVMS-6800 HIGHLIGHTS

- Support IPv4 and IPv6 SIP Calls Simultaneously
- Support Multi-Company & Multi-Language
- Auto Attendant Service/AA Call Flow Editor
- Voice Mail Service/MWI/Email Notice
- Music On Hold/Service Prompt Service
- 32 Parties Conference Room
- 64 Parties Broadcasting Service
- Support G.711, GSM, G.722, G.729A
- Support VMS Load Balancing Cluster
- Auto Provisioning EZSIP-6000
- Running under Off-the-Shelf Server and 64 bits Linux

Cloud IP Contact Center



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Quality Monitor
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Conference

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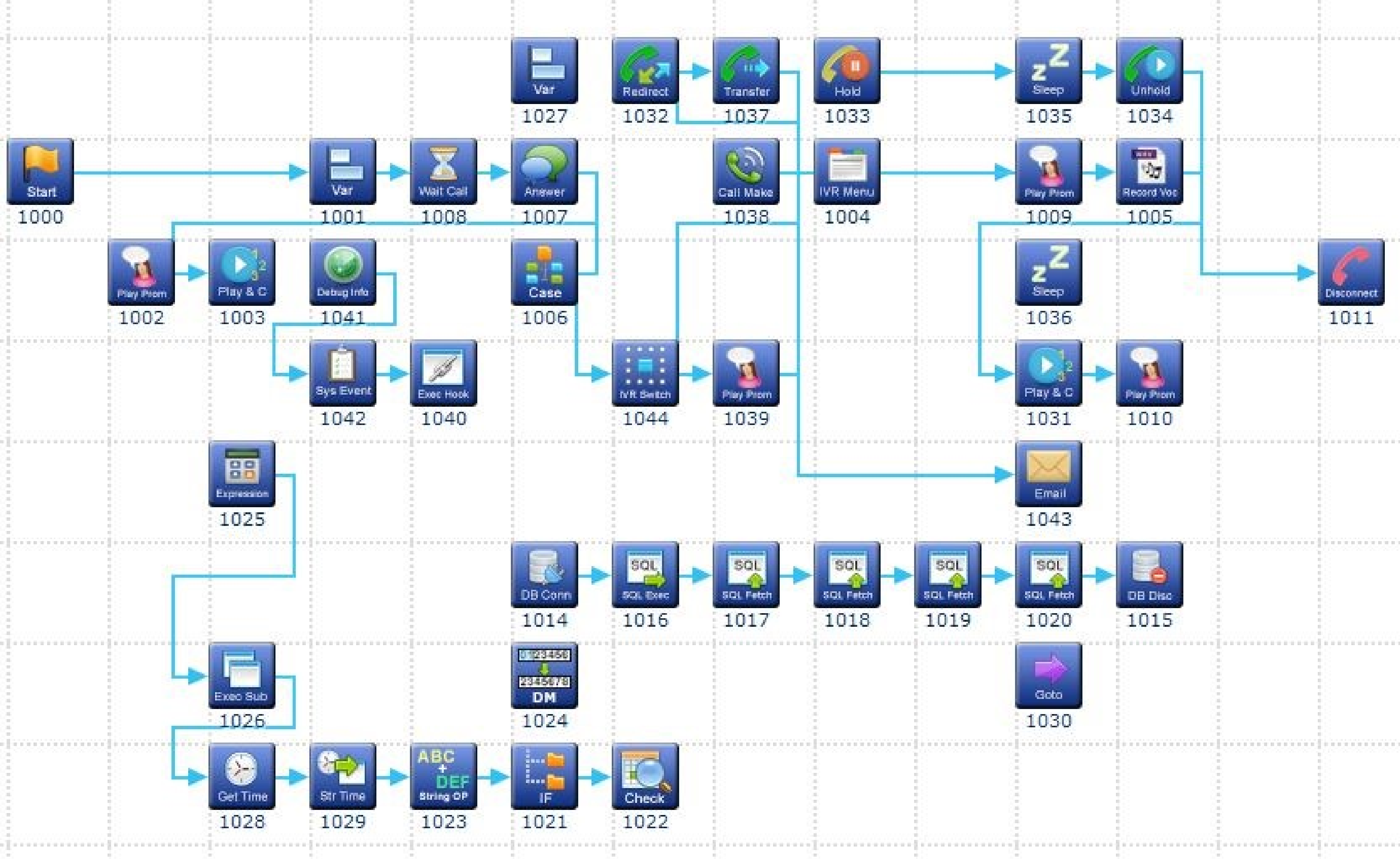
Agent WebPhone
Customer Click to Call

Call Quality Monitor
SIP Attack Detection
Troubleshooting

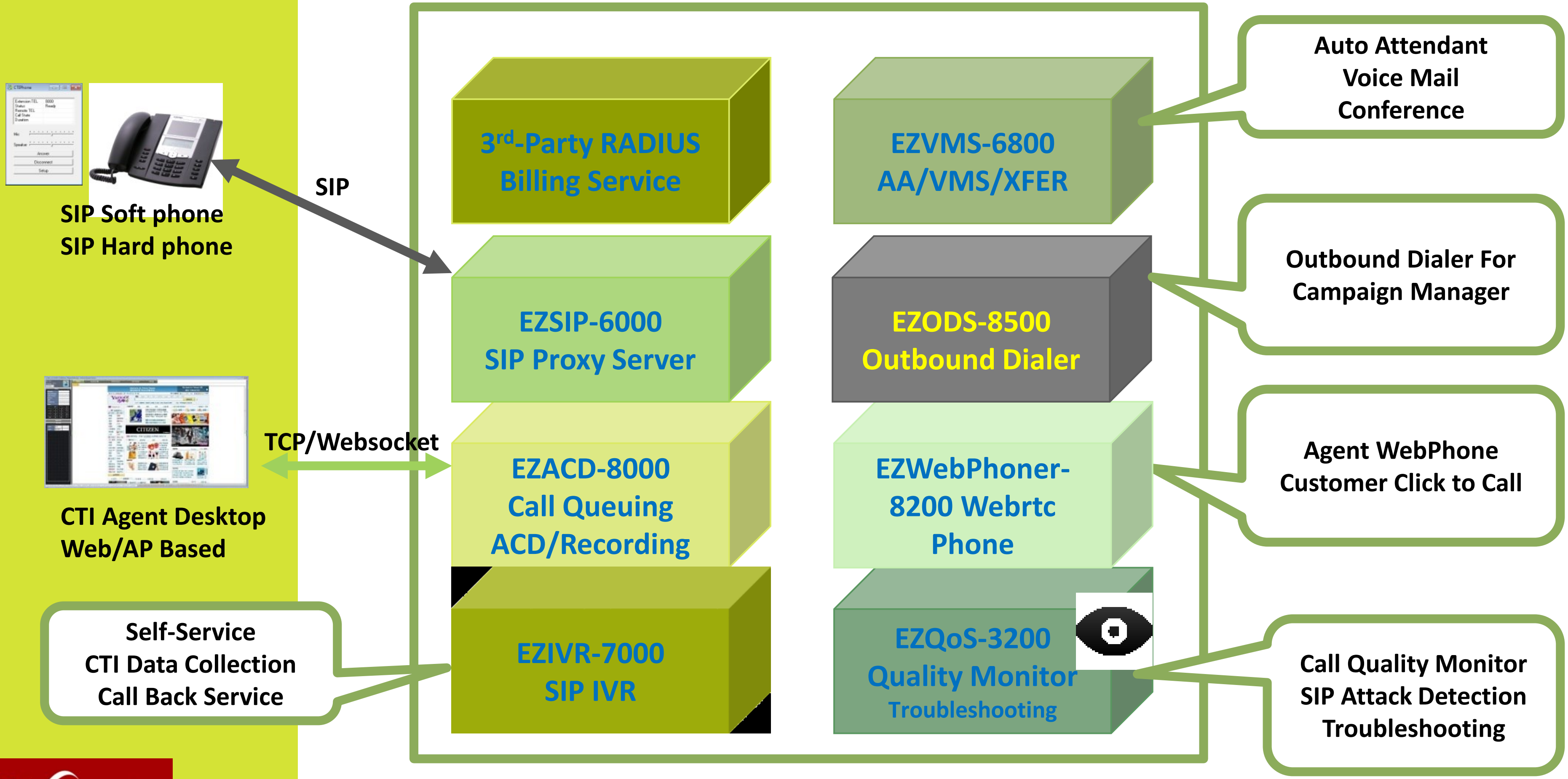
EZIVR-7000 HIGHLIGHTS

- SIP RFC 3261/2543
- Support G.711, G.729A, G.722 and GSM Codec
- Drag and Drop Call Flow Editor and Debugger
- Rich Built-in Components
- Hitless Call Flow/Voice Prompt Update
- Flexible C/Linux Script/HTTP/HTTPS Hook/Play List Hook
- Prompt/Script File Management
- Dedicate ACD Integration Components
- Support MRCPv2 TTS/ASR

CALL FLOW EDITOR


Var
1027
Redirect
1032
Transfer
1037
Hold
1033
Sleep
1035
Unhold
1034
Start
1000
Var
1001
Wait Call
1008
Answer
1007
Call Make
1038
IVR Menu
1004
Play Prom
1009
Record Voc
1005
Play Prom
1002
Play & C
1003
Debug Info
1041
Case
1006
Sleep
1036
Disconnect
1011
Sys Event
1042
Exec Hook
1040
IVR Switch
1044
Play Prom
1039
Play & C
1031
Play Prom
1010
Expression
1025
Email
1043
DB Conn
1014
SQL Exec
1016
SQL Fetch
1017
SQL Fetch
1018
SQL Fetch
1019
SQL Fetch
1020
DB Disc
1015
DM
1024
Goto
1030
Exec Sub
1026
Get Time
1028
Str Time
1029
String OP
1023
IF
1021
Check
1022

Cloud IP Contact Center



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Campaign Manager

Agent WebPhone
Customer Click to Call

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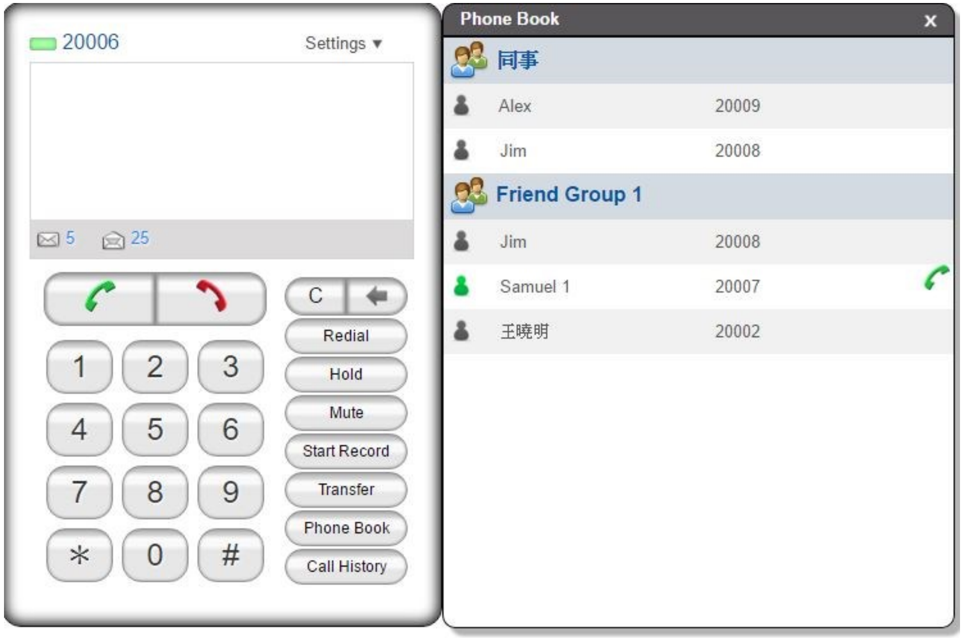
SIP Attack Detection
Troubleshooting

EZWEBPHONER-8200 WEBRTC

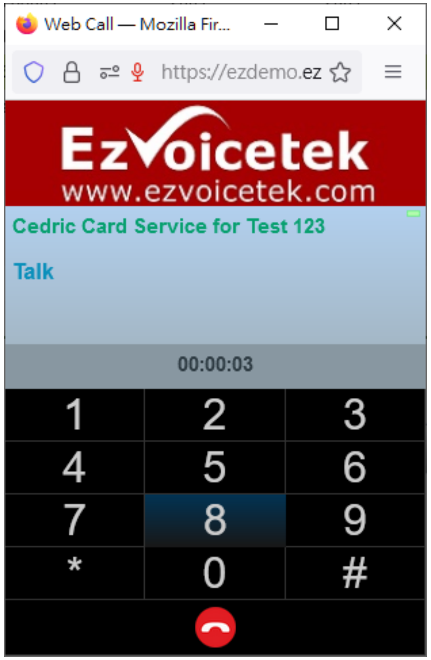
- EZACD-8000 ADT Built-in Agent Softphone
- WebRTC Vidoe/Audio to SIP Conversion
- DTLS/SRTP Encryption/RTP Conversion
- SIP RFC 3261/NAT Traversal
- Websocket API and Sample Code
- Built-in Ready to Run integrated Softphone
- Multi-Language Web Interface
- Support Transcode and 3-way Conference
- Support Click to Call

SAMPLE WEBRTC PHONE


20006
Settings ▾
5
25
C
Redial
Hold
Mute
Start Record
Transfer
Phone Book
Call History
1
2
3
4
5
6
7
8
9
*
0
#

Phone Book

同事	
Alex	20009
Jim	20008
Friend Group 1	
Jim	20008
Samuel 1	20007
王曉明	20002


Web Call — Mozilla Fir...
https://ezdemo.ez
EzVoicetek
www.ezvoicetek.com
1
2
3
4
5
6
7
8
9
*
0
#

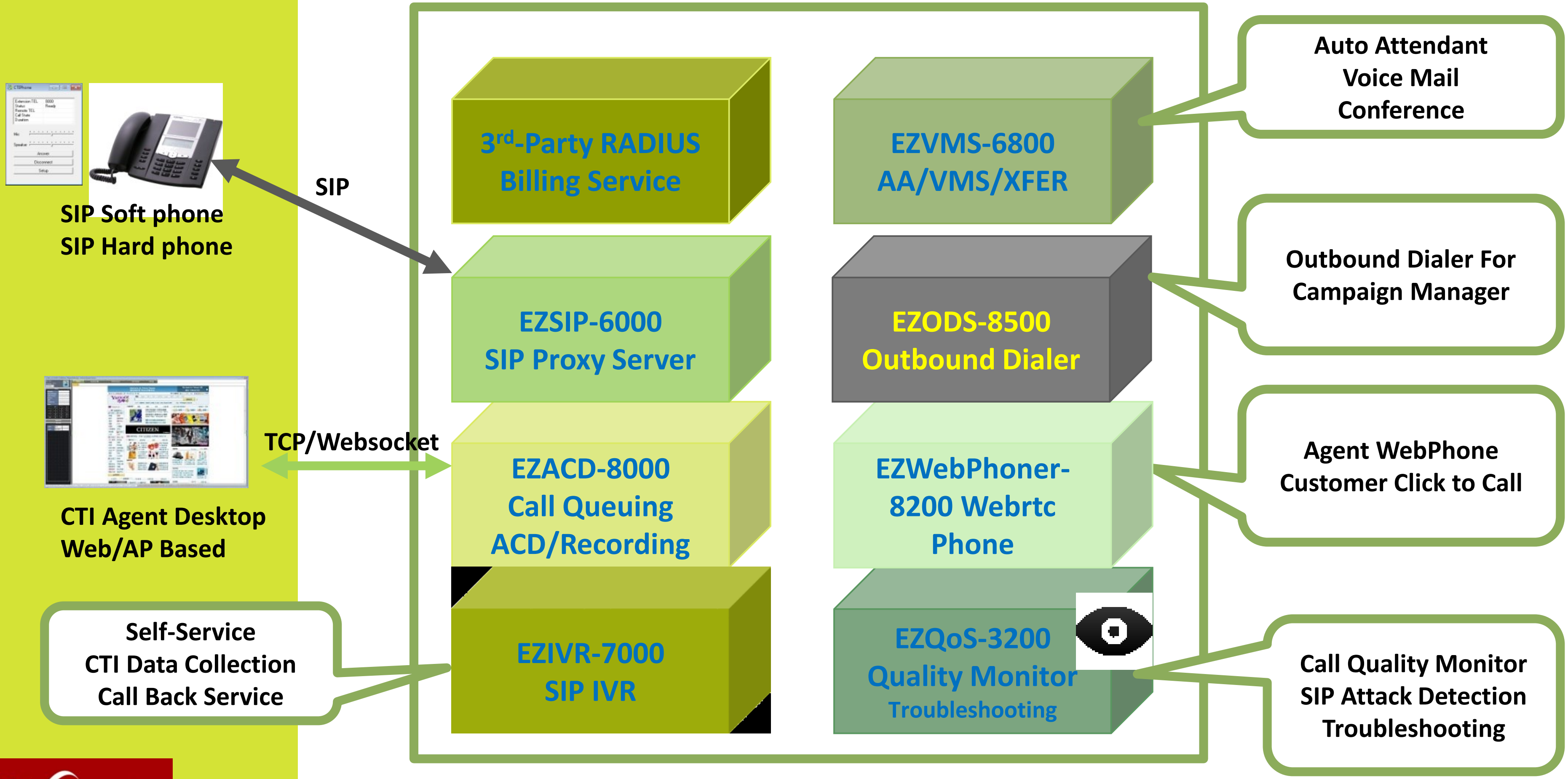
Cedric Card Service for Test 123

Talk

00:00:03

CLICK TO CALL

CLOUD IP CONTACT CENTER



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SIP IVR

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AA/VMS/XFER

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EZWebPhoner-8200 Webrtc
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EZQoS-3200
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Auto Attendant
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Outbound Dialer For
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Agent WebPhone
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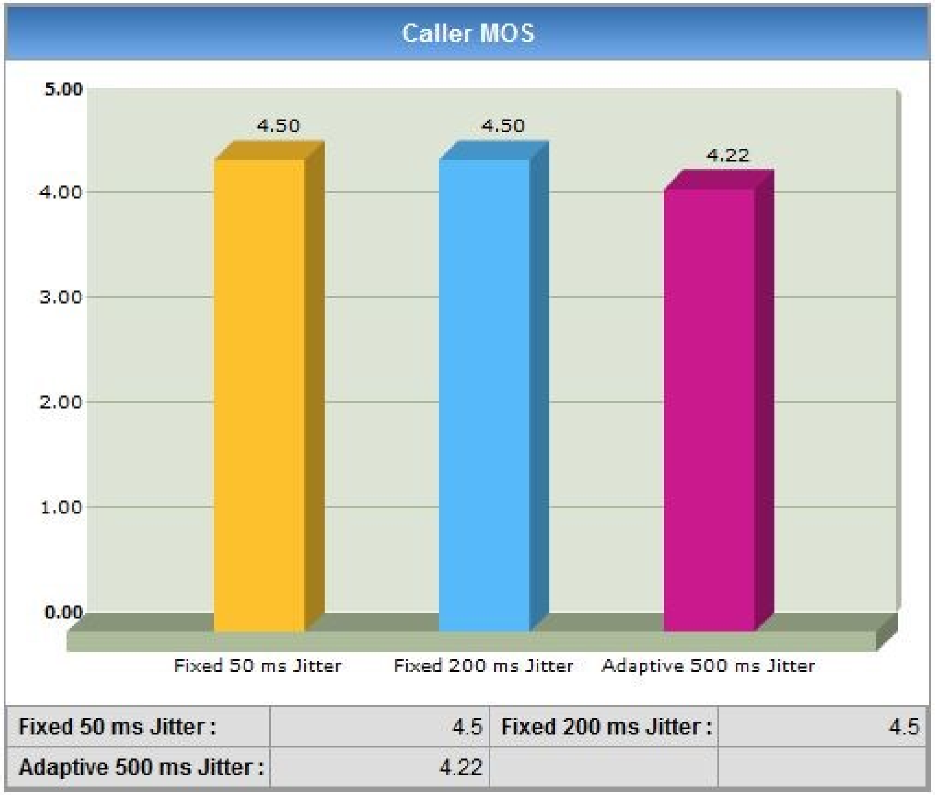
SIP Attack Detection
Troubleshooting

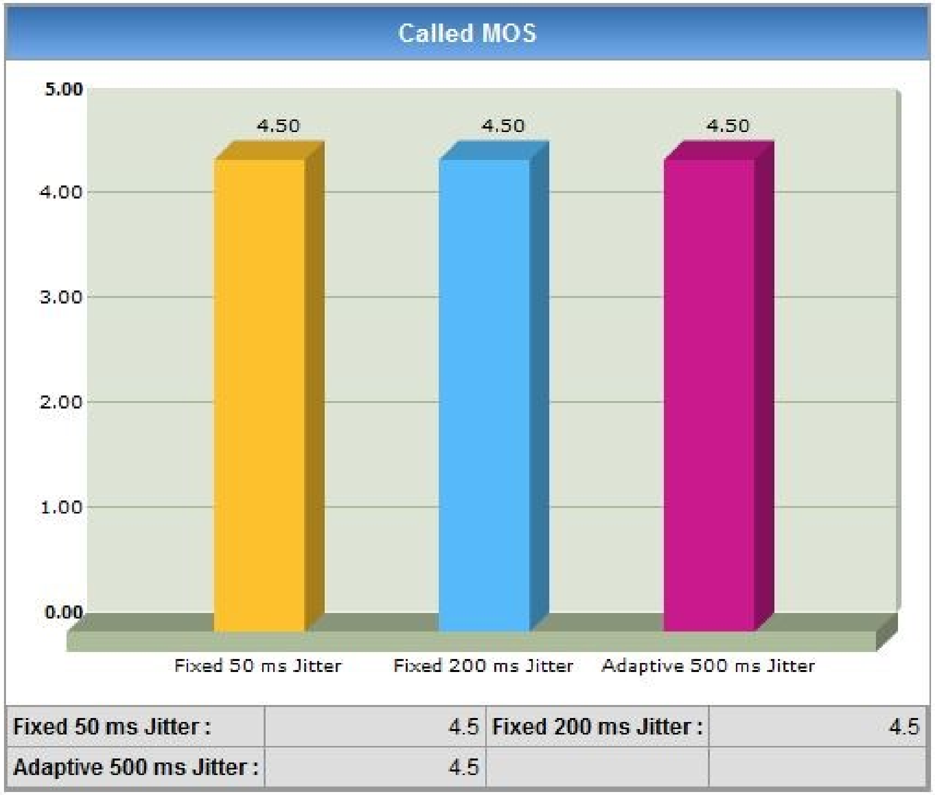
EZQOS-3200 HIGHLIGHTS

- Speed-up Troubleshooting and Problem Solving
- Voice Quality, SIP Attack, and Failure Detection and Notification
- Voice Logging Backup
- Make Less Customer Compliance
- ITU-T G.107 E Model R/MOS Value
- Support Dual IPV4/IPV6 SIP Calls/Register
- Provides Audio/Video/Fax Packet Capture
- Audio Playback and Packet Analysis
- Provides Call Quality Performance/Detail Reports

VOICE QUALITY EXAMPLE

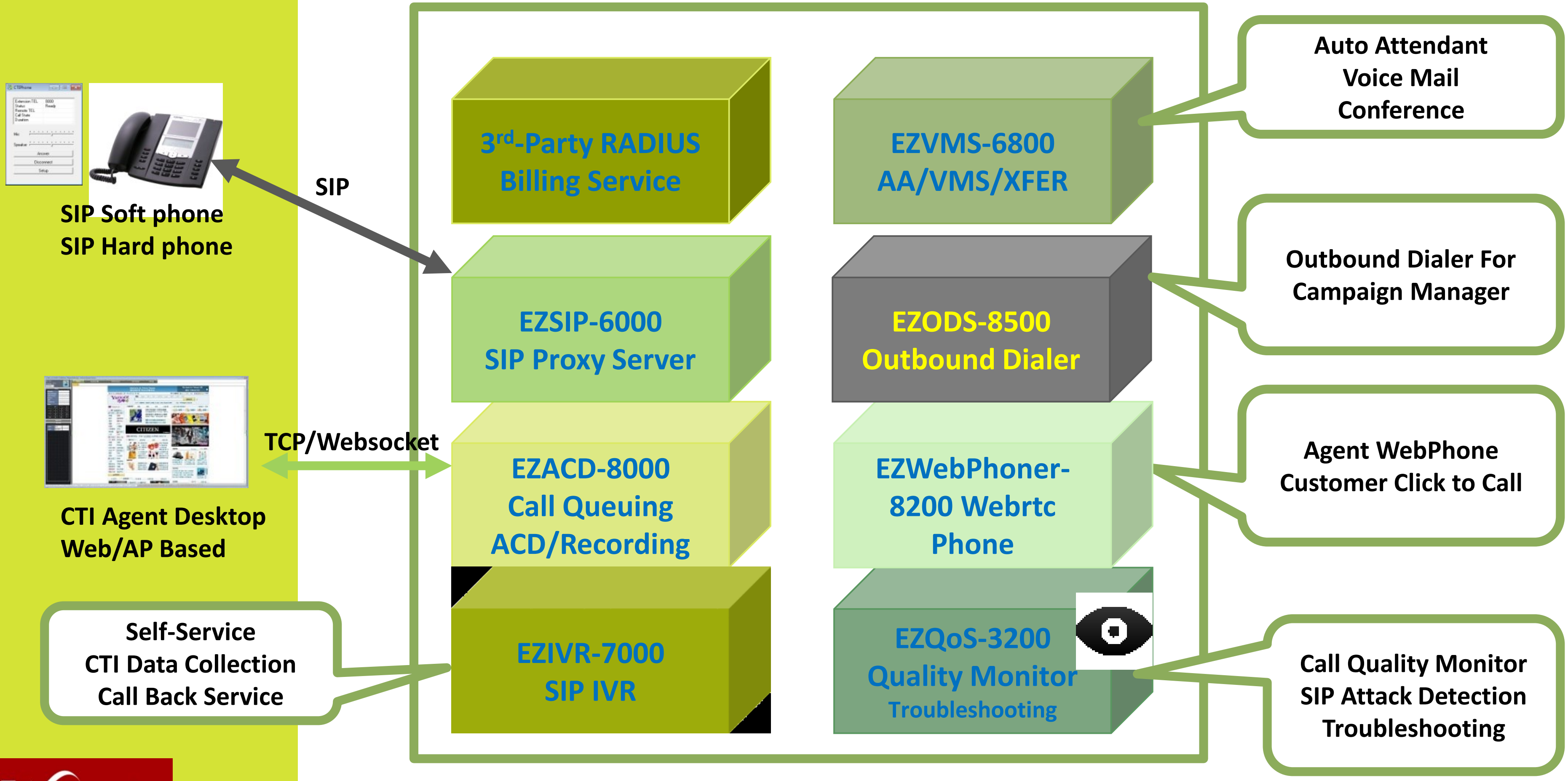


Fixed 50 ms Jitter :	4.5	Fixed 200 ms Jitter :	4.5
Adaptive 500 ms Jitter :	4.22		



Fixed 50 ms Jitter :	4.5	Fixed 200 ms Jitter :	4.5
Adaptive 500 ms Jitter :	4.5		

CLOUD IP CONTACT CENTER



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Troubleshooting

EZACD-8000

- Cloud and Enterprise Contact Center
- Support Inbound and Outbound Contact Center
- Multi-tenant , Multi-language, Multi-Media Contact Channels
- Support Built-in Linux, Mac, Windows or Pad (Android, iPad) CTI Agent Desktop
- Provides Websocket Agent Desktop SDK with Source
- Easy Integrate with CRM by using Web Service URL
- Support Hitless HA Redundant (Active/Standby)
- Max Agent Support: 512
- Max Skill Set per Center: 500
- Max Recording Resource Support: 512

EZACD-8000 HIGHLIGHTS

- Multi-Tenant Virtual or Private Contact Center
- Support SIP Soft-Phone/WebRTC Phone/Hard-Phone
- Support Multiple ACD DN/DN Group, Agent Group with Priority
- Intelligent Service Level/Queued Call Based Routing
- Call Queuing with Programmable Action Flow
- Support VIP Agent Assign/Priority Barge-in
- Support Black List Handling
- Support Center Based Skill Routing
- Free Seating and URL based Screen Popup
- Provides Voice Recording/Recording on Demand
- Support Virtual Queuing and Call Back
- Support Screen Recording (1080P/720P) and Viewer

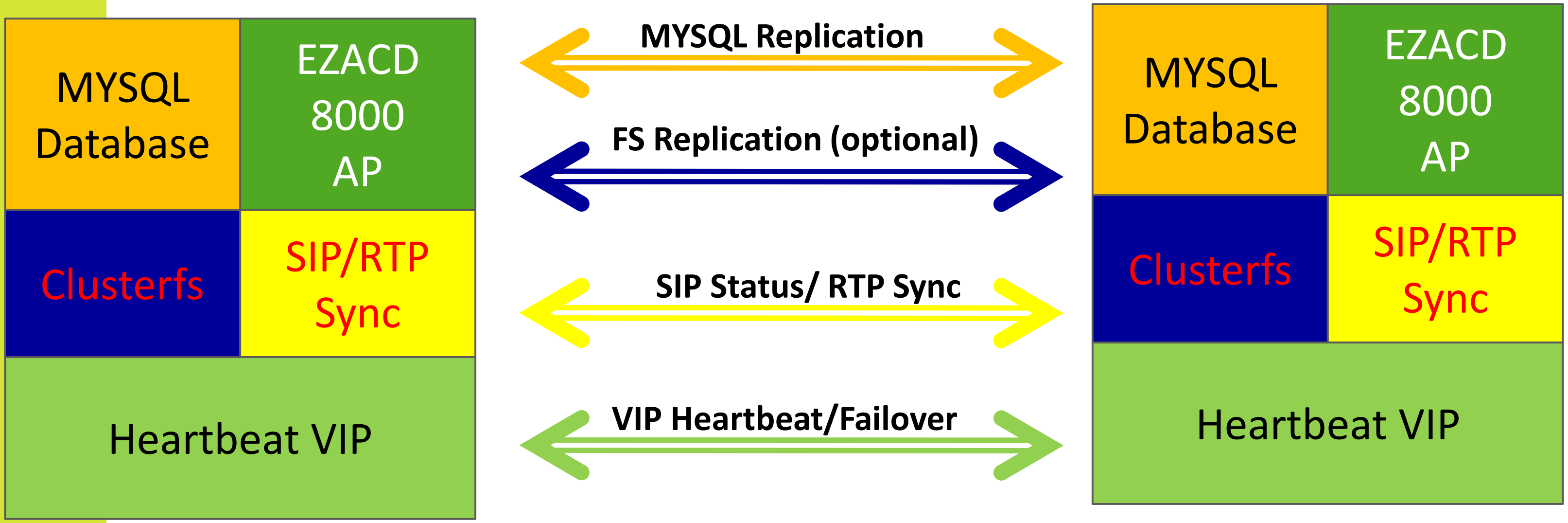
EZACD-8000 HIGHLIGHTS

- Support Campaign Manager and Outbound Dialer
- Support Transfer, Coach, Monitor, Whisper, Conference
- Provide Call Detail Log and Agent State Log
- Provide DN/DN Group and Agent Group Wallboard
- Provide KPI Analysis and Performance Reports/Charts
- Support Multi-Center Backup and Restore
- Ready to Run Agent Desktop
- Support Phone login Agent
- Support Easy Web Contact
- Support Multi-Media Service
- Support Azure AI Transcription/Sentiment/Summaries

CONVERGENCE TECHNOLOGIES

- IPV4/IPV6 Dual Support
- Running SIP Standard Signaling
- Audio/Video RTP/RTCP Streaming
- WebRTC Audio/Video
- Websocket Text Chat
- SMTP/POP3/IMAP Email Protocol
- SSL/TLS/AES Encryption
- Standard HTML 5 Technologies

EZACD-8000 HITLESS HA



MYSQL Database

EZACD 8000 AP

Clusterfs

SIP/RTP Sync

Heartbeat VIP

MYSQL Replication

FS Replication (optional)

SIP Status/ RTP Sync

VIP Heartbeat/Failover

MYSQL Database

EZACD 8000 AP

Clusterfs

SIP/RTP Sync

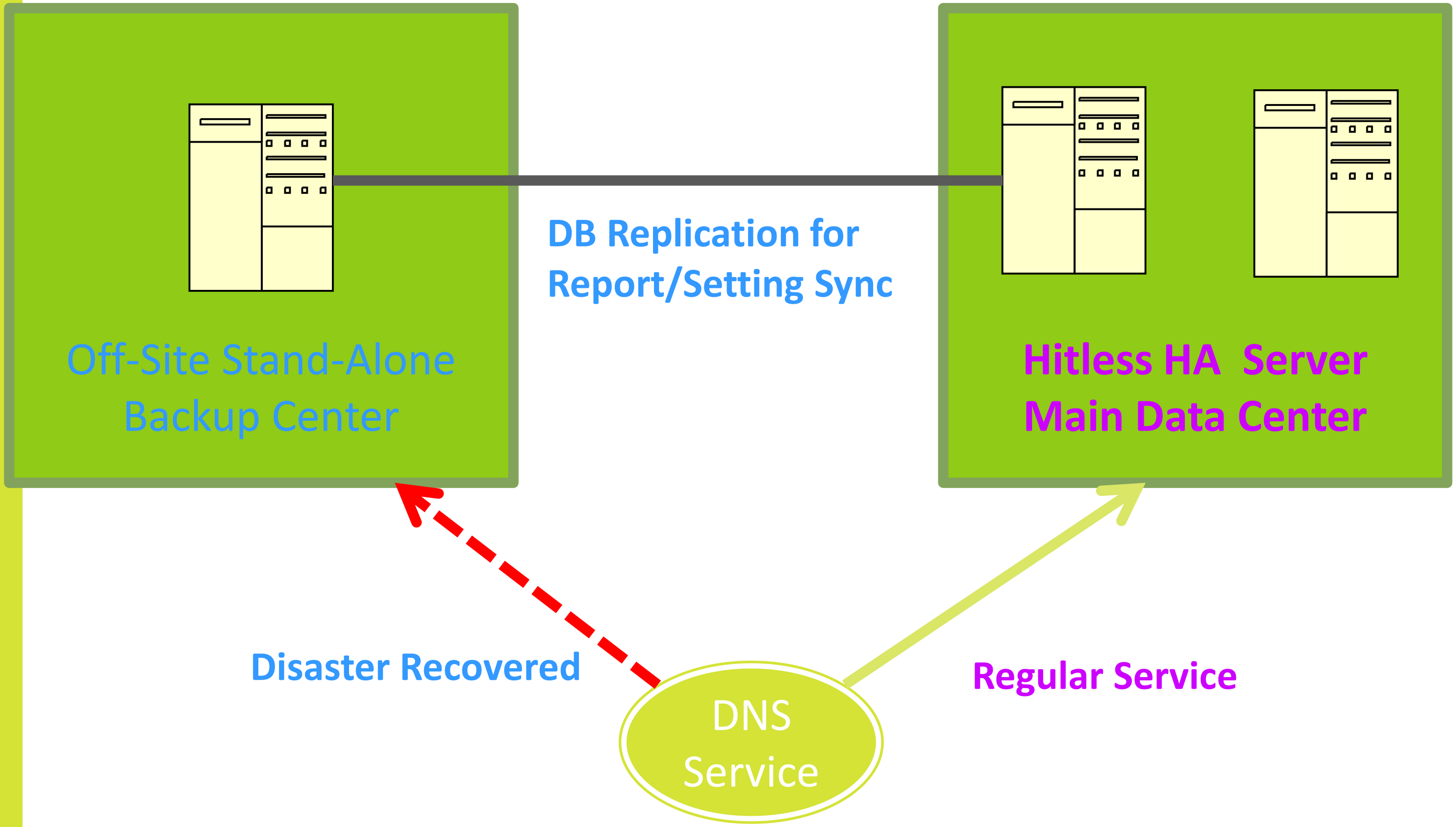
Heartbeat VIP

Hitless HA:

- ✓ Connected call will be kept and continue to talk with 2 to 3 seconds silence.
- ✓ ACD voice recording will be synced with a few seconds lose.
- ✓ Unconnected ACD call will be routed to queue for re-dispatch.

DISASTER RECOVERY PLAN

OFF-SITE BACKUP



Off-Site Stand-Alone Backup Center

DB Replication for Report/Setting Sync

Hitless HA Server Main Data Center

Disaster Recovered

DNS Service

Regular Service

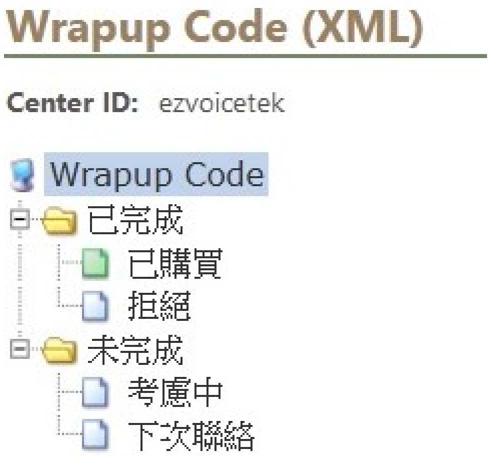
**** Shorter Time to Live of DNS Record can Speed up the DNS Switching Time**

MULTI-TENANT CONTACT CENTER

- Support Center Manager, Supervisor, Agent, Wallboard User
- Call History, KPI, Performance Report & Diagnostic
- Call Queuing Action Flow
- Access Control List for Manager, Supervisor and Agent
- VIP/Black List Management
- Max Agent/Agent Group/Login Count Control
- IVR Call Flow/Channels/Information Management
- Programmable Skill (upto-500), Agent State, Wrap-up Code
- Server Document, FAQ, Script and Emoji Management
- Customized Center Phone Book, Logo and State Icon
- Center Wide Voice Logging Options/Floor Plan for Agent Wallboard
- Automatically Company-wide Backup and Restore
- Campaign Management and Call Back
- Center Alert Report and Send to Email or HTTP HOOK

WRAP-UP CODE

- Support First Contact Resolution
- Simple Wrap-up Code
- XML Based Wrap-up Code
  - Multiple Level and Tree Style
  - Based on XML
  - Associate to Call Result for Call Back/Campaign
- Support DN Based Simple or XML Wrapup Code



Wrapup Code (XML)

Center ID: ezvoicetek

Wrapup Code
- 已完成
  - 已購買
  - 拒絕
- 未完成
  - 考慮中
  - 下次聯絡

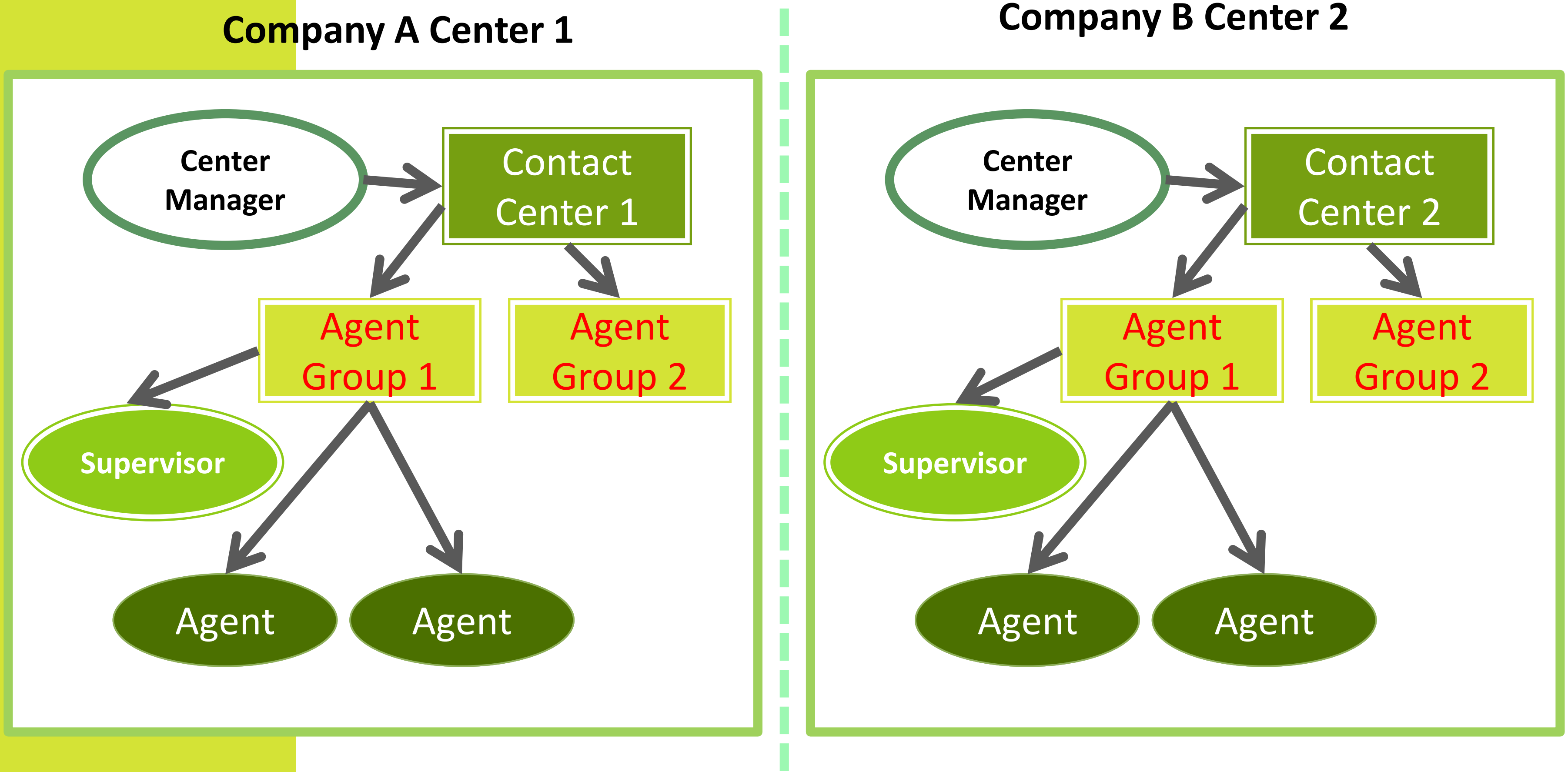
CUSTOMIZED SERVICE LEVEL FORMULA

$$\frac{(\text{ACD Calls} - (\text{Over Customer Waiting Threshold Calls} + \text{Abandoned Calls} + \text{Overflowed Calls} + \text{Reassigned Calls}))}{\text{ACD Calls}}$$

Optional

- **Center Based Formula**
- **Optional Impact to Service Level**
- **Programing Customer Waiting Thtreshold**

MULTI-TENANT CONTACT CENTER



Company A Center 1

Center Manager

Contact Center 1

Agent Group 1

Agent Group 2

Supervisor

Agent

Agent

Company B Center 2

Center Manager

Contact Center 2

Agent Group 1

Agent Group 2

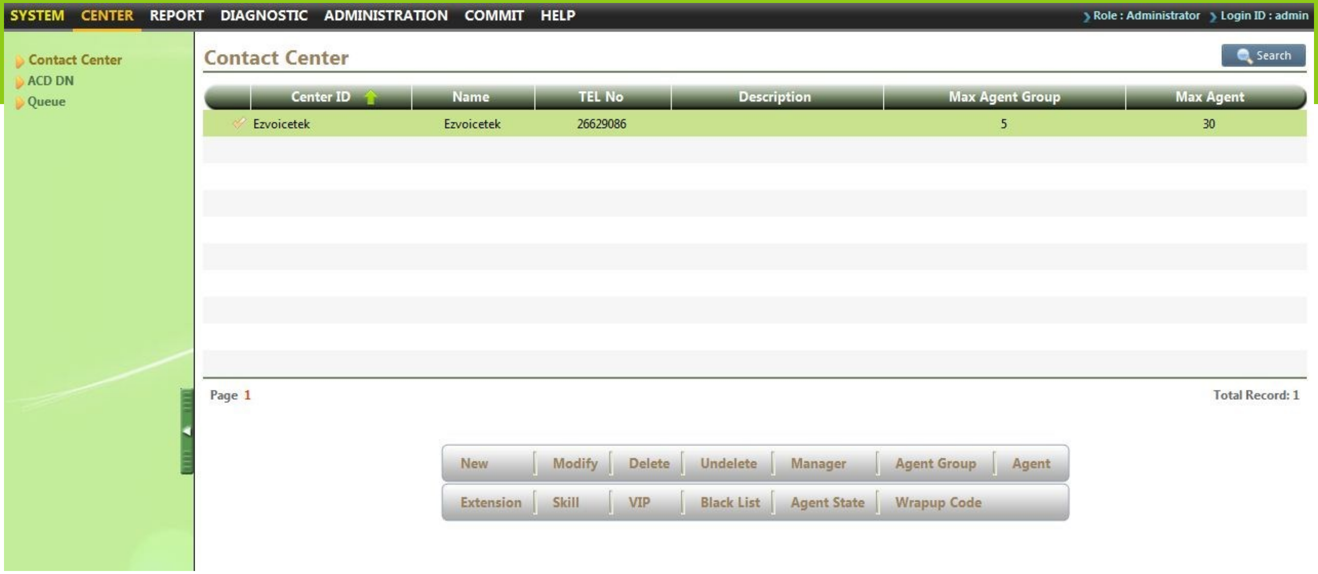
Supervisor

Agent

Agent

Virtual Contact Center

ADMINISTRATOR VIEW

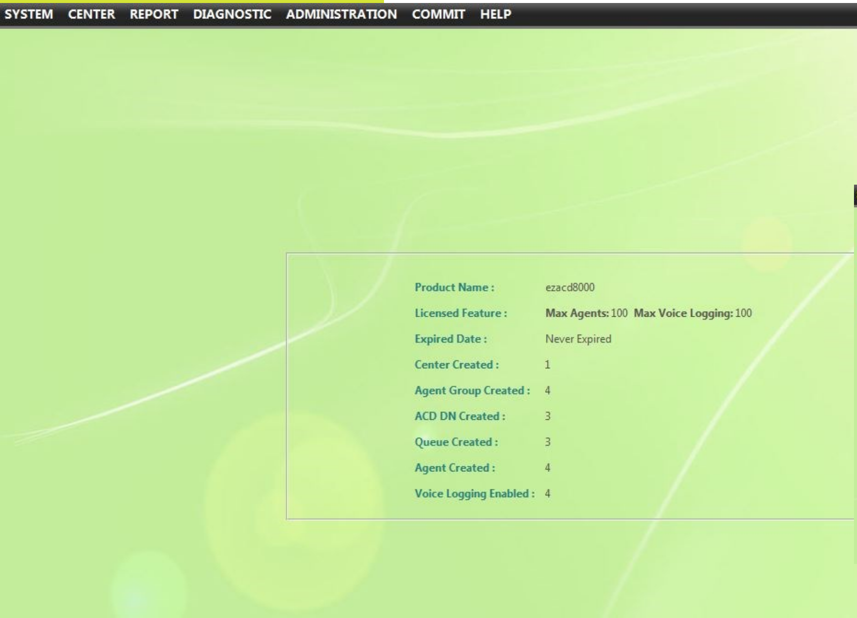

SYSTEM
CENTER
REPORT
DIAGNOSTIC
ADMINISTRATION
COMMIT
HELP
Role : Administrator
Login ID : admin
Contact Center
ACD DN
Queue
Search
New
Modify
Delete
Undelete
Manager
Agent Group
Agent
Extension
Skill
VIP
Black List
Agent State
Wrapup Code

Contact Center

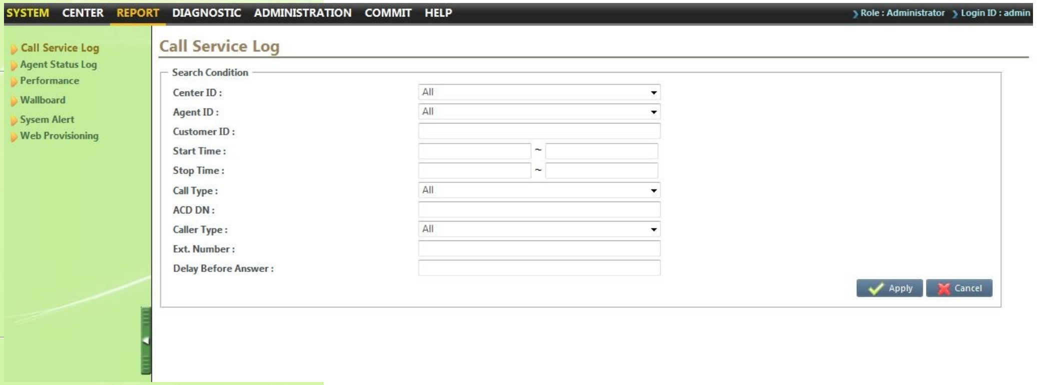
Center ID	Name	TEL No	Description	Max Agent Group	Max Agent
Ezvoicetek	Ezvoicetek	26629086		5	30

Page 1

Total Record: 1


SYSTEM
CENTER
REPORT
DIAGNOSTIC
ADMINISTRATION
COMMIT
HELP
Role : Administrator
Login ID : admin

Product Name :	ezacd8000
Licensed Feature :	**Max Agents:** 100 **Max Voice Logging:** 100
Expired Date :	Never Expired
Center Created :	1
Agent Group Created :	4
ACD DN Created :	3
Queue Created :	3
Agent Created :	4
Voice Logging Enabled :	4

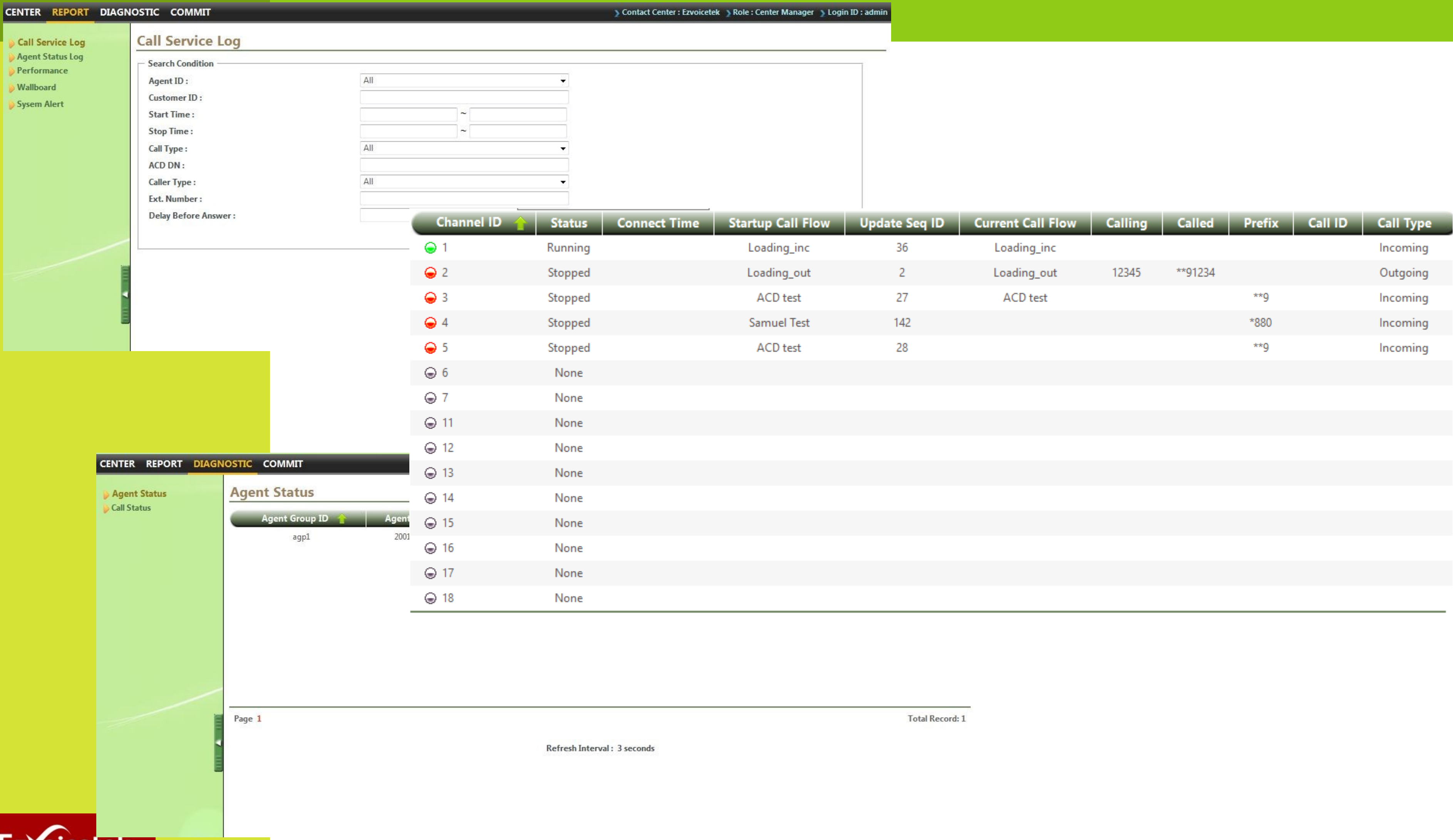

SYSTEM
CENTER
REPORT
DIAGNOSTIC
ADMINISTRATION
COMMIT
HELP
Role : Administrator
Login ID : admin
Call Service Log
Agent Status Log
Performance
Wallboard
Sysem Alert
Web Provisioning
Apply
Cancel

Call Service Log

Search Condition

Center ID :	All
Agent ID :	All
Customer ID :	
Start Time :	~
Stop Time :	~
Call Type :	All
ACD DN :	
Caller Type :	All
Ext. Number :	
Delay Before Answer :	

MANAGER VIEW


CENTER
REPORT
DIAGNOSTIC
COMMIT
Call Service Log
Agent Status Log
Performance
Wallboard
Sysem Alert
Agent Status
Call Status

Contact Center : Ezvoicetek
Role : Center Manager
Login ID : admin

Call Service Log

Search Condition

Agent ID :	All
Customer ID :	
Start Time :	~
Stop Time :	~
Call Type :	All
ACD DN :	
Caller Type :	All
Ext. Number :	
Delay Before Answer :	

Channel ID	Status	Connect Time	Startup Call Flow	Update Seq ID	Current Call Flow	Calling	Called	Prefix	Call ID	Call Type
1	Running		Loading_inc	36	Loading_inc					Incoming
2	Stopped		Loading_out	2	Loading_out	12345	**91234			Outgoing
3	Stopped		ACD test	27	ACD test			**9		Incoming
4	Stopped		Samuel Test	142				*880		Incoming
5	Stopped		ACD test	28				**9		Incoming
6	None									
7	None									
11	None									
12	None									
13	None									
14	None									
15	None									
16	None									
17	None									
18	None									

Agent Status

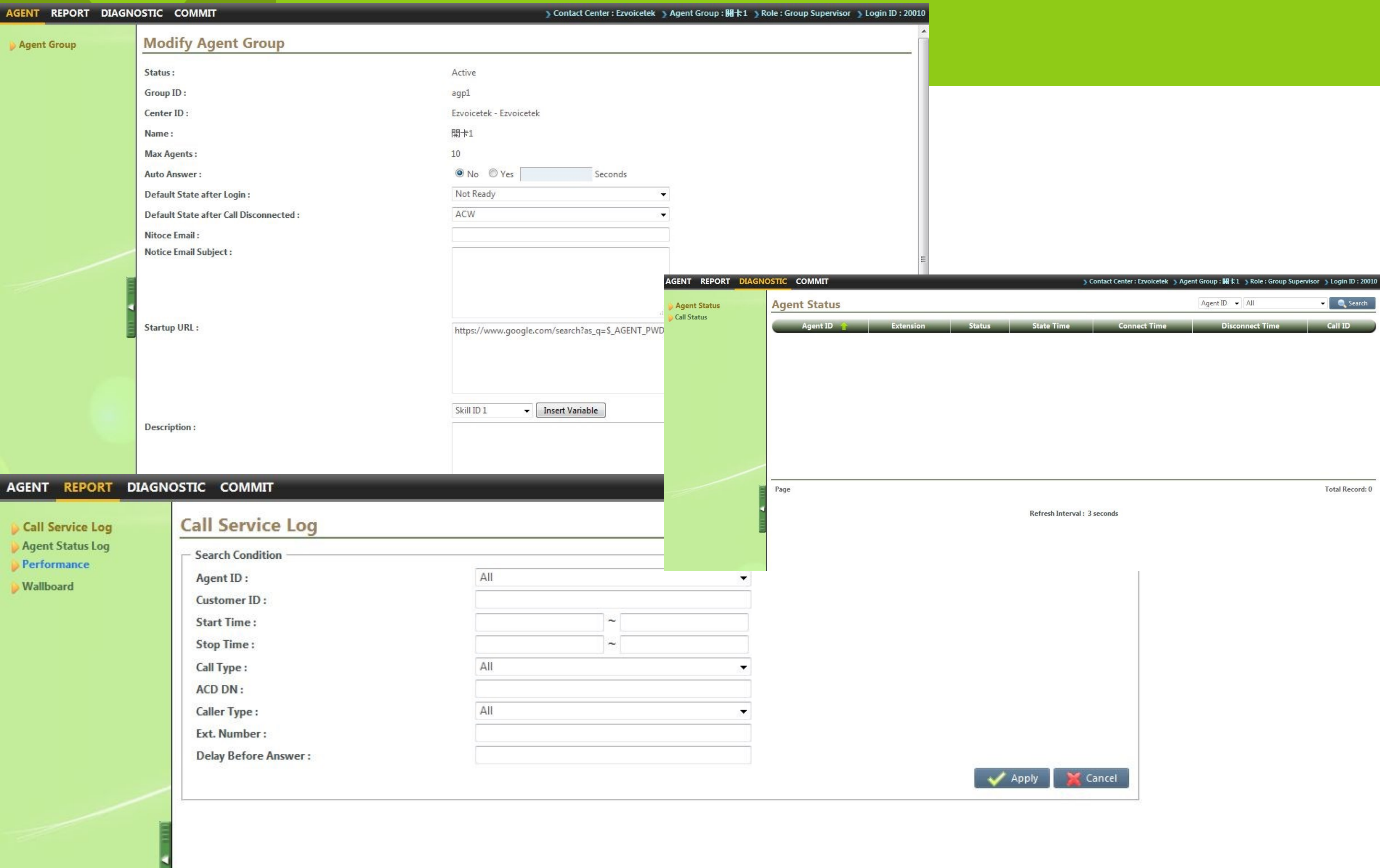
Agent Group ID	Agent
agp1	2001

Page 1

Total Record: 1

Refresh Interval : 3 seconds

SUPERVISOR VIEW


AGENT
REPORT
DIAGNOSTIC
COMMIT
Agent Group

› Contact Center : Ezvoicetek › Agent Group : 開卡1 › Role : Group Supervisor › Login ID : 20010

Modify Agent Group

Status :	Active
Group ID :	agp1
Center ID :	Ezvoicetek - Ezvoicetek
Name :	開卡1
Max Agents :	10
Auto Answer :	● No ○ Yes Seconds
Default State after Login :	Not Ready
Default State after Call Disconnected :	ACW
Nitoce Email :	
Notice Email Subject :	
Startup URL :	https://www.google.com/search?as_q=$_AGENT_PWD
	Skill ID 1 Insert Variable
Description :	

AGENT
REPORT
DIAGNOSTIC
COMMIT
Agent Status
Call Status

› Contact Center : Ezvoicetek › Agent Group : 開卡1 › Role : Group Supervisor › Login ID : 20010

Agent Status

Agent ID
All
Search

Agent ID	Extension	Status	State Time	Connect Time	Disconnect Time	Call ID

Page

Total Record : 0

Refresh Interval : 3 seconds

AGENT
REPORT
DIAGNOSTIC
COMMIT
Call Service Log
Agent Status Log
Performance
Wallboard

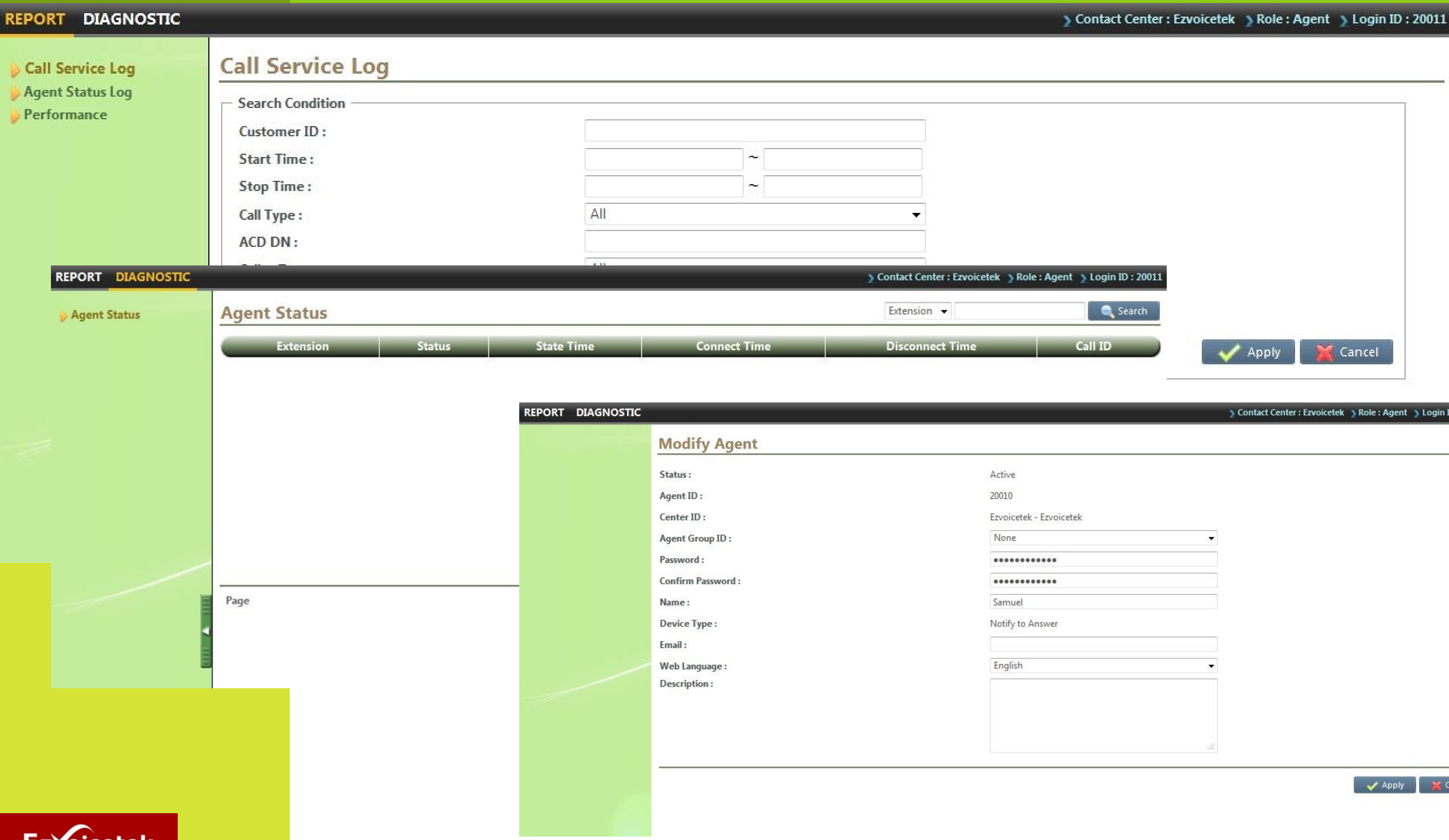
Call Service Log

Search Condition

Agent ID :	All
Customer ID :	
Start Time :	~
Stop Time :	~
Call Type :	All
ACD DN :	
Caller Type :	All
Ext. Number :	
Delay Before Answer :	

Apply
Cancel

AGENT VIEW


REPORT
DIAGNOSTIC
Contact Center : Ezvoicetek
Role : Agent
Login ID : 20011
Call Service Log
Agent Status Log
Performance

Call Service Log

Search Condition

Customer ID :

Start Time : ~

Stop Time : ~

Call Type : All

ACD DN :

Apply
Cancel
REPORT
DIAGNOSTIC
Contact Center : Ezvoicetek
Role : Agent
Login ID : 20011
Agent Status
Extension
Search
Page

Agent Status

Extension	Status	State Time	Connect Time	Disconnect Time	Call ID

REPORT
DIAGNOSTIC
Contact Center : Ezvoicetek
Role : Agent
Login

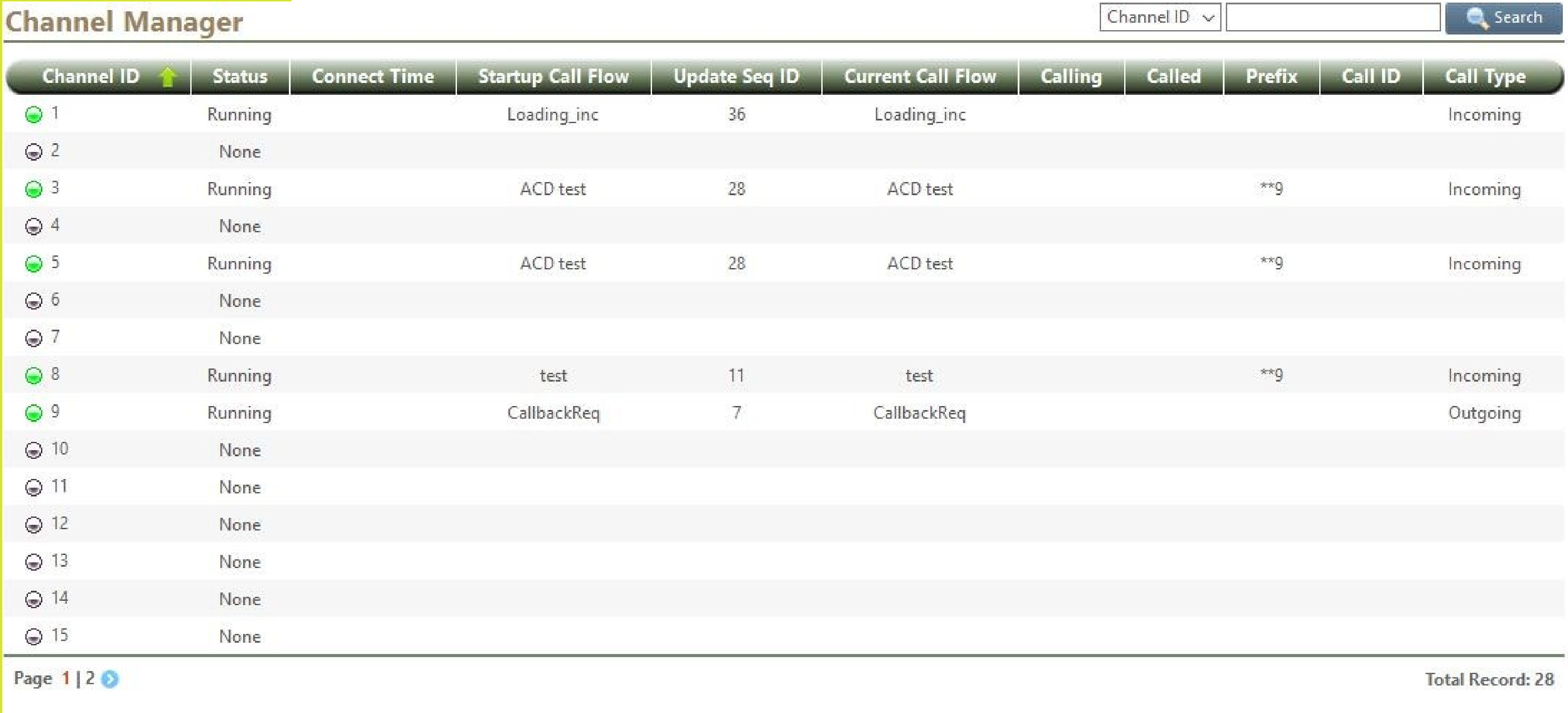
Modify Agent

Status :	Active
Agent ID :	20010
Center ID :	Ezvoicetek - Ezvoicetek
Agent Group ID :	None
Password :	••••••••••••
Confirm Password :	••••••••••••
Name :	Samuel
Device Type :	Notify to Answer
Email :	
Web Language :	English
Description :	

CENTER MANAGER IVR MANAGEMENT

- Allow to Manage IVR from Contact Center UI
- Full Access or View Only Access Right
- Call Flow Edit/Monitor
- Channel Manager/Monitor
- Information Group Management
- User Behavior Analysis Report
- Prompt File Manager
- Call History CDR Report/Key Path Diagram

IVR MANAGEMENT VIEW



Channel Manager

Channel ID	Status	Connect Time	Startup Call Flow	Update Seq ID	Current Call Flow	Calling	Called	Prefix	Call ID	Call Type
1	Running		Loading_inc	36	Loading_inc					Incoming
2	None									
3	Running		ACD test	28	ACD test			**9		Incoming
4	None									
5	Running		ACD test	28	ACD test			**9		Incoming
6	None									
7	None									
8	Running		test	11	test			**9		Incoming
9	Running		CallbackReq	7	CallbackReq					Outgoing
10	None									
11	None									
12	None									
13	None									
14	None									
15	None									

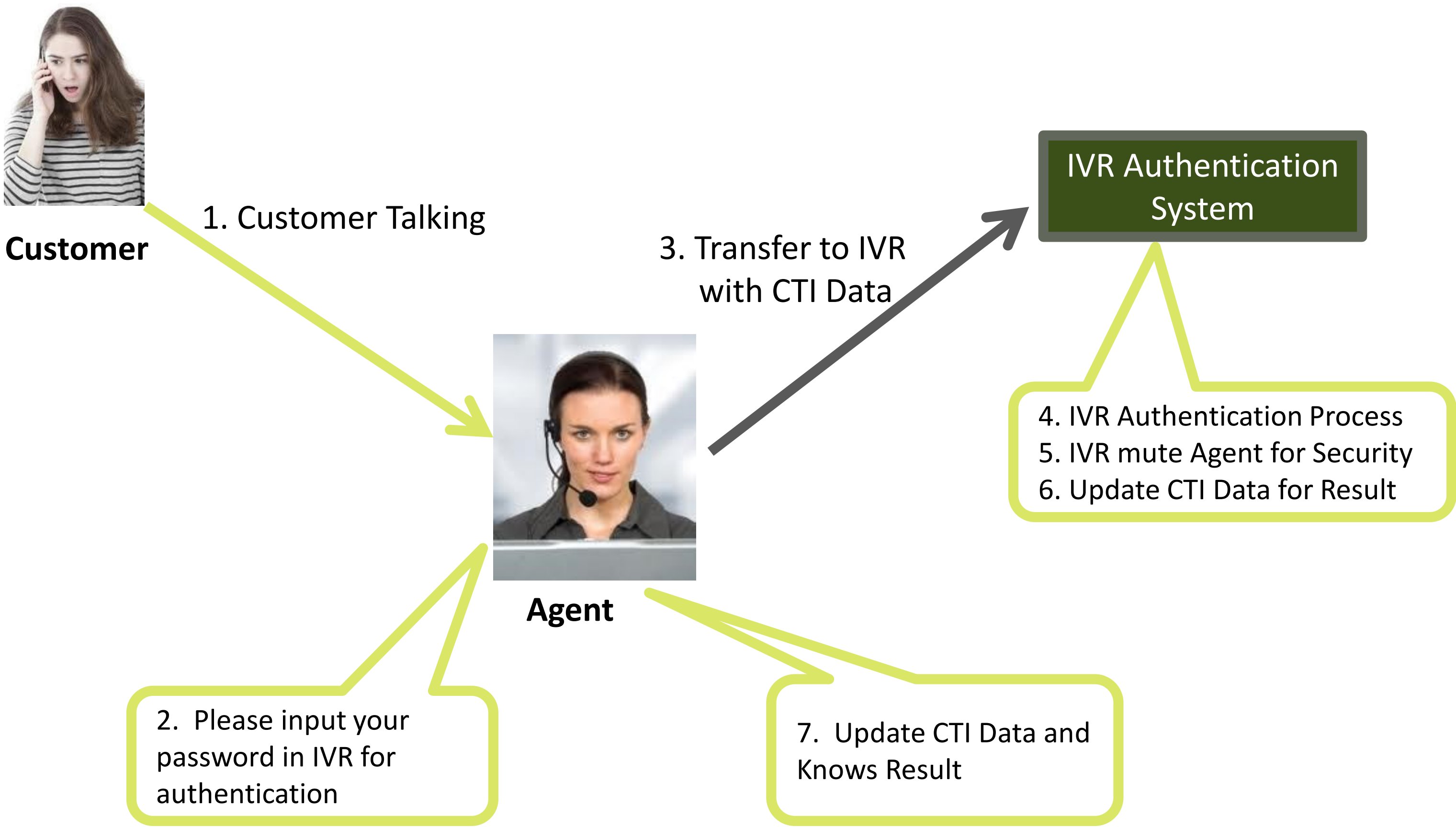
Page 1 | 2

Total Record: 28

INTEGRATED IVR SERVICE

- CTI Attached Data/ Multiple Skill
- Call Back Integration
- ACD Status/VIP/Black List Query
- Satisfaction Survey and CDR Integration
- Customer IVR Navigation Path by URL (ADT)
- IVR Assigned a Dedicate Agent with Fail Back DN
- IVR Authentication
- Voice Message Integration

IVR AUTH INTEGRATION



Customer

1. Customer Talking

Agent

2. Please input your password in IVR for authentication

3. Transfer to IVR with CTI Data

IVR Authentication System

4. IVR Authentication Process
5. IVR mute Agent for Security
6. Update CTI Data for Result

7. Update CTI Data and Knows Result

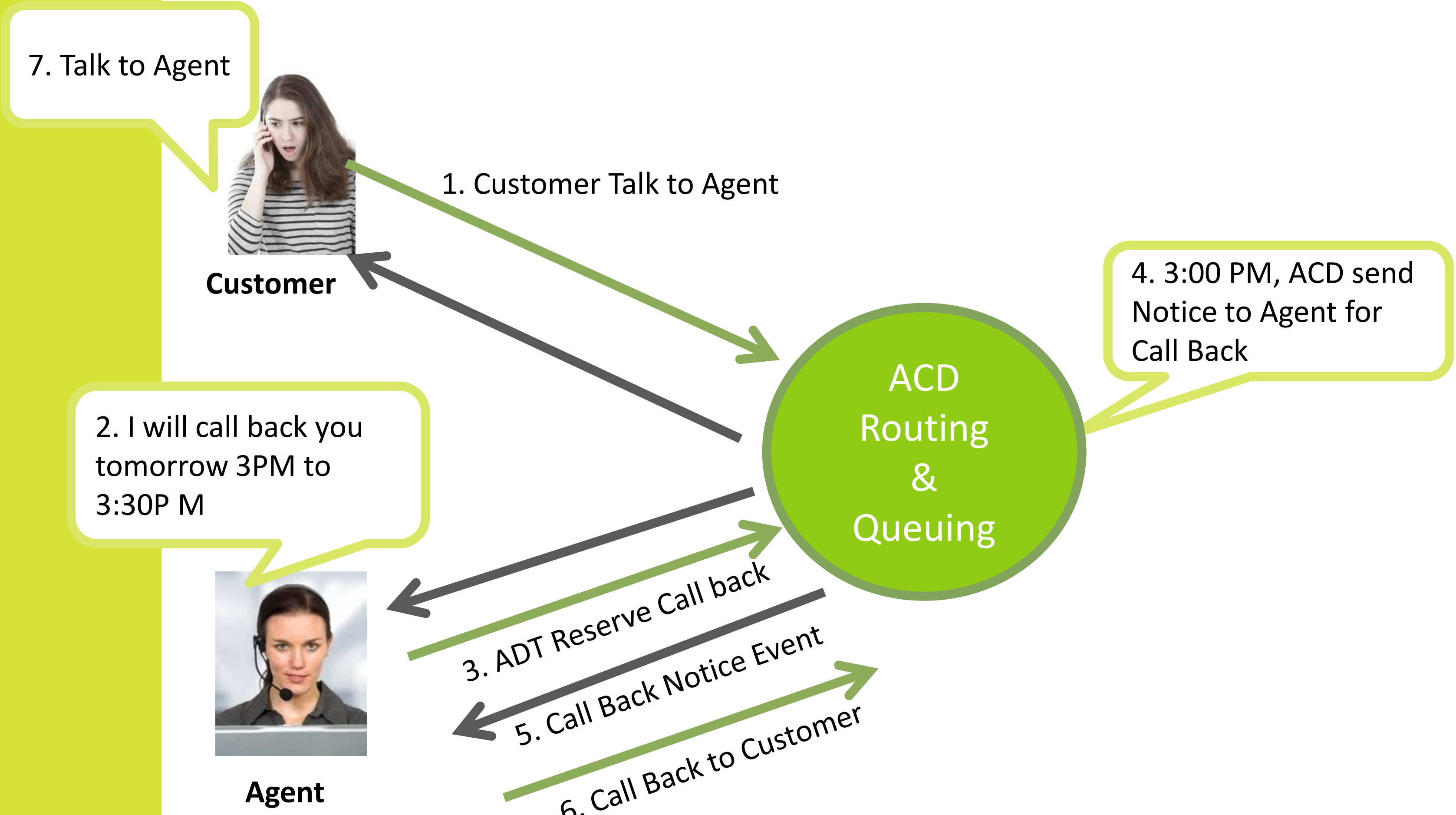
VIRTUAL QUEUING/CALL BACK SERVICE

- **Agent Added Personal Call Back**
- **DN based Call Back**
  - **Virtual Queuing Call Back**
  - **Time Reserved Call Back**
  - **Agent Added DN Call Back**
- **DN based Missed Call Auto Call Back**

AGENT CALL BACK

- **Used After Talk to Agent**
- **Reserved by Agent with Time**
- **ACD will Notice Agent for a Call Back Event**
- **Click or Ready to Call**

Agent Call Back



7. Talk to Agent

Customer

1. Customer Talk to Agent

4. 3:00 PM, ACD send Notice to Agent for Call Back

ACD Routing & Queuing

2. I will call back you tomorrow 3PM to 3:30P M

3. ADT Reserve Call back

5. Call Back Notice Event

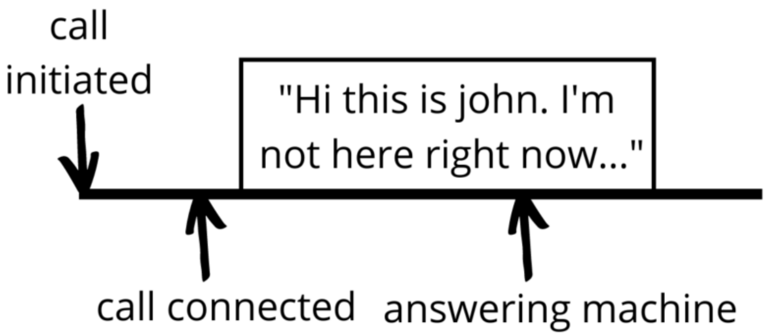
6. Call Back to Customer

Agent

VIRTUAL QUEUING CALL BACK (OPTIONAL)

- Easy to setup to Run
- Support to Wait in Queue through Call Back
- Support Answering Machine Detection Based on Energy Level
- Queue Position is Unchanged
- Predict Dialing to Customer when his turn
- Support Use Caller ID or Input Specified Call Back Number
- Support Virtual Queuing through Websocket API
  - Web Service
  - Mobile APP

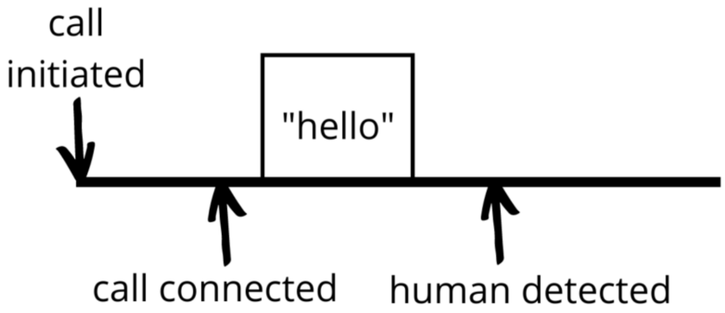
ANSWERING MACHINE DETECTION BASED ON ENERGY LEVEL


call initiated

"Hi this is john. I'm not here right now..."

call connected

answering machine

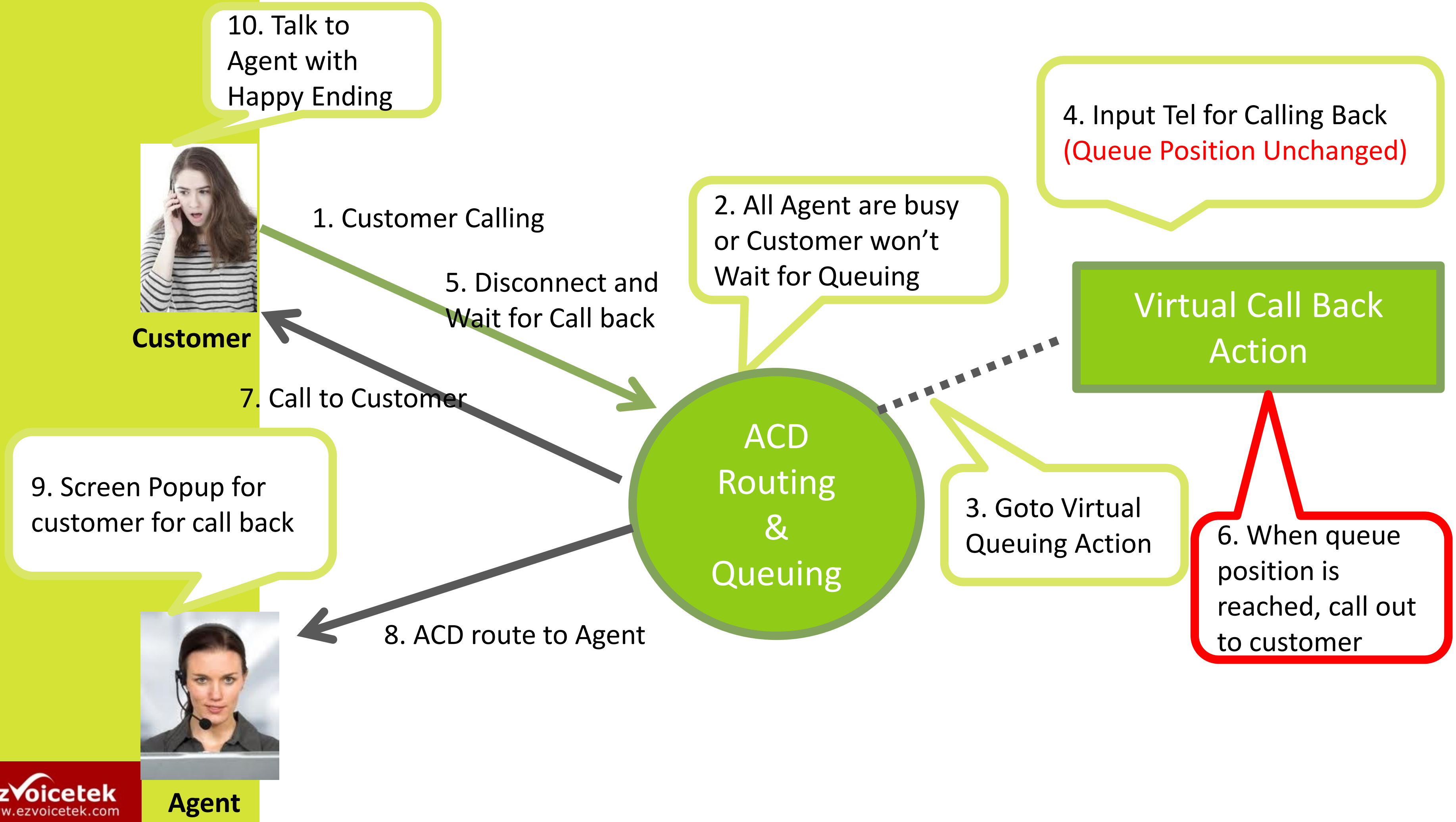

call initiated

"hello"

call connected

human detected

VIRTUAL QUEUING CALL BACK



10. Talk to Agent with Happy Ending

4. Input Tel for Calling Back (Queue Position Unchanged)

1. Customer Calling

2. All Agent are busy or Customer won't Wait for Queuing

5. Disconnect and Wait for Call back

Customer

Virtual Call Back Action

7. Call to Customer

ACD Routing & Queuing

9. Screen Popup for customer for call back

3. Goto Virtual Queuing Action

6. When queue position is reached, call out to customer

8. ACD route to Agent

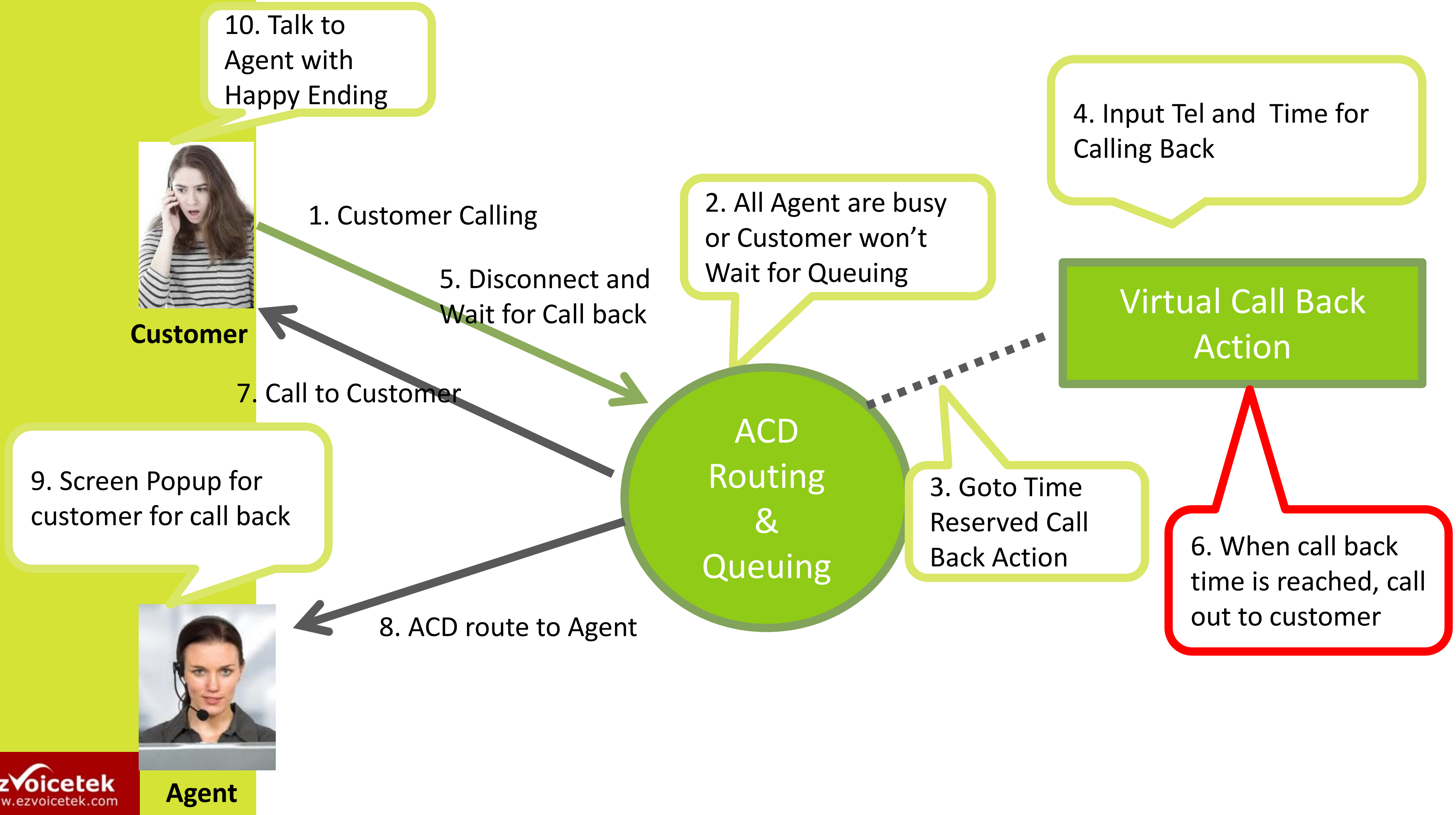
Agent

TIME RESERVE CALL BACK

(OPTIONAL)

- Easy to setup to Run
- Support Specified Time to Call Back
- **Support Answering Machine Detection Based on Energy Level**
- Programmable Call Back Time (30 mins, 60 mins)
- Predict Dialing to Customer
- Support Use Caller ID to Call Back
- Support Input Specified Call Back Number
- Support Reserve Call Back through Websocket API
  - Web Service/Mobile APP
- Support Call Back Log

TIME RESERVED CALL BACK



Customer

1. Customer Calling

2. All Agent are busy or Customer won't Wait for Queuing

ACD Routing & Queuing

3. Goto Time Reserved Call Back Action

Virtual Call Back Action

4. Input Tel and Time for Calling Back

5. Disconnect and Wait for Call back

6. When call back time is reached, call out to customer

7. Call to Customer

8. ACD route to Agent

9. Screen Popup for customer for call back

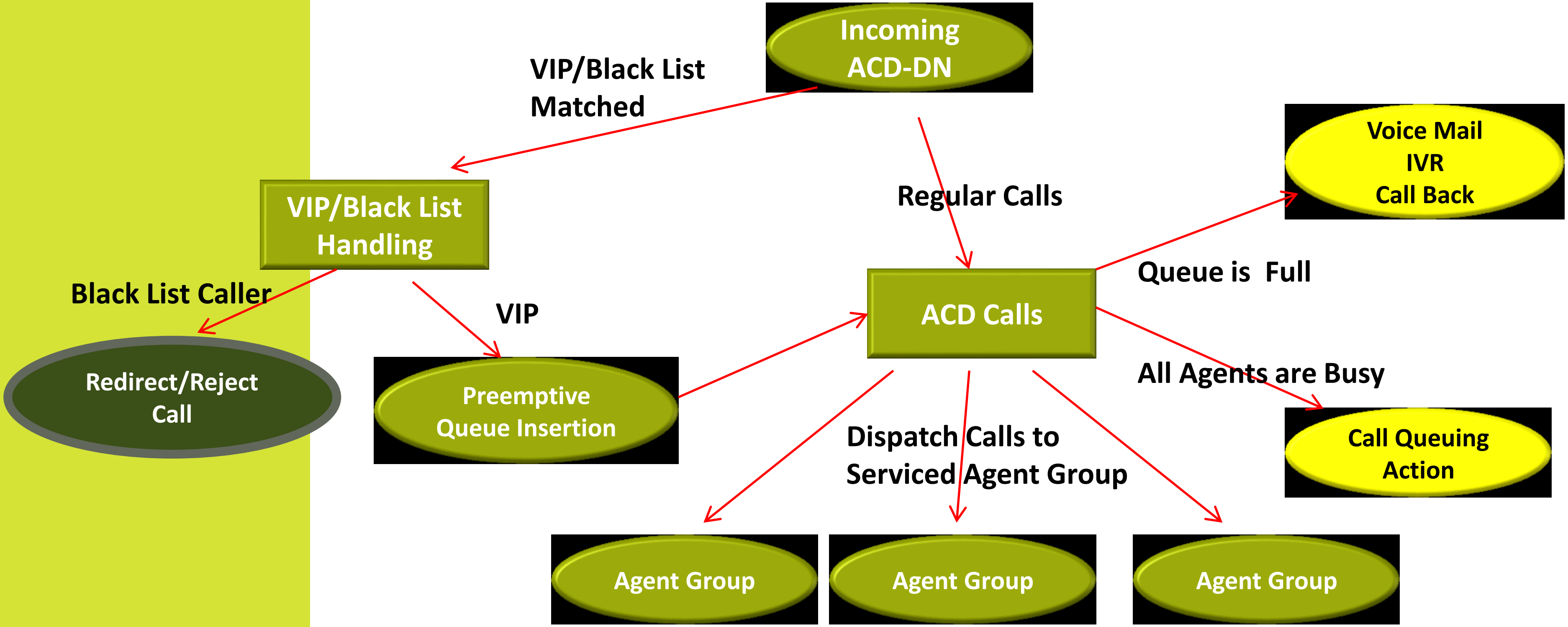
10. Talk to Agent with Happy Ending

Agent

ACD-DN

- Global Unique ACD Directory Number for Inbound/Outbound
- Up-to 3 Execution Time/Weekday/Action/Overflow Settings
- Support Action from IVR (multi-action on same DN)
- Support Smart Queuing Action based on Predefined Threshold
- Flexible and Powerful Agent Hunting Policy
- DN-Based Wrap-up Code & Announcement
- Support CTI Attached Data & Skill
- Serviced By Multiple Agent Group with Priority
- DN Based Hold Music or Prompt
- Missed Call Auto Call Back
- Call Queuing and Action Flow/Overflow Processing
- Screen Popup URL/End URL for CRM Integration
- Announcement after Agent Assigned and Answered
- Agent Answer Inform/Personal Welcome Announcement
- Support Multi-Media/Video DN Service

ACD DN ROUTING



Incoming ACD-DN

VIP/Black List Matched

Regular Calls

VIP/Black List Handling

Black List Caller

Redirect/Reject Call

VIP

Preemptive Queue Insertion

ACD Calls

Queue is Full

Voice Mail
IVR
Call Back

All Agents are Busy

Call Queuing Action

Dispatch Calls to Serviced Agent Group

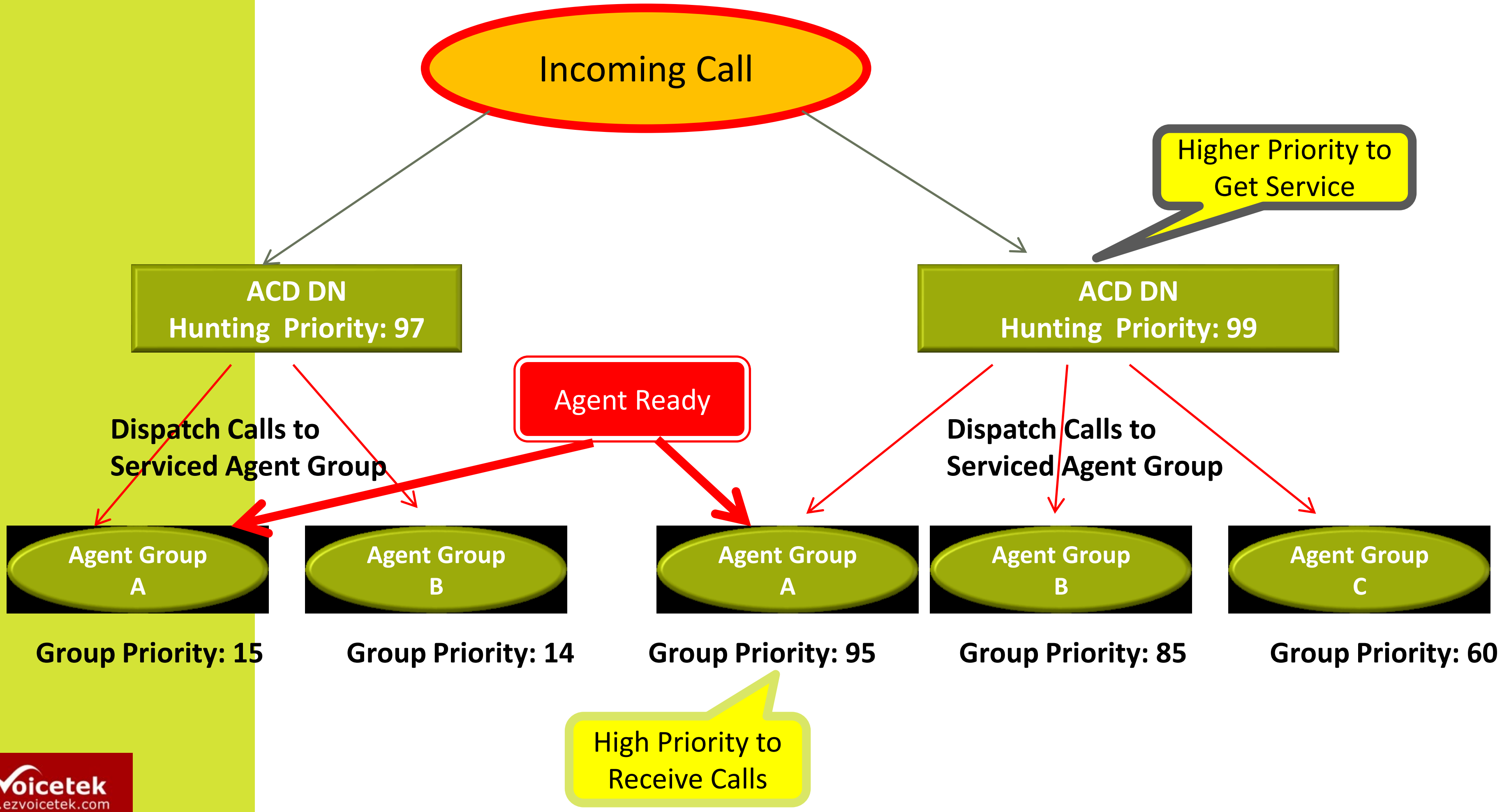
Agent Group

Agent Group

Agent Group

EzVoicetek
www.ezvoicetek.com

ACD DN PRIORITY



Incoming Call

Higher Priority to Get Service

ACD DN
Hunting Priority: 97

ACD DN
Hunting Priority: 99

Agent Ready

Dispatch Calls to Serviced Agent Group

Dispatch Calls to Serviced Agent Group

Agent Group A

Group Priority: 15

Agent Group B

Group Priority: 14

Agent Group A

Group Priority: 95

Agent Group B

Group Priority: 85

Agent Group C

Group Priority: 60

High Priority to Receive Calls

Ezvoicetek
www.ezvoicetek.com

DN ROUTING POLICY

- Round Robin
- Most Idle
  - Idle: total of all state time except busy
  - Optional use Ready Time for Idle
- Skill Level Routing (Full Skill Matched)
  - Skill Score: Sum of Required Skill Priority
  - High Skill Priority Score First
  - Most Idle if Same Skill Level
- Best Effort Skill Match
  - Match as Many as Skills
  - >= Minimum Skill Required

DN ROUTING POLICY

- Decrease Skill Request Count by Notice
  - Decrease Skill Request Count for each Notice
  - >= Minimum Skill Required
- Least Occupied Routing
  - Occupancy: (AHT + Answer Delay)/Total Agent Time)
- Daily Average Longest Waiting
  - Average Waiting Time: Total Ready Time/Ready Count
- Daily Total Longest Waiting
- Least Service Time
  - Service Time: Talk Time + ACW

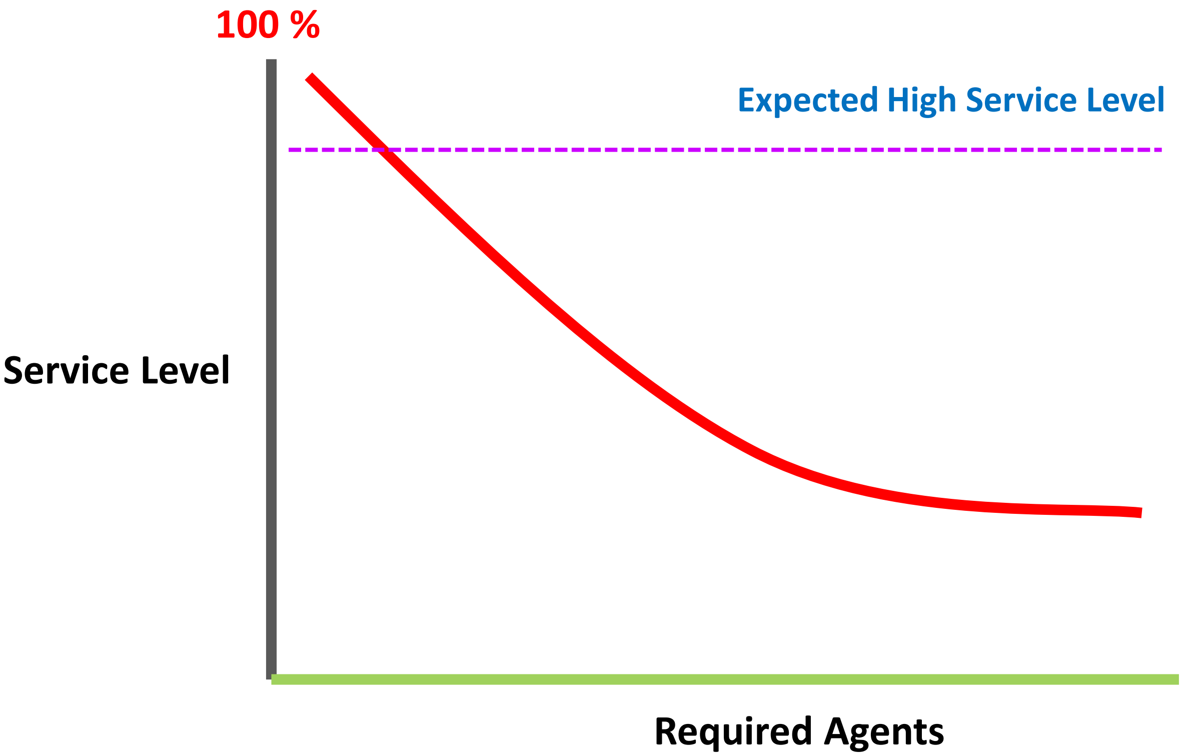
DN ROUTING POLICY

- Least Average Service Time
  - Average Service Time: Service Time/Answer Count
- Least Talk Time
- Least Occupied Routing
  - Occupancy: (AHT + Answer Delay)/Total Agent Time)
- Least Average Talk Time
  - Average Talk Time: Talk Time/Answer Count
- Least Answer Count
- Base on Agent Priority
- Optional Match Skill for non-Skill Routing Policy

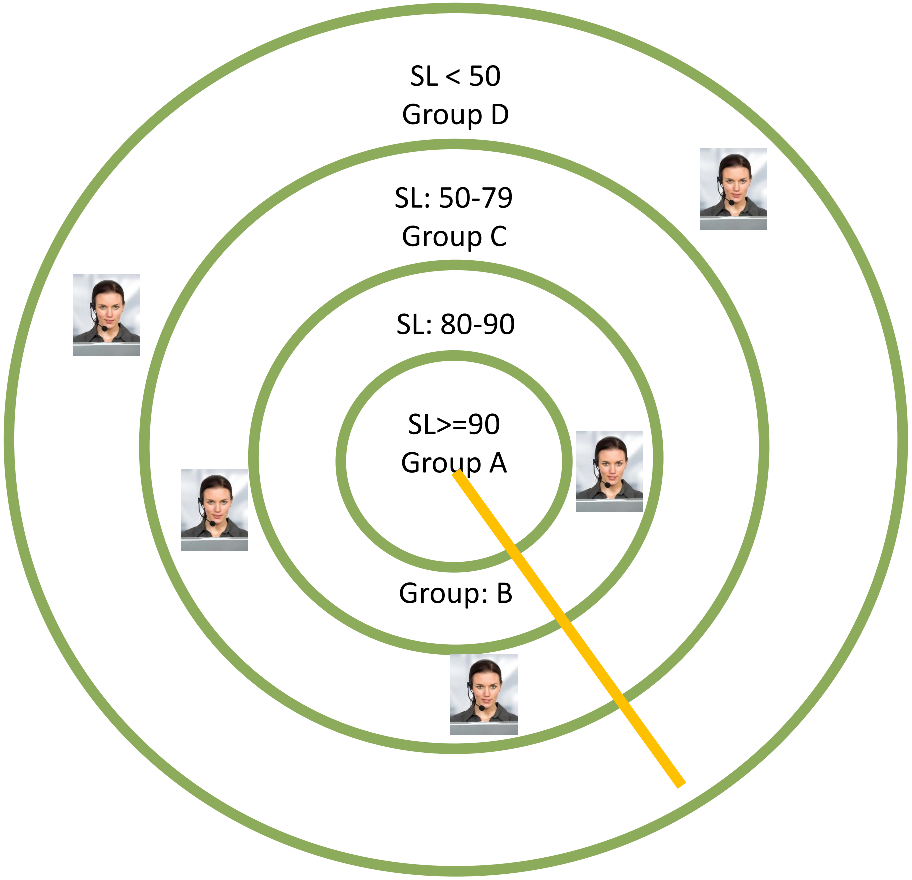
SOS… NEED MORE AGENTS

- Supported by Multiple Agent Group Priority
  - Use Lower Priority when Higher Priority Agent is Busy
  - Not Help when Really Need
- Intelligent Routing based on Real Time Status
  - Based on Service Level
  - Based on Queued Calls

INTELLIGENT ROUTING BASED ON SERVICE LEVEL



INTELLIGENT ROUTING BASED ON SERVICE LEVEL



SL < 50
Group D

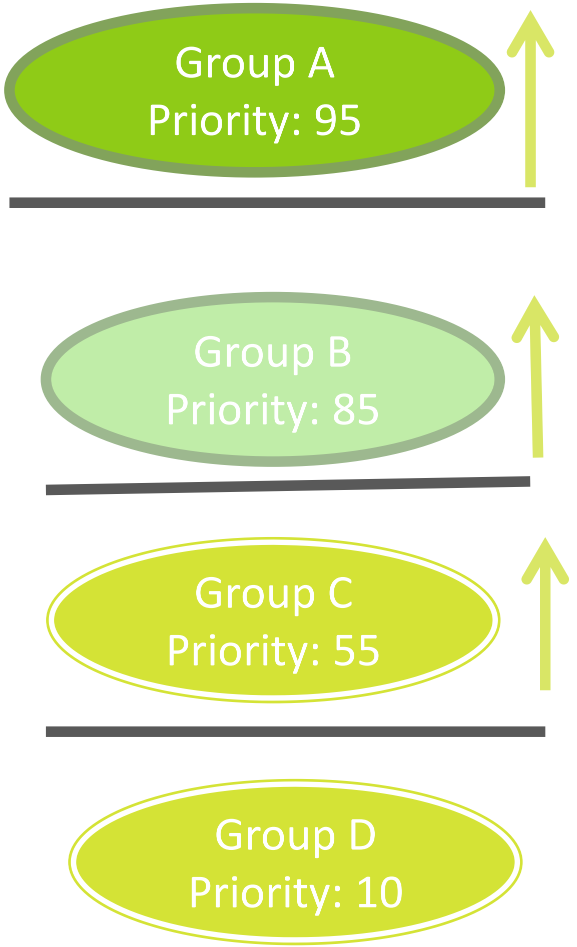
SL: 50-79
Group C

SL: 80-90

SL>=90
Group A

Group: B

Intelligent Routing Based on Service level



Use Group Priority >=90
When SL >=90

Group A
Priority: 95

Service Level 1: 90 %
Group Priority 1: 90

optional

Use Group Priority >= 80
when 80% <= SL < 90%

Group B
Priority: 85

Service Level 2: 80%
Group Priority: 2 80

optional

Use Group Priority >=50
when 50% <= SL < 80%

Group C
Priority: 55

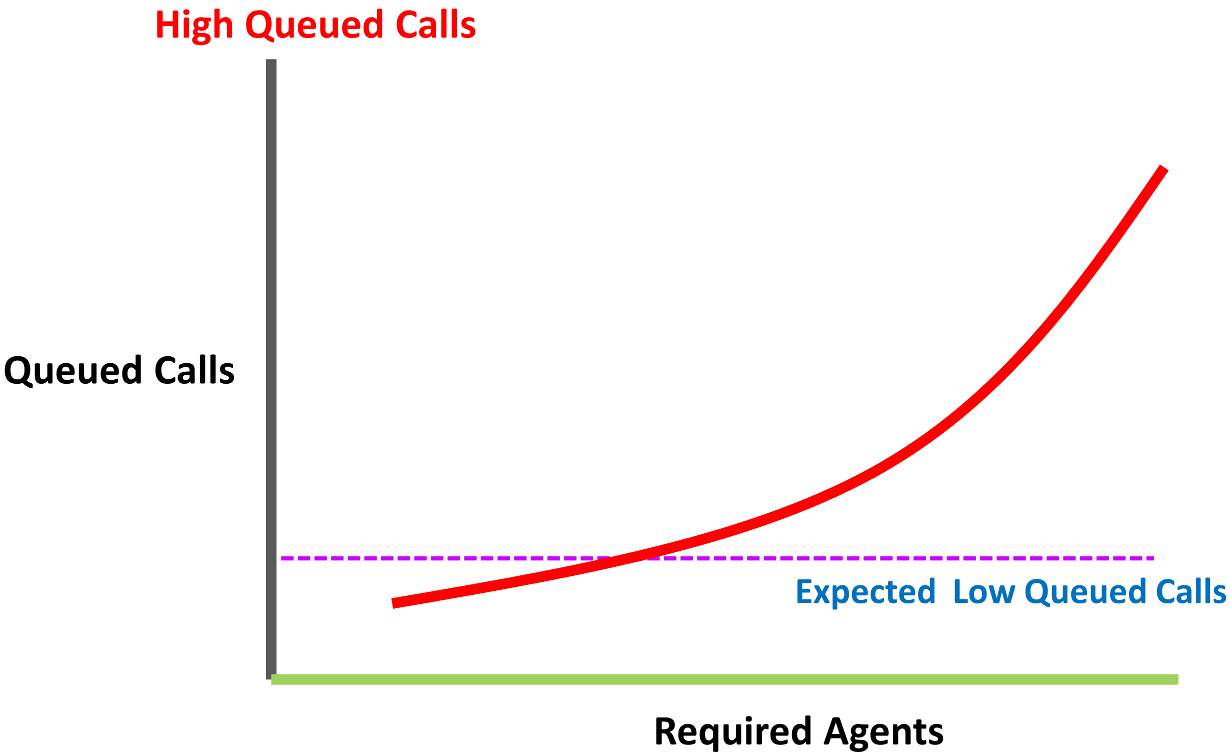
Service Level 3: 50 %
Group Priority 3:50

Use All Assigned Groups
when SL < 50%

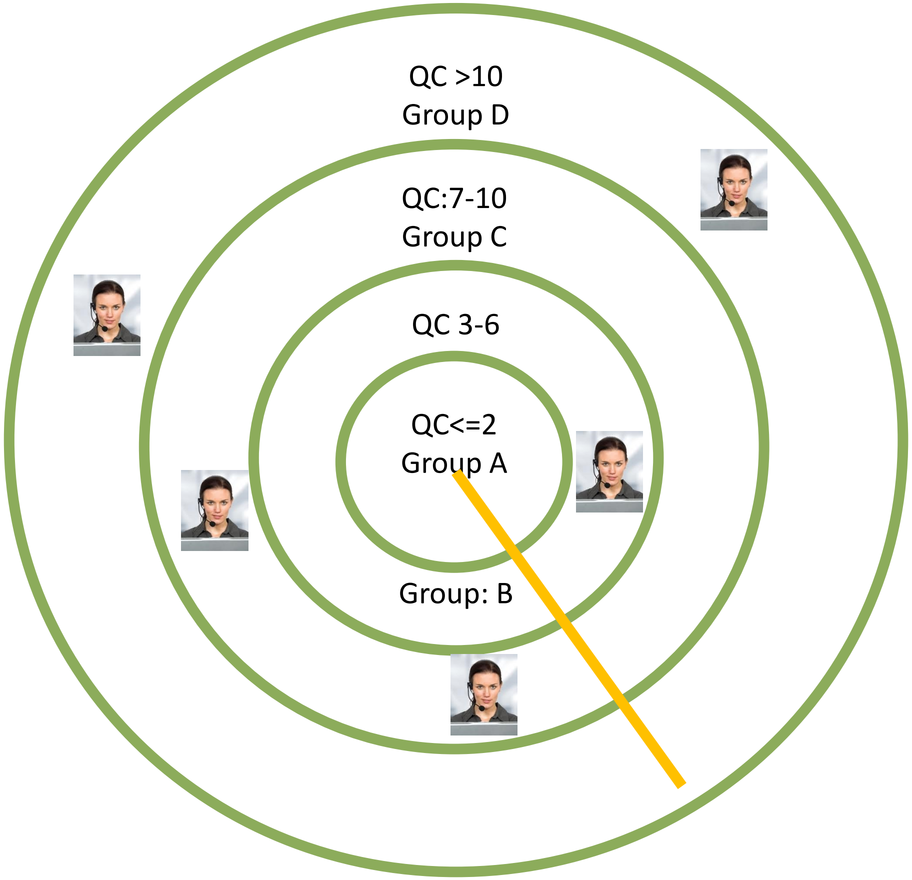
Group D
Priority: 10

Otherwise

INTELLIGENT ROUTING BASED ON QUEUED CALLS



INTELLIGENT ROUTING BASED ON QUEUED CALLS



QC >10
Group D

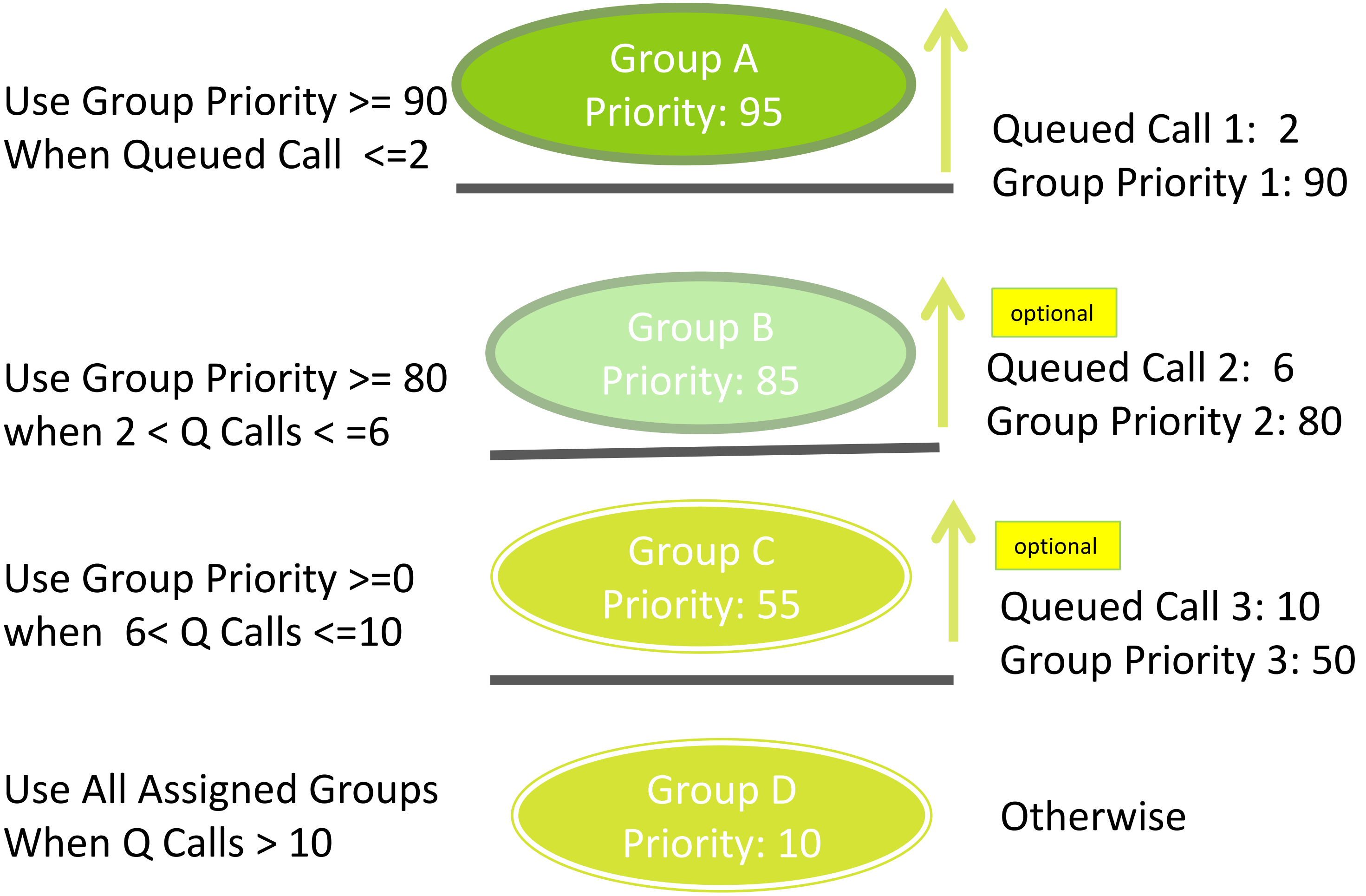
QC:7-10
Group C

QC 3-6

QC<=2
Group A

Group: B

INTELLIGENT ROUTING BASED ON QUEUED CALLS



Use Group Priority >= 90
When Queued Call <=2

Group A
Priority: 95

Queued Call 1: 2
Group Priority 1: 90

Use Group Priority >= 80
when 2 < Q Calls < =6

Group B
Priority: 85

optional

Queued Call 2: 6
Group Priority 2: 80

Use Group Priority >=0
when 6< Q Calls <=10

Group C
Priority: 55

optional

Queued Call 3: 10
Group Priority 3: 50

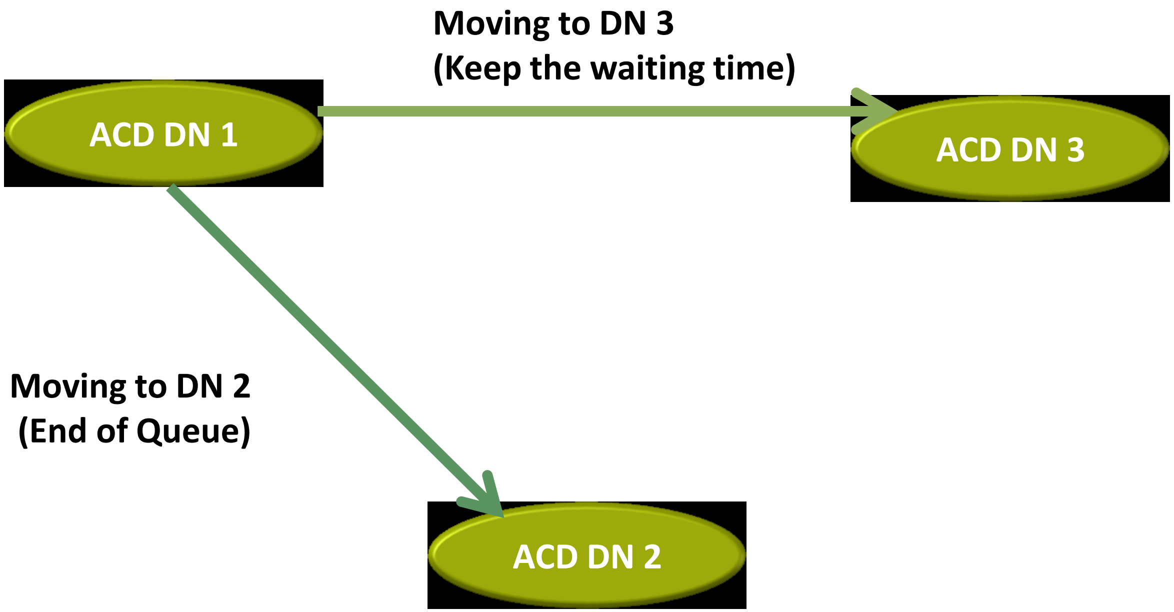
Use All Assigned Groups
When Q Calls > 10

Group D
Priority: 10

Otherwise

Moving between ACD DN

Controlled by Action
VIP and Waiting Time can be Kept



Moving to DN 3
(Keep the waiting time)

ACD DN 1

ACD DN 3

Moving to DN 2
(End of Queue)

ACD DN 2

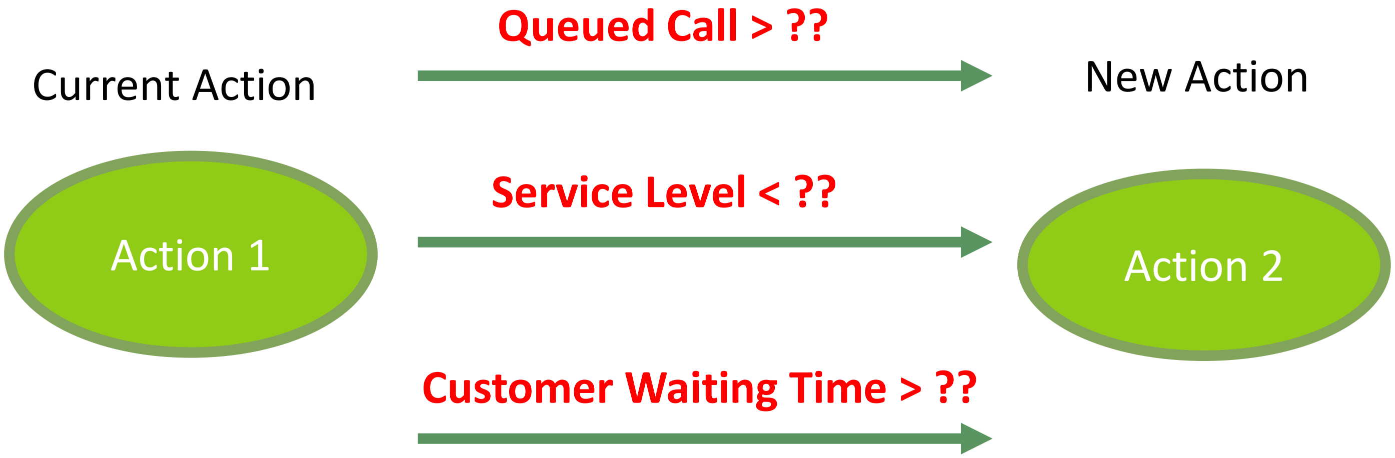
QUEUING ACTION FLOW

- **Provide Queue Handling Policy**
- **Upto 3 Execution Time Segments Actions on DN**
- **Queue Entry Prompt/Waiting Music**
- **First and after First Notice Prompt**
- **Waiting Order/Waiting Time Notice**
- **Optional Notify Caller to Select Queuing Actions**
  - **Disconnect the Call / Keep Waiting**
  - **Transfer to VMS, IVR, Other DN or Call Back**
  - **Virtual Queuing/Call Back** (optional)
  - **Default Actions When no Input**
- **Notify Repeating Interval and Count**
- **Prompt Before Transfer to Agent**
- **Allow Move to another DN and Preserve Waiting Time**
- **Dispatch Until Main Prompt is Played**

ACTION FROM IVR

- For ACD DN Incoming Call Action
- Derived Action ID from CTI Data
- Fall Back to DN Action Setting if no available Action ID was matched
- IVR can select different language and set the Action ID for different language prompt or behavior

SMART ACTION SELECTION



Current Action

Action 1

Queued Call > ??

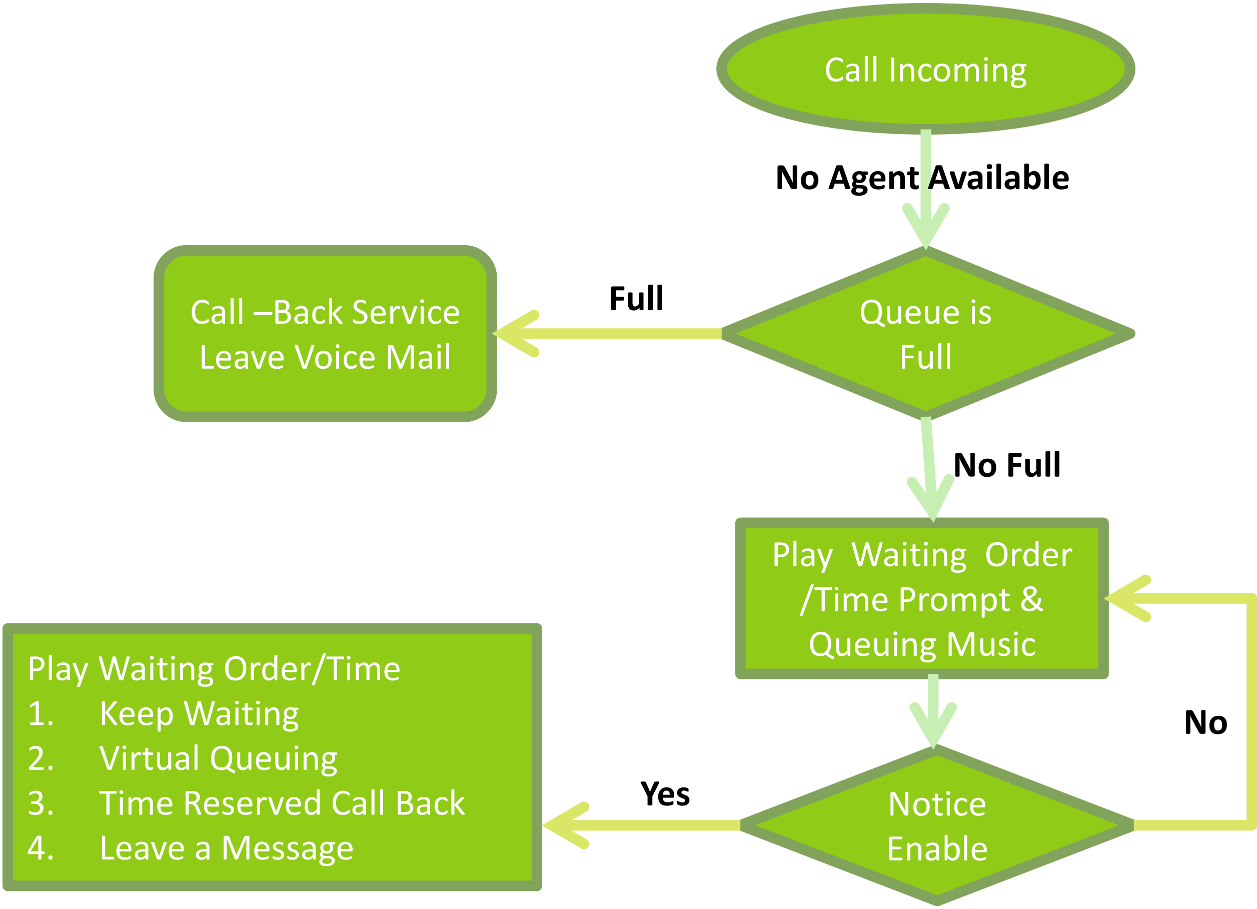
Service Level < ??

Customer Waiting Time > ??

New Action

Action 2

POSSIBLE QUEUING ACTION



Call Incoming

No Agent Available

Queue is Full

Full

Call –Back Service
Leave Voice Mail

No Full

Play Waiting Order /Time Prompt & Queuing Music

Notice Enable

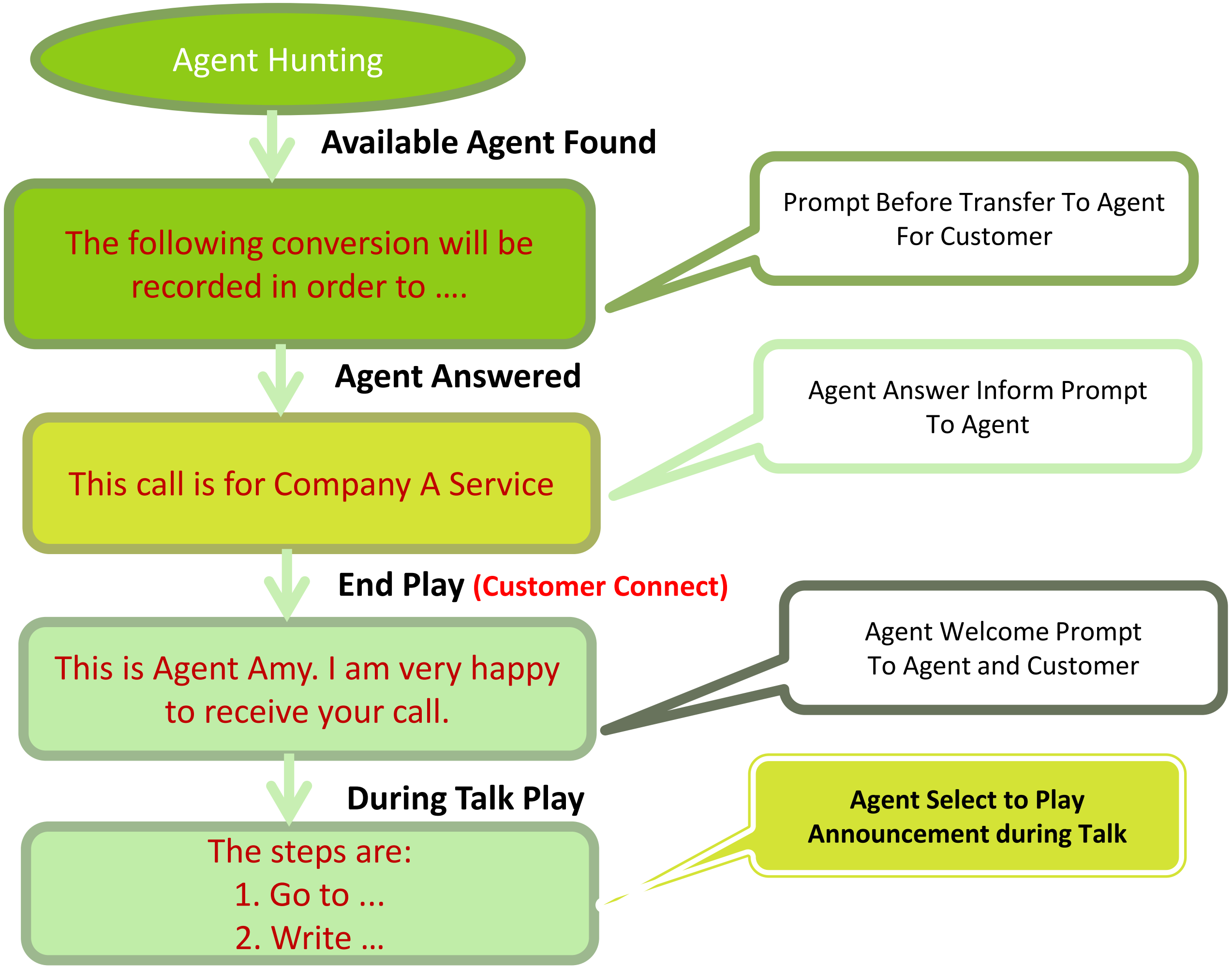
No

Yes

Play Waiting Order/Time

1. Keep Waiting
2. Virtual Queuing
3. Time Reserved Call Back
4. Leave a Message

DN IMPORTANT ANNOUNCEMENT



Agent Hunting

Available Agent Found

The following conversion will be recorded in order to ….

Prompt Before Transfer To Agent For Customer

Agent Answered

This call is for Company A Service

Agent Answer Inform Prompt To Agent

End Play (Customer Connect)

This is Agent Amy. I am very happy to receive your call.

Agent Welcome Prompt To Agent and Customer

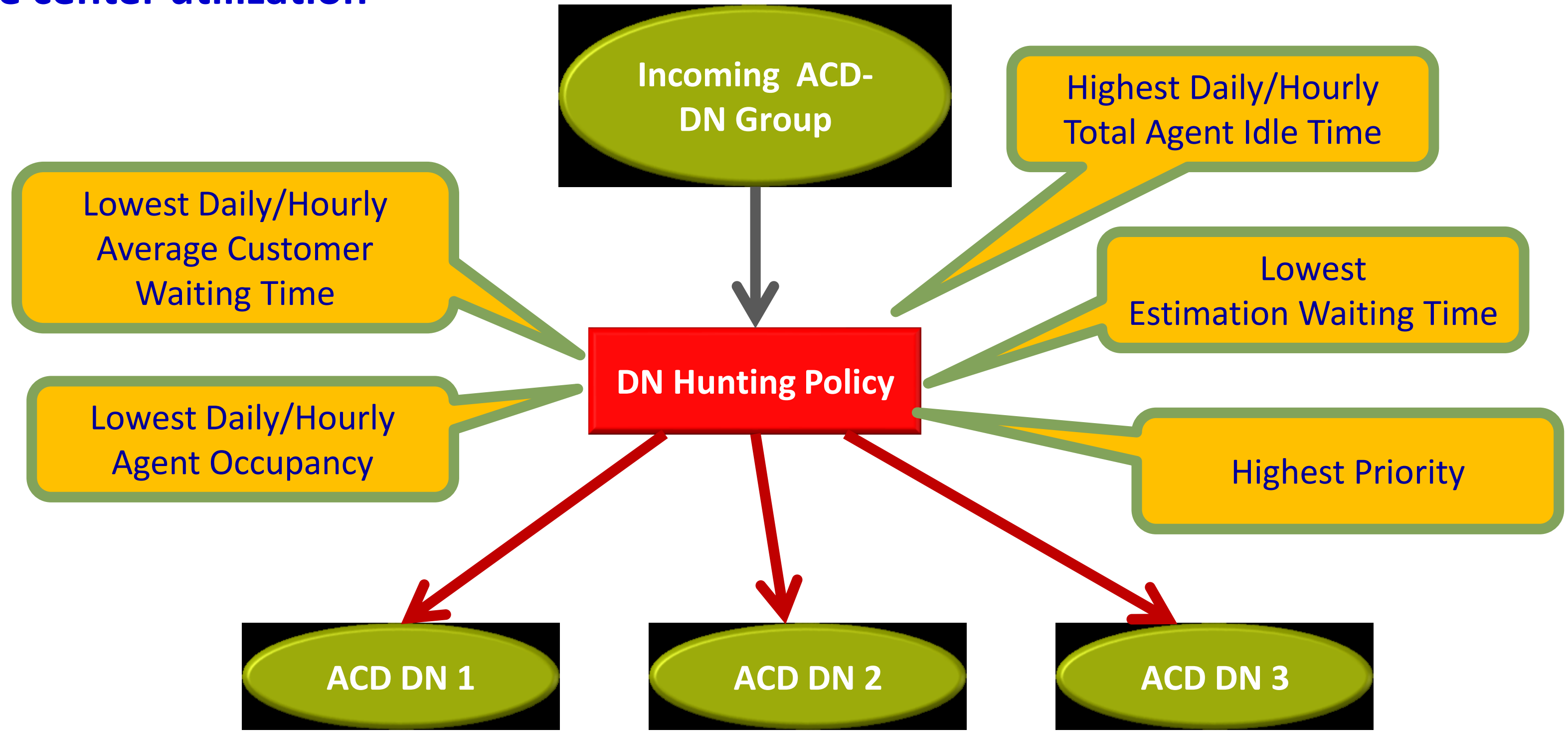
During Talk Play

The steps are:
1. Go to …
2. Write …

Agent Select to Play Announcement during Talk

ACD DN GROUP

Select best DN based on routing policy
Minimize customer waiting time
Maximize center utilization



Incoming ACD-DN Group

DN Hunting Policy

Lowest Daily/Hourly Average Customer Waiting Time

Lowest Daily/Hourly Agent Occupancy

Highest Daily/Hourly Total Agent Idle Time

Lowest Estimation Waiting Time

Highest Priority

ACD DN 1

ACD DN 2

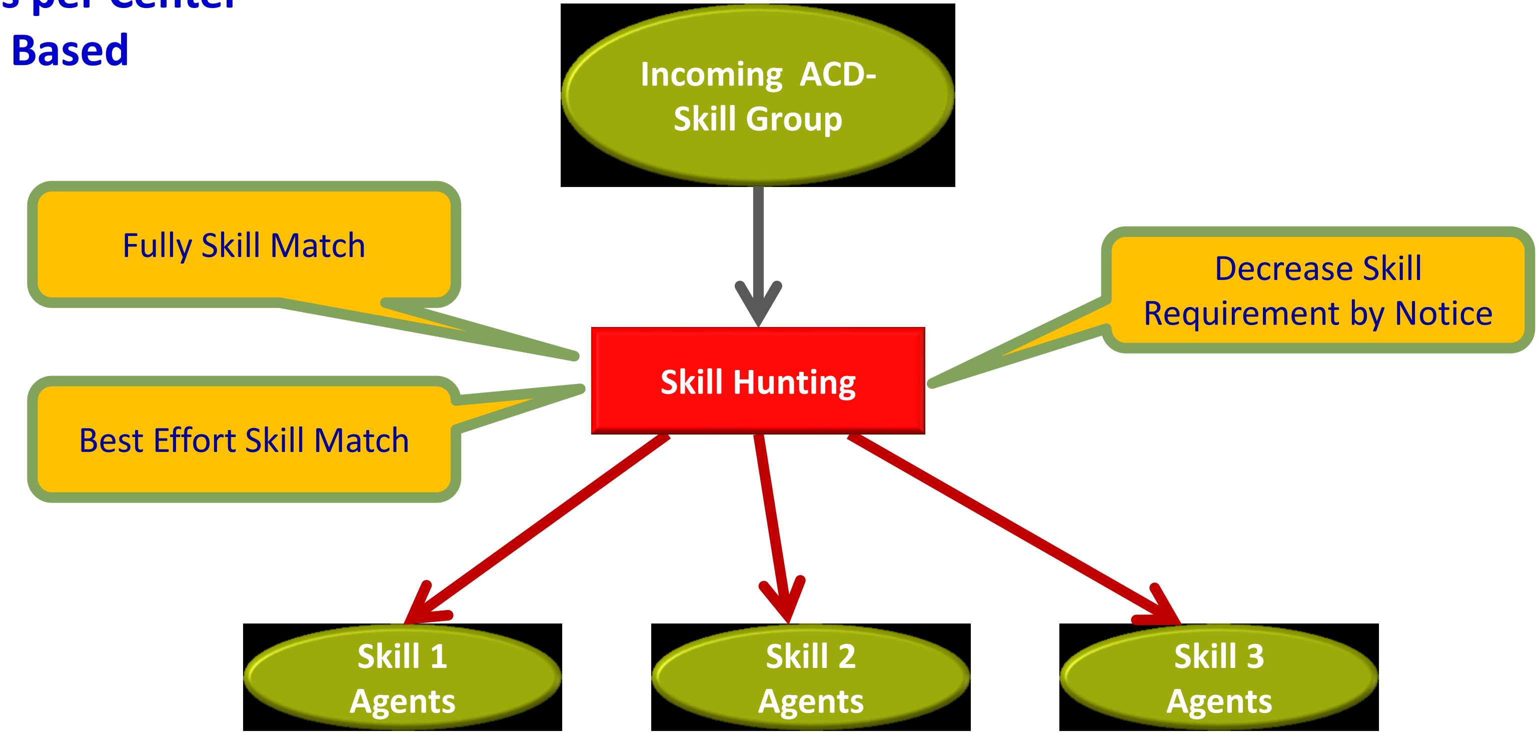
ACD DN 3

DN GROUP ROUTING POLICY

- Only DN Had Agent Login will be Considered
- DN Had Agent in Ready State First
- Lowest Queue Call
- Lowest Average Customer Waiting Time
- Lowest Occupancy
- Highest Total Idle time
- Lowest Estimation Waiting Time
- Based on Priority (highest first)

CENTER SKILL DN GROUP

Easy to setup
Upto 500 Skills per Center
Whole Center Based



Incoming ACD-Skill Group

Fully Skill Match

Best Effort Skill Match

Skill Hunting

Decrease Skill Requirement by Notice

Skill 1 Agents

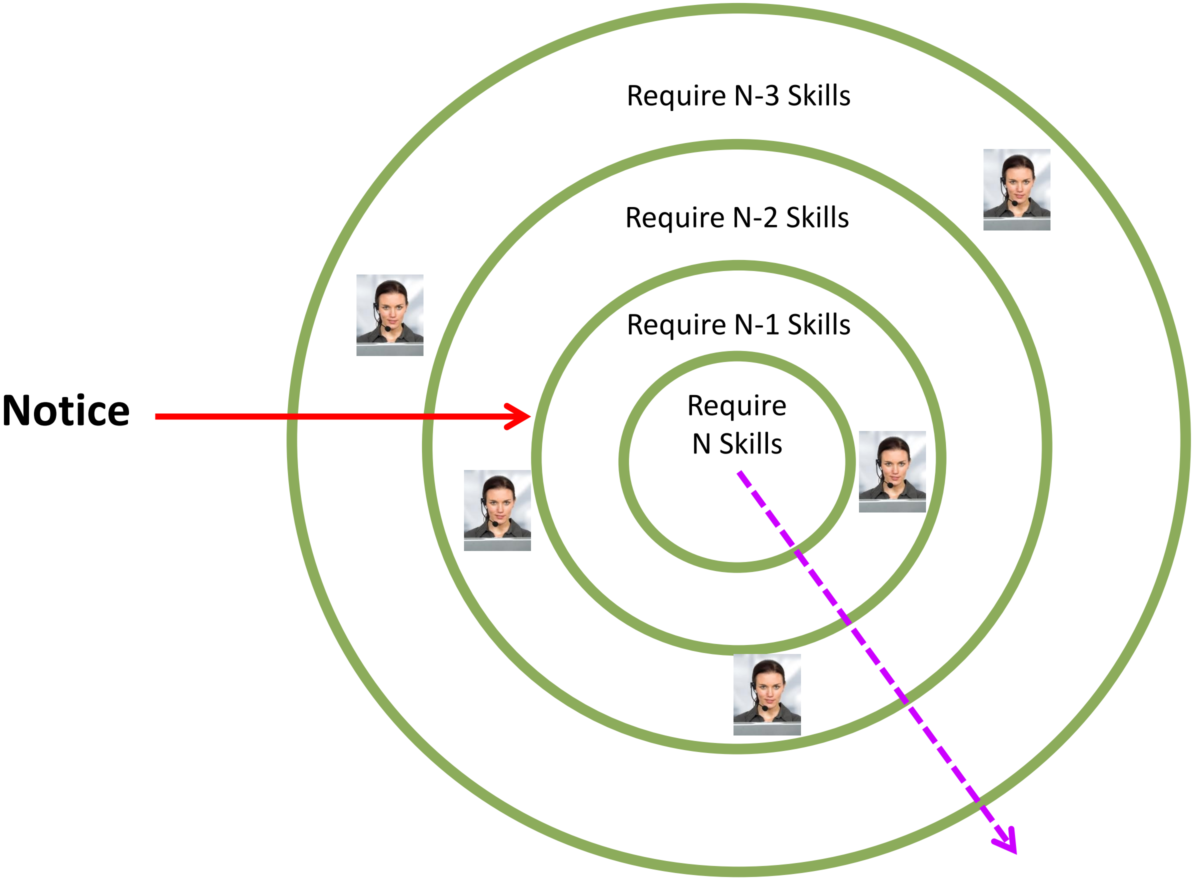
Skill 2 Agents

Skill 3 Agents

CENTER SKILL DN GROUP

- Only 1 ACD Skill DN Group Needed
- Upto 500 Skills per Center
- Upto 200 Skills per Agent
- Center Agent with Skill will be Consider
- Highest Summation of Skill Level First
- Most Idle Dispatch for Same Skill Summation
- Support On the Fly Enable/Disable Skill
- Routing Policy:
  - Fully Skill Match
  - Best Effort Skill Match
  - Decrease Skill Request Count by Notice

Decrease Skill Requirement by Notice



Require N-3 Skills

Require N-2 Skills

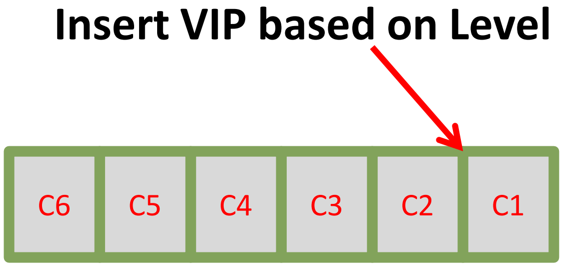
Require N-1 Skills

Require
N Skills

Notice

VIP PROCESS

- **Center-wide VIP Management**
- **Allow use Caller ID or CTI Data to Indentify a VIP**
- **Allow to Assign a Dedicate Agent for VIP**
- **Support VIP Waiting Notice to ADT**
- **Fail Back to DN when Agent is not Available or Timeout**
- **Preemptive Queuing based on VIP Level**
- **EZIVR Built-in Component to Get Customer Type**
- **Built-in VIP Level (Always Fist, 0 to 99)**



Insert VIP based on Level

C6 C5 C4 C3 C2 C1

ACD Queue

VIP = (Now – Time[C1])*(99 – Priority[VIP])/100 + Time[C1]

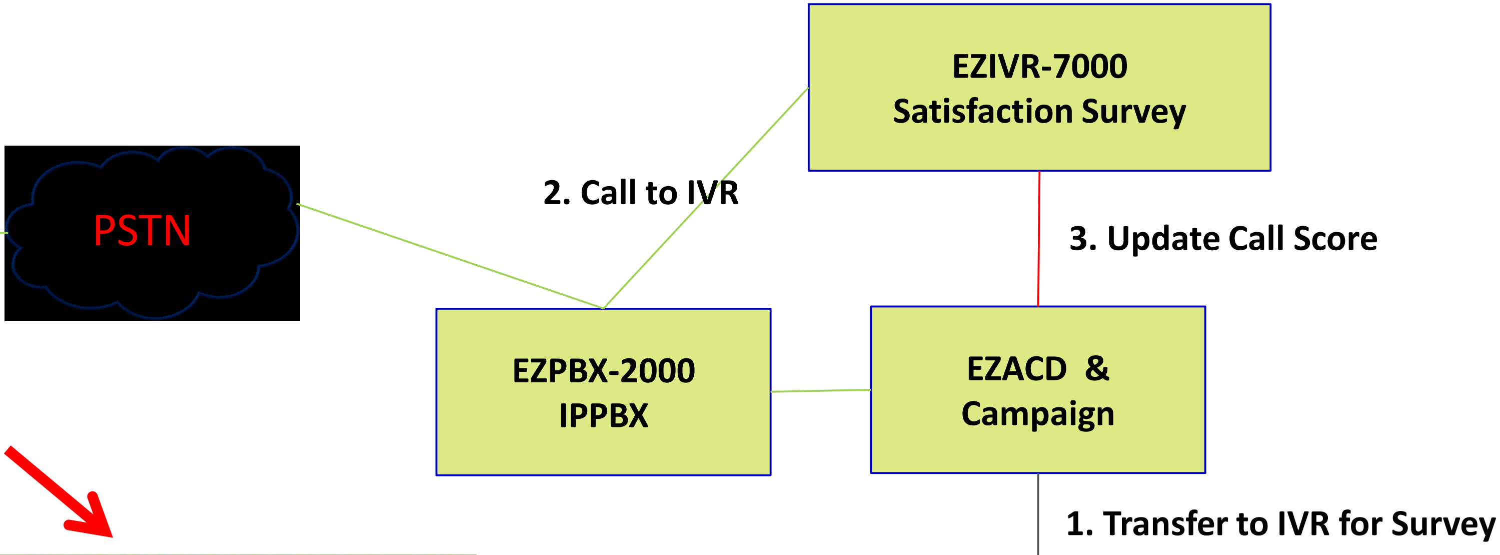
Black List Process

- **Center-wide Black List Management**
- **Allow use Caller ID or CTI Data to Indentify**
- **Support Reject, Redirect to IVR or Voice Mail Globally or by Black List Setting**
- **EZIVR Built-in Component to Get Customer Type**

Black User 1 → **IVR**
Black User 2 → **Voice Mail**
Black User 3 → **Disconnect**

SATISFACTION SURVEY

- IVR Call Flow for Satisfaction Survey
- IVR Update Survey Score and Result to ACD using Component
- Integrated Call Service Log



PSTN

EZIVR-7000
Satisfaction Survey

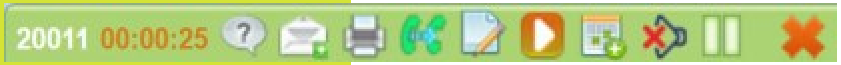
2. Call to IVR

3. Update Call Score

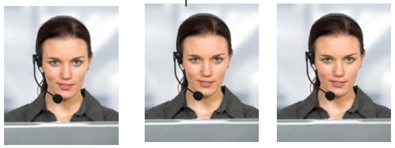
EZPBX-2000
IPPBX

EZACD &
Campaign

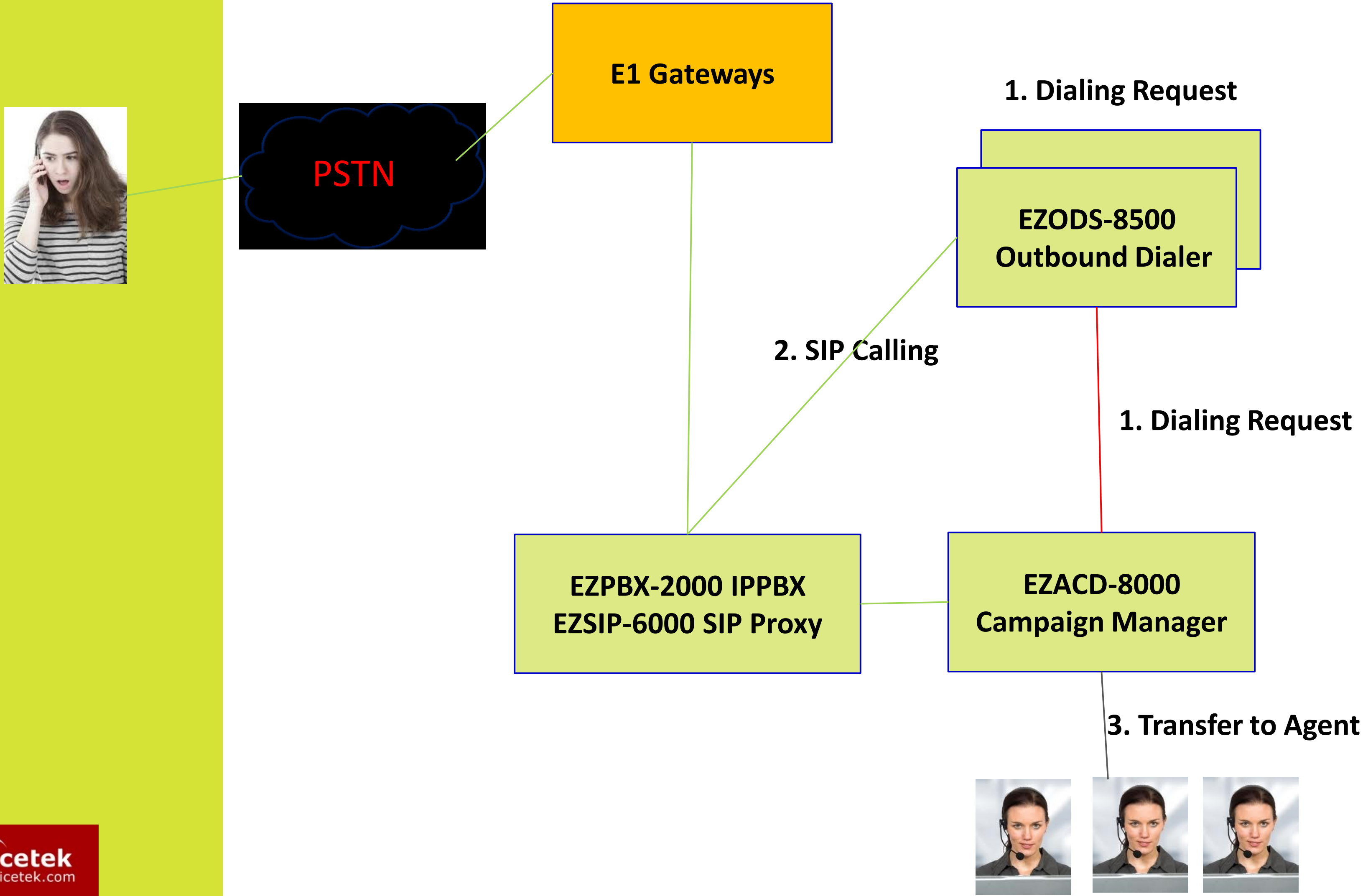
1. Transfer to IVR for Survey



20011 00:00:25



OUTBOUND CALL CENTER



PSTN

E1 Gateways

1. Dialing Request

EZODS-8500
Outbound Dialer

2. SIP Calling

1. Dialing Request

EZPBX-2000 IPPBX
EZSIP-6000 SIP Proxy

EZACD-8000
Campaign Manager

3. Transfer to Agent

OUTBOUND DIALING CAMPAIGN

(OPTIONAL)

- Multi-Tenant Campaign Manager
- Support Number Testing, IVR and Agent Campaign
  - Predictive/Progressive/Power Dialing** (dialer is required)
  - Heuristic Power/Predictive Dialing ** (dialer is required)
  - Preview Dialing
- Campaign Execution Time, Period, Priority and Max Dialer Channels
- Support Contact List, Do Not Call List and Dial List
- Support Multiple Telephones and Customized Data
- Start/Stop/Pause/Resume/Reset/Close Campaign
- Support Campaign or Agent Call Back
- Campaign Based Wrap-up Code
- Support Call History and Dialer Report and SOAP API Interface

PREVIEW DIALING MANAGEMENT

- **Auto Assignment Mode**
  - System auto assign dial list based on request
- **Manual Assignment Mode:**
  - Manual Assign Dial List to Agent
  - Agent can Request Assigned Dial list Only
  - Support Assign, Revoke Operation
  - Assign Policy:
    - Fixed Count Assign/Input Count Assign
    - Ratio Assign/Equal Assign

NUMBER TESTING CAMPAIGN

- Test imported number is a valid number or not
- Call each telephone number:
    - Answered: Valid
    - Not Answered: Invalid
- Support Remove Invalid Number

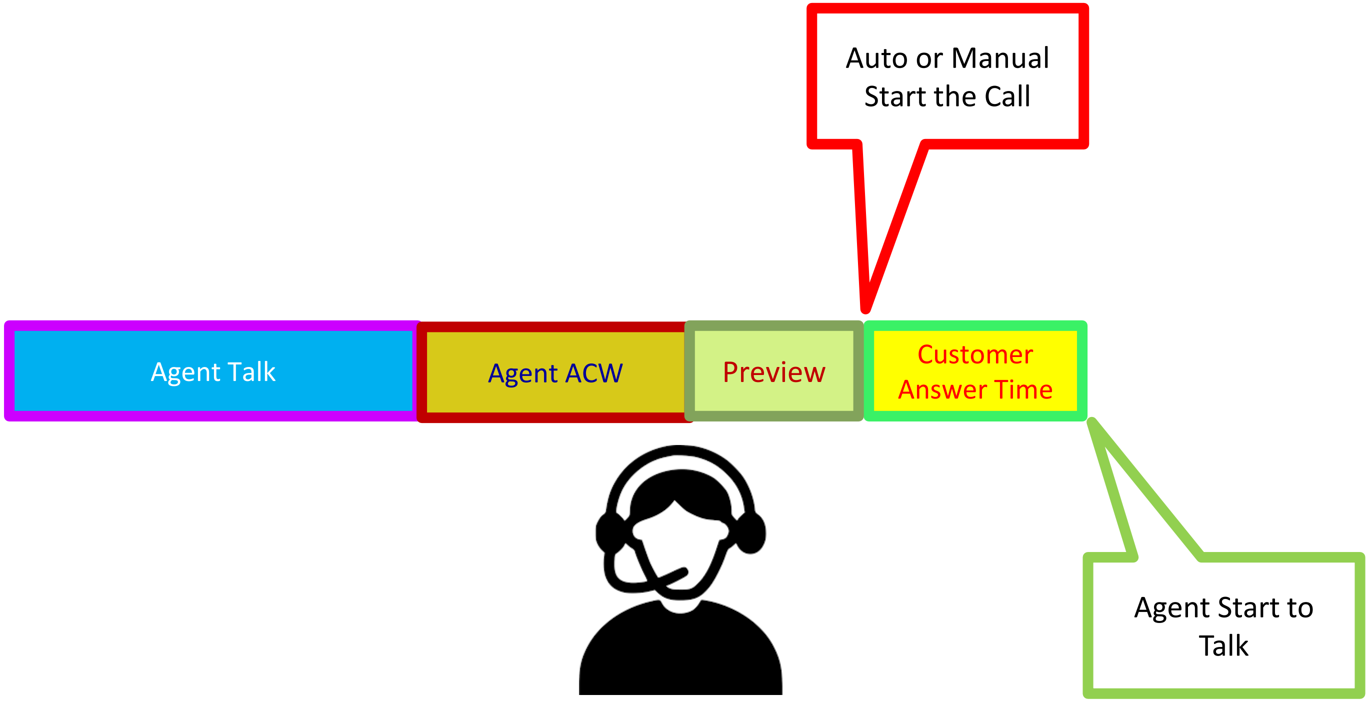
IVR CAMPAIGN

- Reduce the required IVR Channels
- Support Power Dialing/Heuristic Power Dialing
- Transfer to IVR once the Call is Connected
- Support Real Time IVR State to Maximize IVR Usage

AGENT CAMPAIGN

- Reduce the Agent Waiting Time
- Transfer to agent when call is connected
- Working with Audiocodes GW AMD (Answering Machine Detection)
- Use Predictive Dialing to Reach minimum waiting time
- Use Power/Progressive Dialing to have a balanced waiting time
- Use Preview Dialing for Valuable Dialing List
- Use Heuristic Power Dialing to adjust Dialing Count per Agent based on last xx mins connection rate in order to make sure agent can get the call
- Use Heuristic Predictive Dialing to adjust Over Dialing Factor based on last xx mins average agent idle time in order to reach target average agent idle time.

Preview Dialing



Auto or Manual Start the Call

Agent Talk

Agent ACW

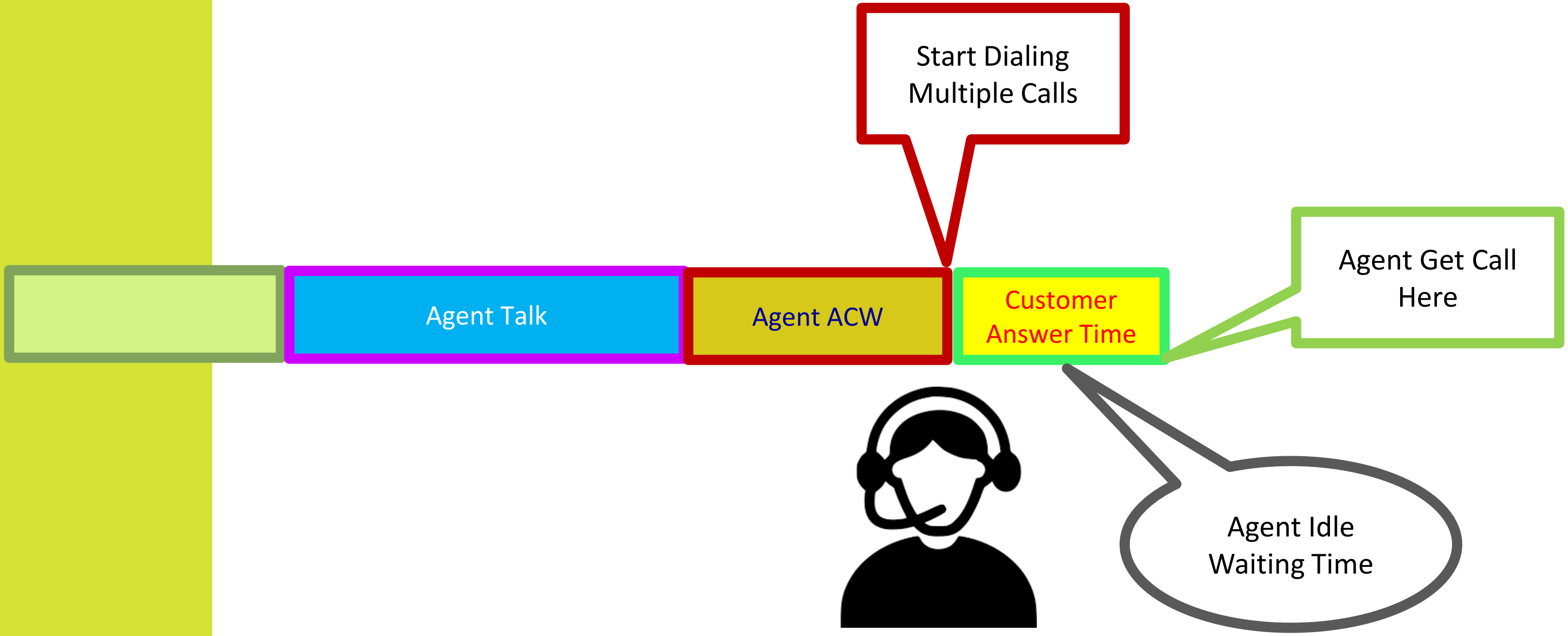
Preview

Customer Answer Time

Agent Start to Talk

Agent Preview the Call

POWER DIALING



Start Dialing Multiple Calls

Agent Talk

Agent ACW

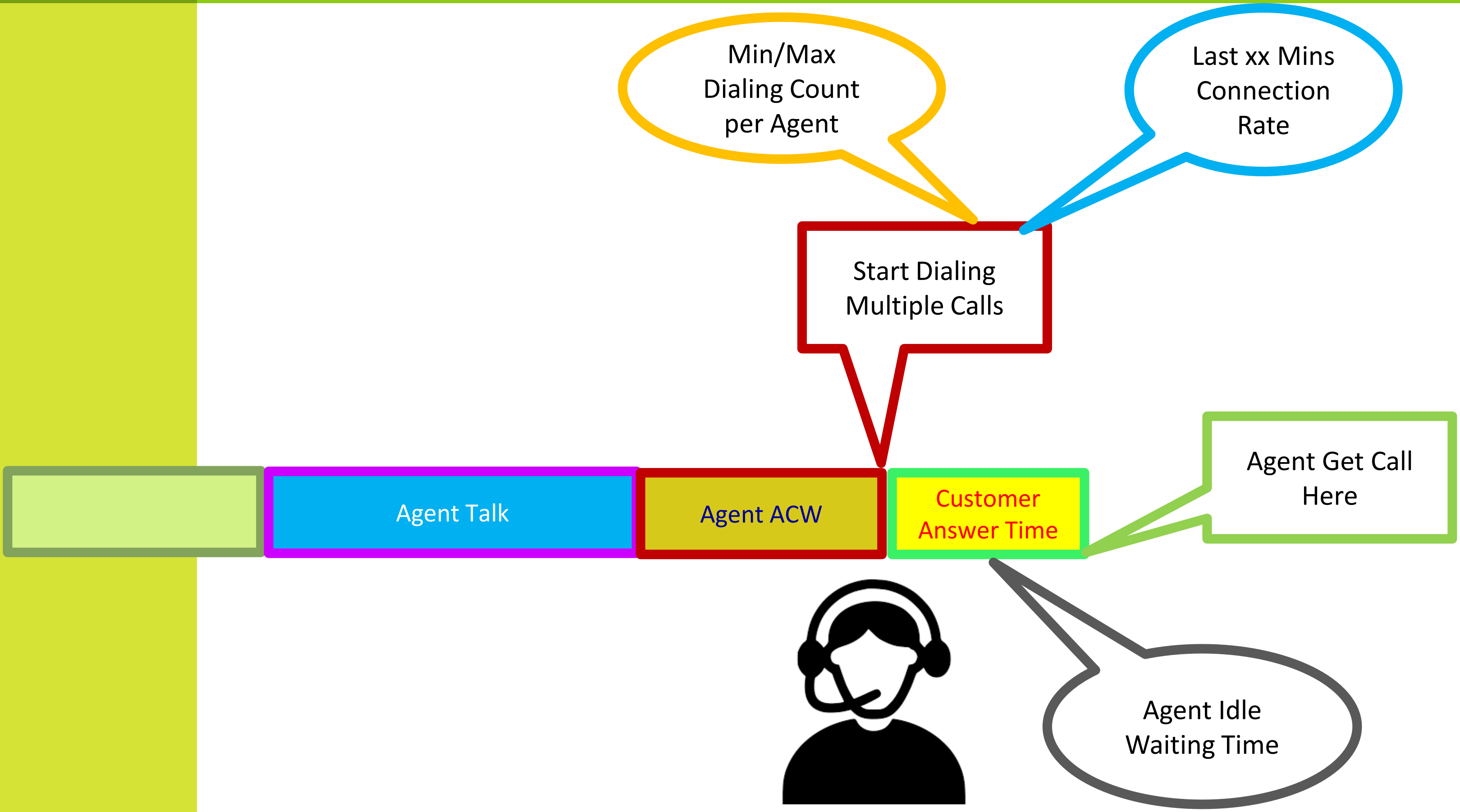
Customer Answer Time

Agent Get Call Here

Agent Idle Waiting Time

Agent Ready to Talk Call

HEURISTIC POWER DIALING



Min/Max Dialing Count per Agent

Last xx Mins Connection Rate

Start Dialing Multiple Calls

Agent Talk

Agent ACW

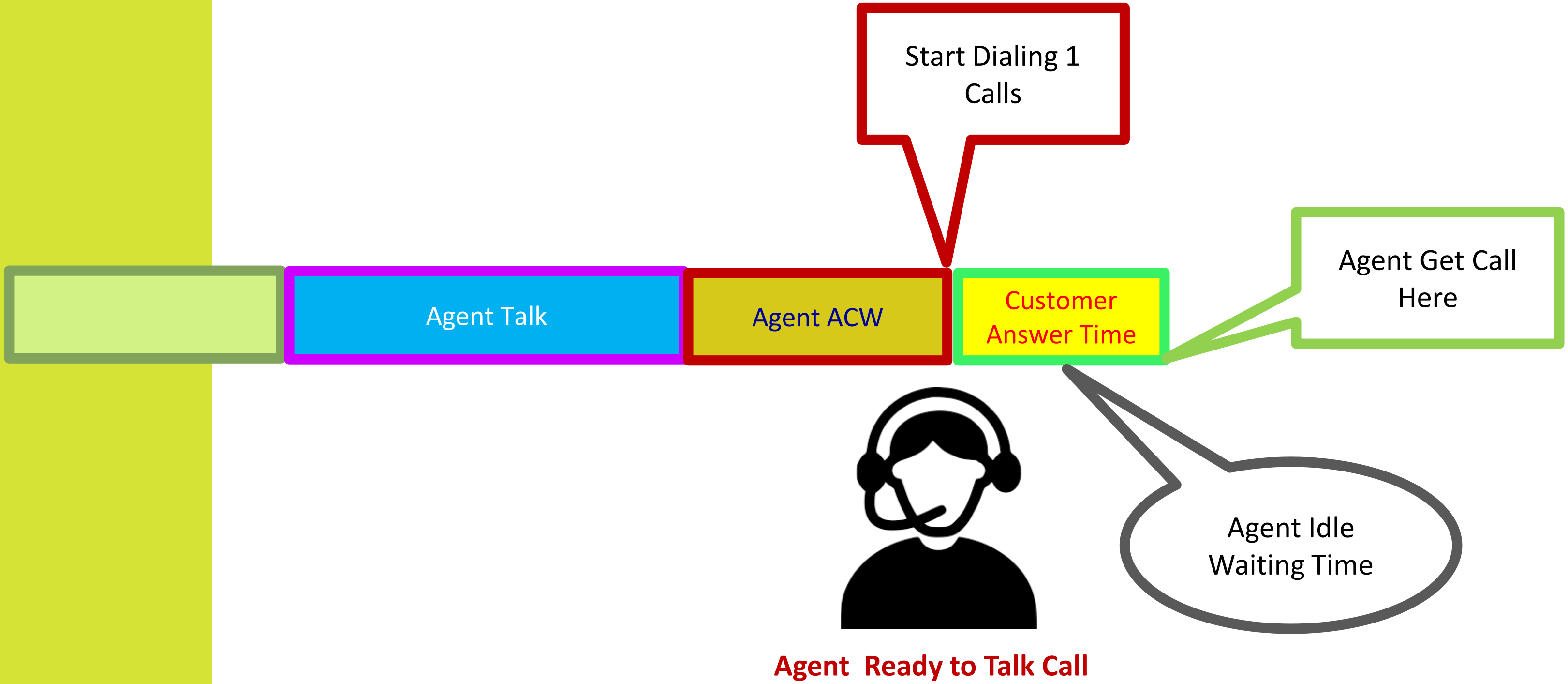
Customer Answer Time

Agent Get Call Here

Agent Idle Waiting Time

Agent Ready to Talk Call

PROGRESSIVE DIALING



Start Dialing 1 Calls

Agent Talk

Agent ACW

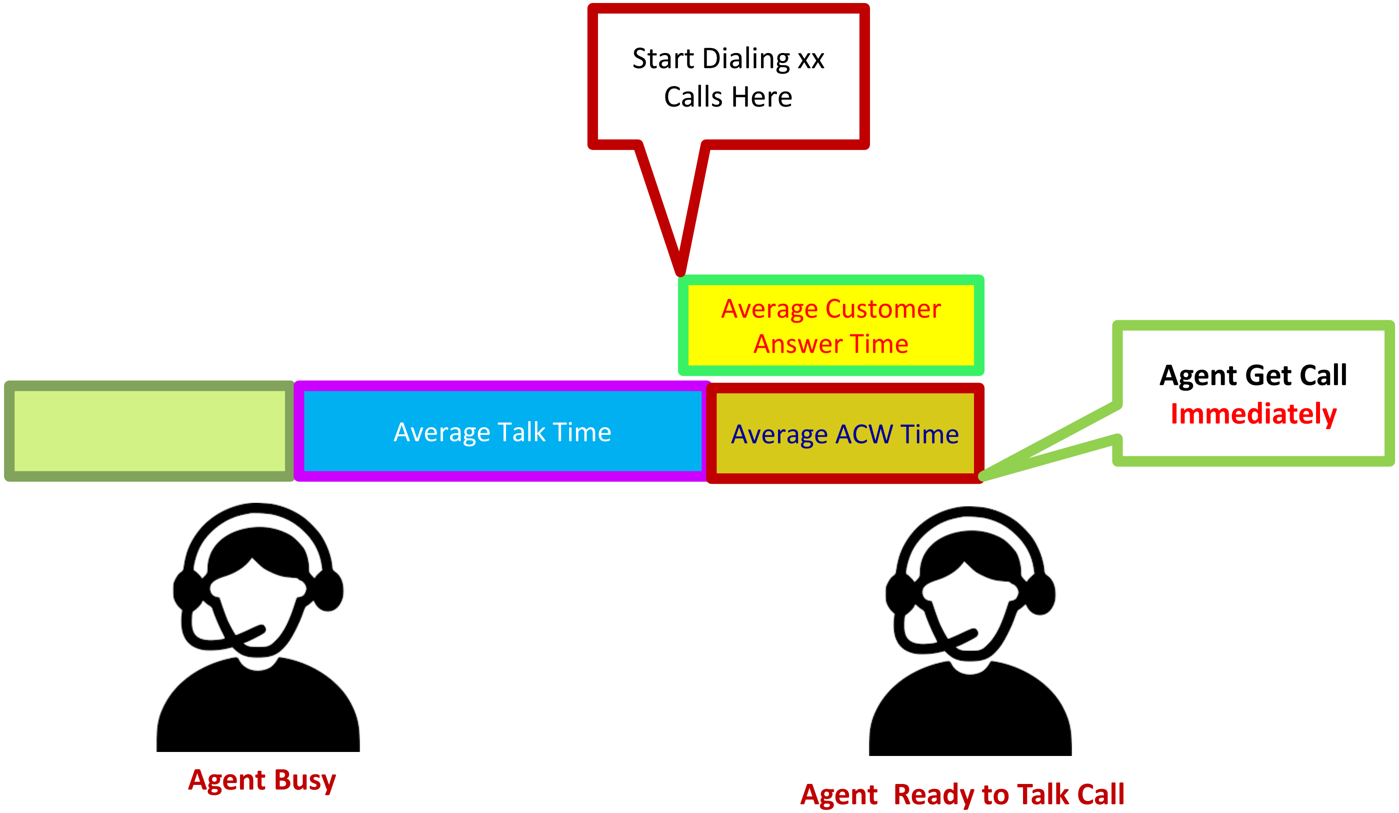
Customer Answer Time

Agent Get Call Here

Agent Idle Waiting Time

Agent Ready to Talk Call

PREDICTIVE DIALING



Start Dialing xx Calls Here

Average Customer Answer Time

Average Talk Time

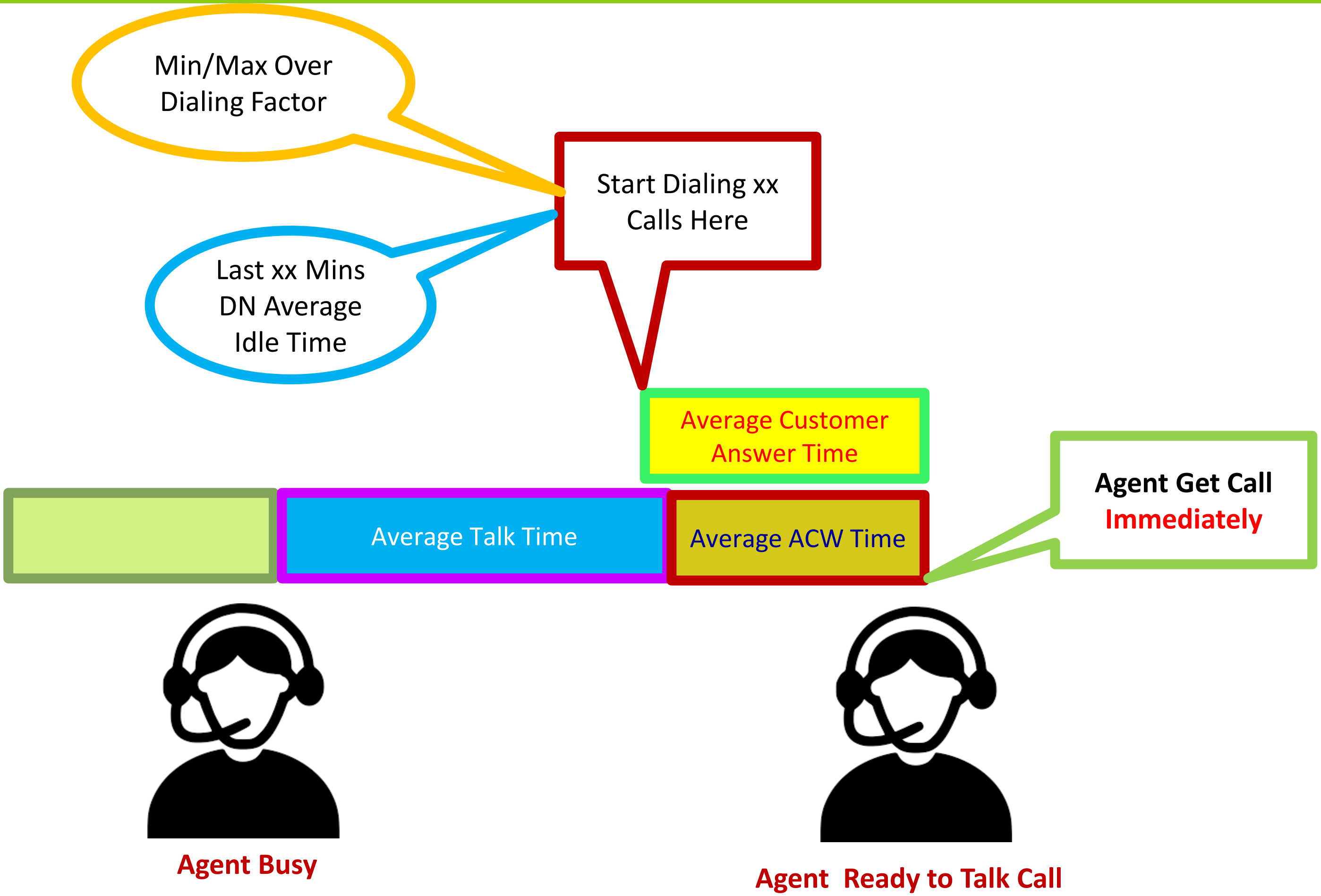
Average ACW Time

Agent Get Call Immediately

Agent Busy

Agent Ready to Talk Call

HEURISTIC PREDICTIVE DIALING


Min/Max Over Dialing Factor

Start Dialing xx Calls Here

Last xx Mins DN Average Idle Time

Average Customer Answer Time

Average Talk Time

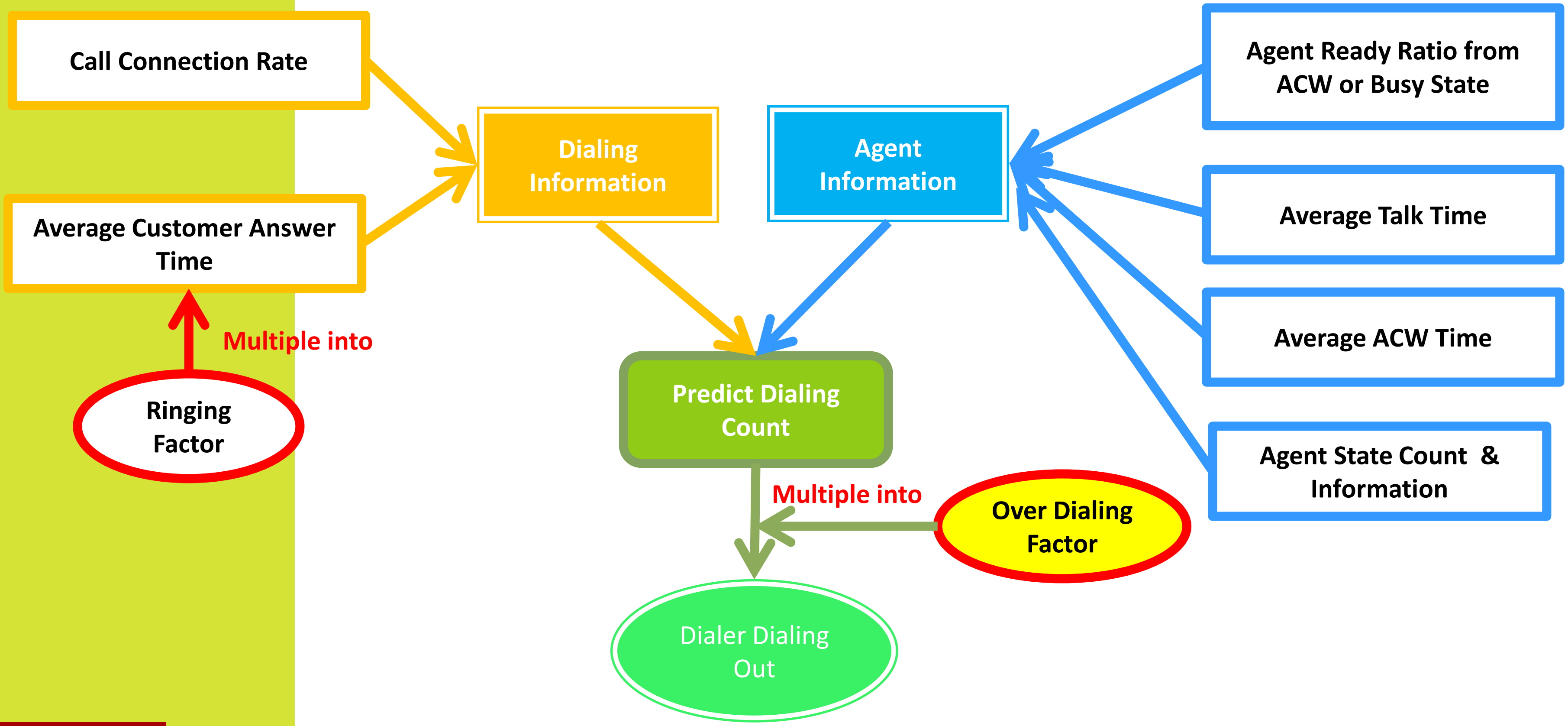
Average ACW Time

Agent Get Call Immediately

Agent Busy

Agent Ready to Talk Call

PREDICTIVE DIALING FACTORS



Call Connection Rate

Average Customer Answer Time

Multiple into

Ringing Factor

Dialing Information

Agent Information

Agent Ready Ratio from ACW or Busy State

Average Talk Time

Average ACW Time

Agent State Count & Information

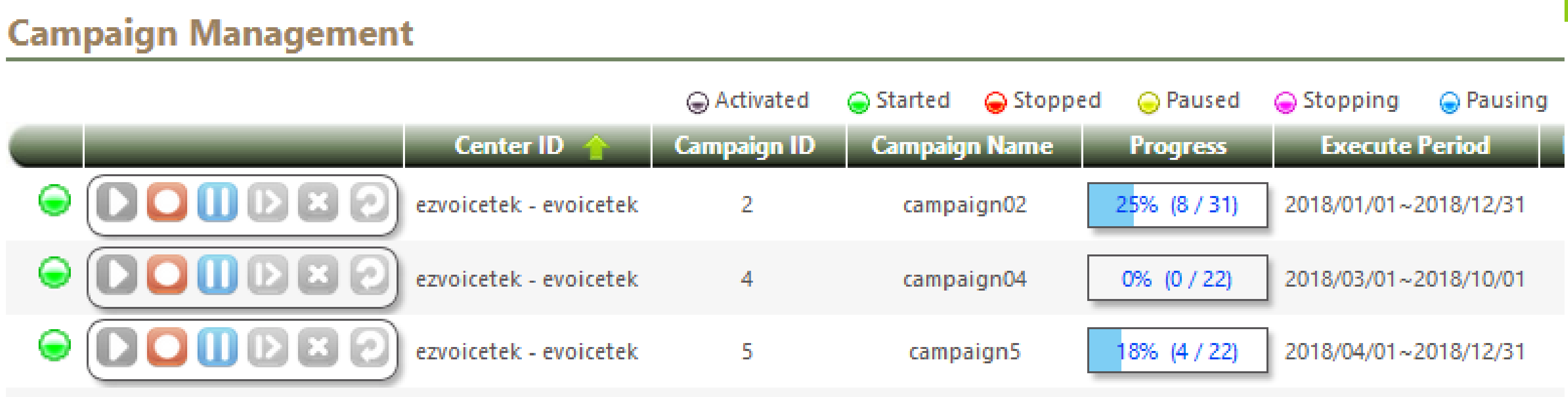
Predict Dialing Count

Multiple into

Over Dialing Factor

Dialer Dialing Out

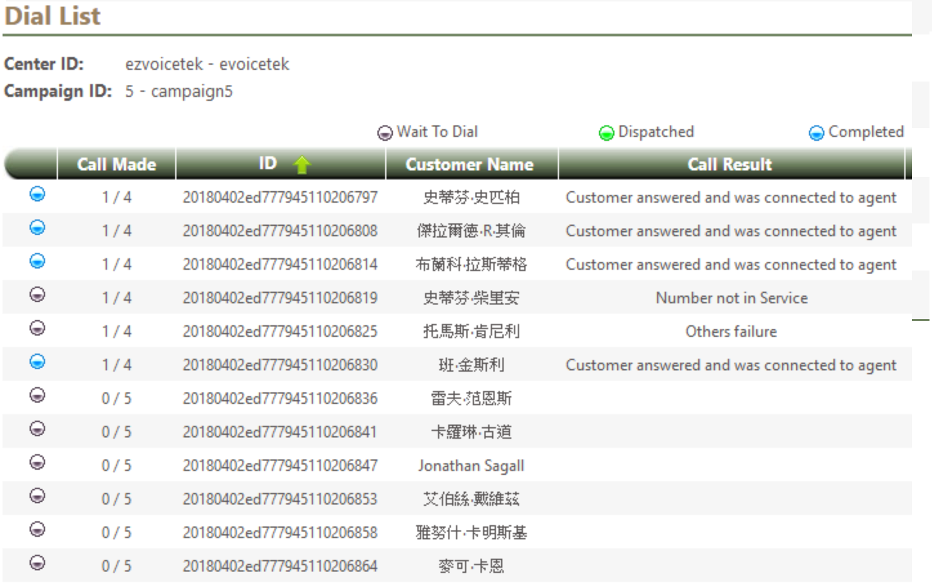
CAMPAIGN MANAGEMENT



Campaign Management

◐ Activated ● Started ● Stopped ● Paused ● Stopping ● Pausing

		Center ID	Campaign ID	Campaign Name	Progress	Execute Period
●	▶ ● ❚❚ ▷ ✕ ↻	ezvoicetek - evoicetek	2	campaign02	25% (8 / 31)	2018/01/01~2018/12/31
●	▶ ● ❚❚ ▷ ✕ ↻	ezvoicetek - evoicetek	4	campaign04	0% (0 / 22)	2018/03/01~2018/10/01
●	▶ ● ❚❚ ▷ ✕ ↻	ezvoicetek - evoicetek	5	campaign5	18% (4 / 22)	2018/04/01~2018/12/31

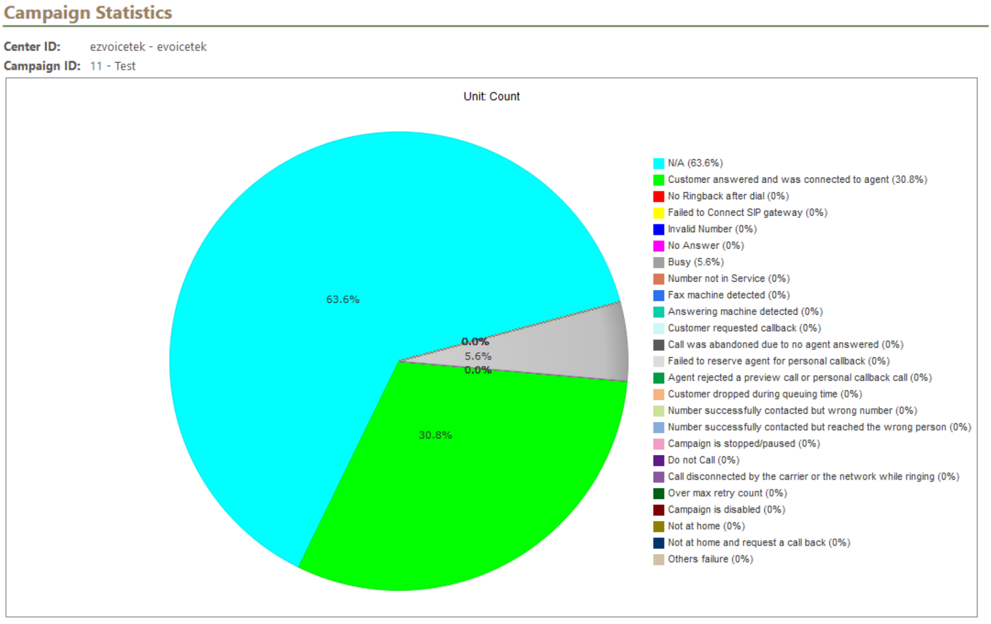


Dial List

Center ID: ezvoicetek - evoicetek
Campaign ID: 5 - campaign5

◐ Wait To Dial ● Dispatched ● Completed

	Call Made	ID	Customer Name	Call Result
●	1 / 4	20180402ed777945110206797	史蒂芬·史匹柏	Customer answered and was connected to agent
●	1 / 4	20180402ed777945110206808	傑拉爾德·R·其倫	Customer answered and was connected to agent
●	1 / 4	20180402ed777945110206814	布蘭科·拉斯蒂格	Customer answered and was connected to agent
◐	1 / 4	20180402ed777945110206819	史蒂芬·柴里安	Number not in Service
◐	1 / 4	20180402ed777945110206825	托馬斯·肯尼利	Others failure
●	1 / 4	20180402ed777945110206830	班·金斯利	Customer answered and was connected to agent
◐	0 / 5	20180402ed777945110206836	雷夫·范恩斯	
◐	0 / 5	20180402ed777945110206841	卡羅琳·古道	
◐	0 / 5	20180402ed777945110206847	Jonathan Sagall	
◐	0 / 5	20180402ed777945110206853	艾伯絲·戴維茲	
◐	0 / 5	20180402ed777945110206858	雅努什·卡明斯基	
◐	0 / 5	20180402ed777945110206864	麥可·卡恩	



Campaign Statistics

Center ID: ezvoicetek - evoicetek
Campaign ID: 11 - Test

- N/A (63.6%)
- Customer answered and was connected to agent (30.8%)
- No Ringback after dial (0%)
- Failed to Connect SIP gateway (0%)
- Invalid Number (0%)
- No Answer (0%)
- Busy (5.6%)
- Number not in Service (0%)
- Fax machine detected (0%)
- Answering machine detected (0%)
- Customer requested callback (0%)
- Call was abandoned due to no agent answered (0%)
- Failed to reserve agent for personal callback (0%)
- Agent rejected a preview call or personal callback call (0%)
- Customer dropped during queuing time (0%)
- Number successfully contacted but wrong number (0%)
- Number successfully contacted but reached the wrong person (0%)
- Campaign is stopped/paused (0%)
- Do not Call (0%)
- Call disconnected by the carrier or the network while ringing (0%)
- Over max retry count (0%)
- Campaign is disabled (0%)
- Not at home (0%)
- Not at home and request a call back (0%)
- Others failure (0%)

TIPS FOR NONE-PREVIEW CAMPAIGN

- At least 15 Agents for Predictive Dialing
- ACD DN
    - Use Most Idle Hunting Type
    - Max Queuing Call <= Agents/2
    - Queue Action silence timeout within 2-5 seconds.
- Agent Group -> Auto Answer: Immediately
- Use Heuristic Mode
- Use Campaign Statistic Status to Tune

OUTBOUND DIALER

(OPTIONAL)

- EZODS-8500 ACD Outbound Dialer
- **Support Local Answering Machine Detection Based on Energy Level**
- Support Customer Answered Event By Audiocodes Gateway
- Support Distributed Multiple Outbound Dialers (N+1) Redundant
- Fully Integrated and Managed by EZACD-8000 Campaign
- Max Calls Per Dialer: 1024

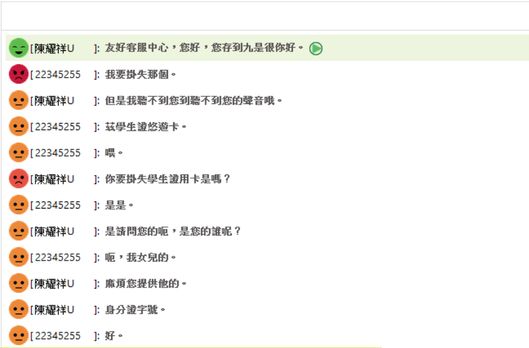
VOICE RECORDING

(OPTIONAL)

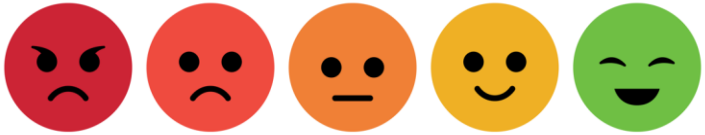
- Provides RTP Audio Decode
- Support Recording On Demand for Customer Privacy
- Support MP3 Encoding (CBR/VBR)
- Support WAV Format Linear PCM
- Optional Integrated Trunk Voice Recording
- MP3 AES Encryption/MD5 Checksum for Security
- Merged/Separate Caller and Called Voice Track
- Support Regular Call, Conference and Coach Recording
- Unique Call ID to be Used to Link with Customized CRM

TRANSCRIPTION AI ANALYSIS
(OPTIONAL)

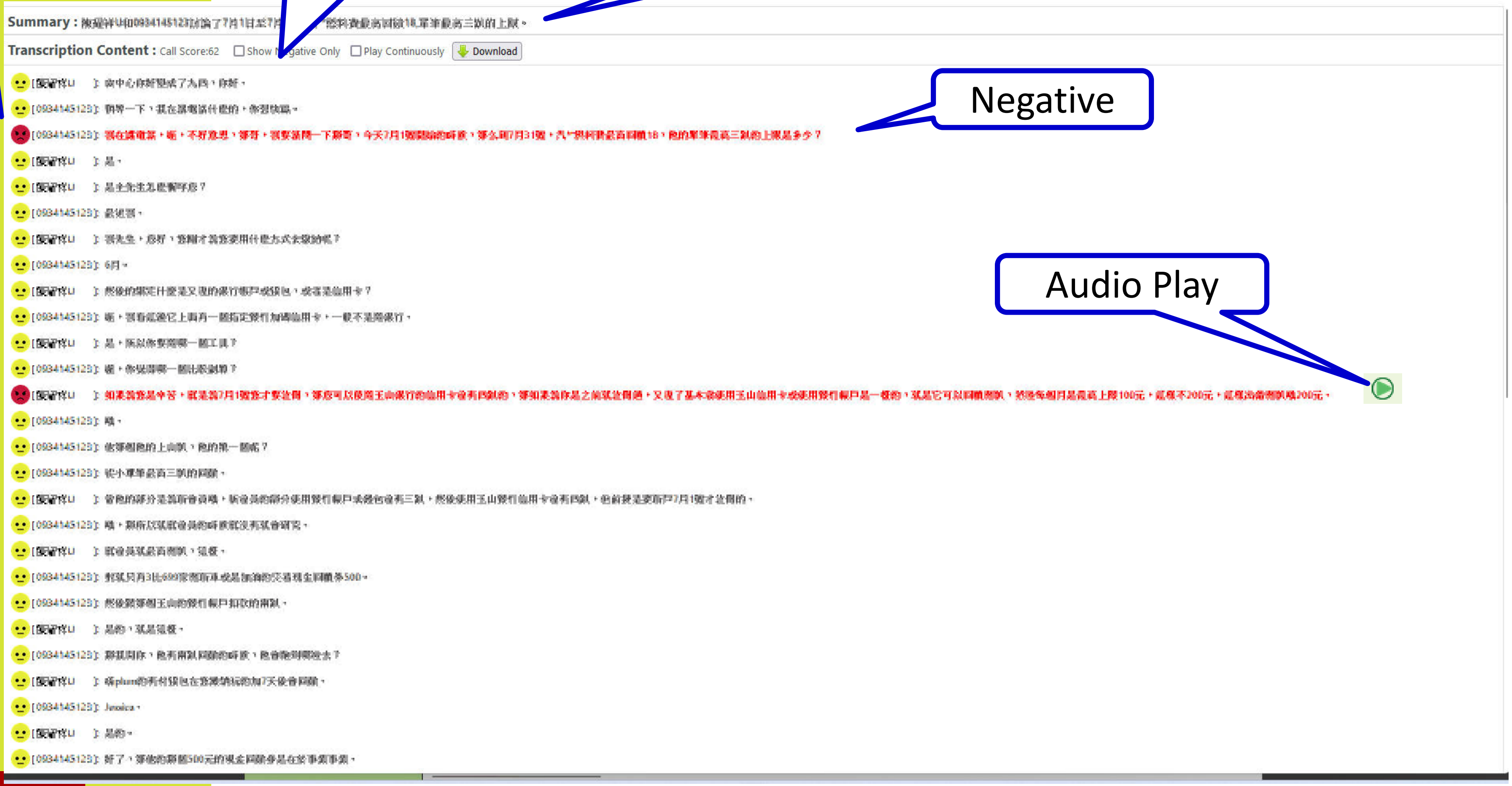
- Integrated with Azure AI Voice/Language Service
- Support Multi-Tenant/Multi-Languages Audio Transcription
- Texting Viewing, Download and Audio Play Back
- Full Text Search
- Sentiment AI Analysis for Audio or Text Chat Call
- Summaries AI Analysis for Audio or Text Chat Call
- Auto Scoring based on Sentiment Analysis



[陳耀祥U]: 友好客服中心，您好，您存到九是很你好。
[22345255]: 我要掛失那個。
[陳耀祥U]: 但是我聽不到您到聽不到您的聲音哦。
[22345255]: 茲學生證悠遊卡。
[22345255]: 喂。
[陳耀祥U]: 你要掛失學生證用卡是嗎？
[22345255]: 是是。
[陳耀祥U]: 是請問您的呃，是您的誰呢？
[22345255]: 呃，我女兒的。
[陳耀祥U]: 麻煩您提供他的。
[陳耀祥U]: 身分證字號。
[22345255]: 好。



TRANSCRIPTION RESULT


Summary :
Transcription Content : Call Score:62
☐ Show Negative Only
☐ Play Continuously
Download

Sentiment

Score/Control

Summary

Negative

Audio Play

AZURE AI SERVICE

- Azure AI Speech Service
  - Batch Transcription Per Hour (USD 0.18)
  - 10 Agents/5 Hours per Month
    - 10*5*0.18*30=270 USD/Month
- Azure AI Language Service
  - 1000 Record Text (1 USD)
  - Agent Talk Hour Text Records (750 chars/minutes)
    - 750*60/1000=45 Text Record (~ 0.045 USD)
  - 10 Agent/5 Hours Per Month
    - 10*5*30*0.045=68 USD
- Total Cost Estimation per Month
  - 270+68=338 USD

AGENT SCREEN RECORDING BENEFITS

- **Minimize Legal Risks**
- **Facilitate Quality Management**
- **Improve Agent Performance**
- **Provide Data-Backed Insights**
- **Improve Supervisor Coach with Screen Video**
- **Helps Create Case Studies**

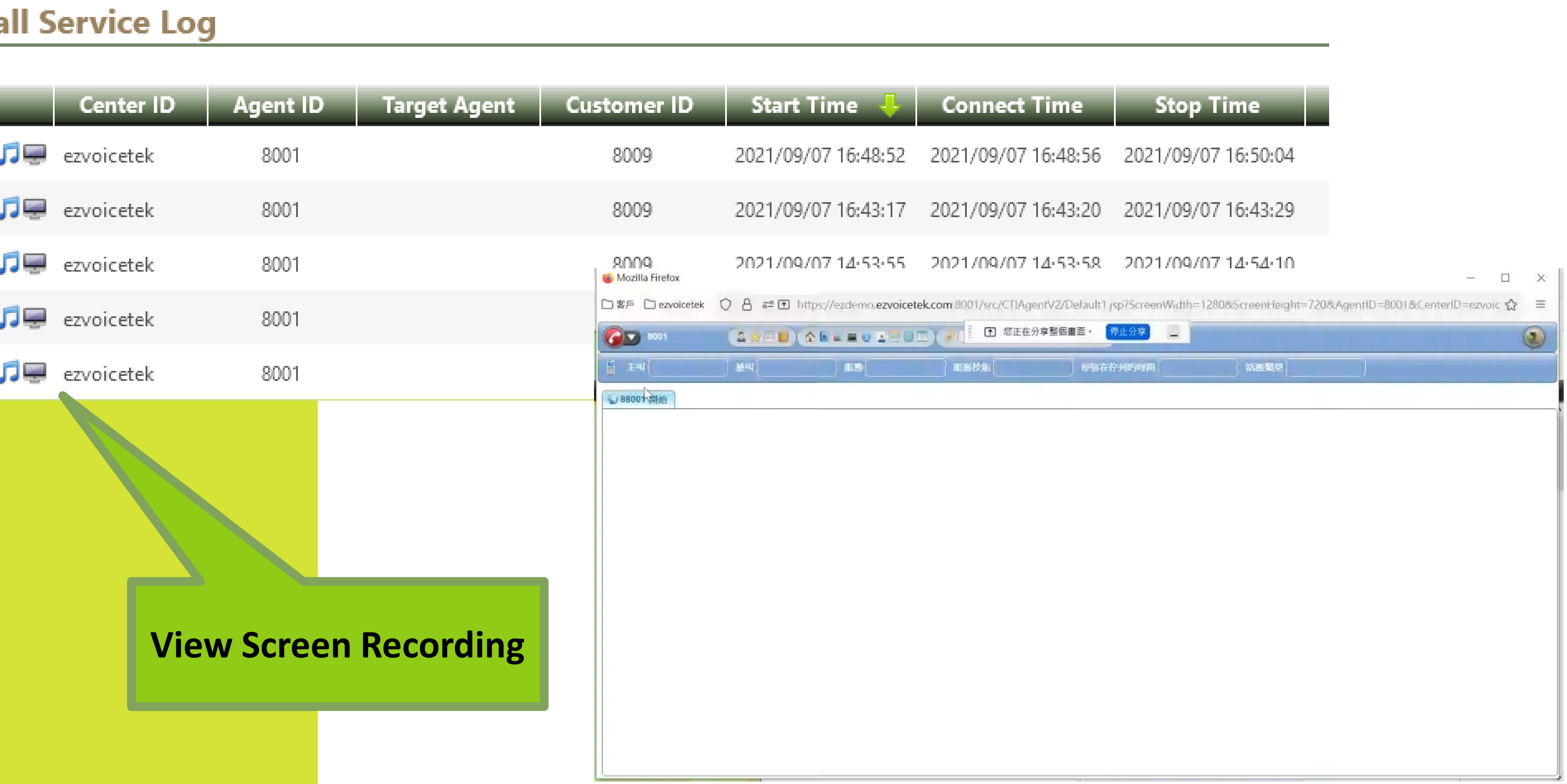
AGENT SCREEN RECORDING

(OPTIONAL)

- Full Web based Without Any Installation
- Ready to Run with Built-in ADT
- VP9 Encoded Recording Files
- Programmable Frame Rate/Resolution(1080/720P)
- Optional Record Before Answer Or ACW Time
- Supervisor See Real Time Agent Screen with Voice
- Support Video Only, Video+Audio File

AGENT SCREEN RECORDING

(OPTIONAL RELEASE 2.2



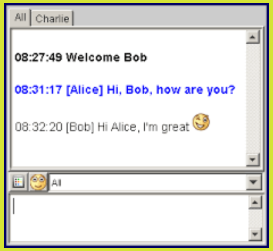
all Service Log

	Center ID	Agent ID	Target Agent	Customer ID	Start Time	Connect Time	Stop Time
	ezvoicetek	8001		8009	2021/09/07 16:48:52	2021/09/07 16:48:56	2021/09/07 16:50:04
	ezvoicetek	8001		8009	2021/09/07 16:43:17	2021/09/07 16:43:20	2021/09/07 16:43:29
	ezvoicetek	8001		8009	2021/09/07 14:53:55	2021/09/07 14:53:58	2021/09/07 14:54:10
	ezvoicetek	8001					
	ezvoicetek	8001					

Mozilla Firefox
客戶
ezvoicetek
https://ezdemo.ezvoicetek.com:8001/src/CTIAgentV2/Default1.jsp?ScreenWidth=1280&ScreenHeight=720&AgentID=8001&CenterID=ezvoic
8001
您正在分享整個畫面。
停止分享
主叫
被叫
服務
服務技能
停留在佇列的時間
話務類型
88001 開始

View Screen Recording

MULTI-MEDIA SERVICE
(OPTIONAL)



08:27:49 Welcome Bob

08:31:17 [Alice] Hi, Bob, how are you?

08:32:20 [Bob] Hi Alice, I'm great

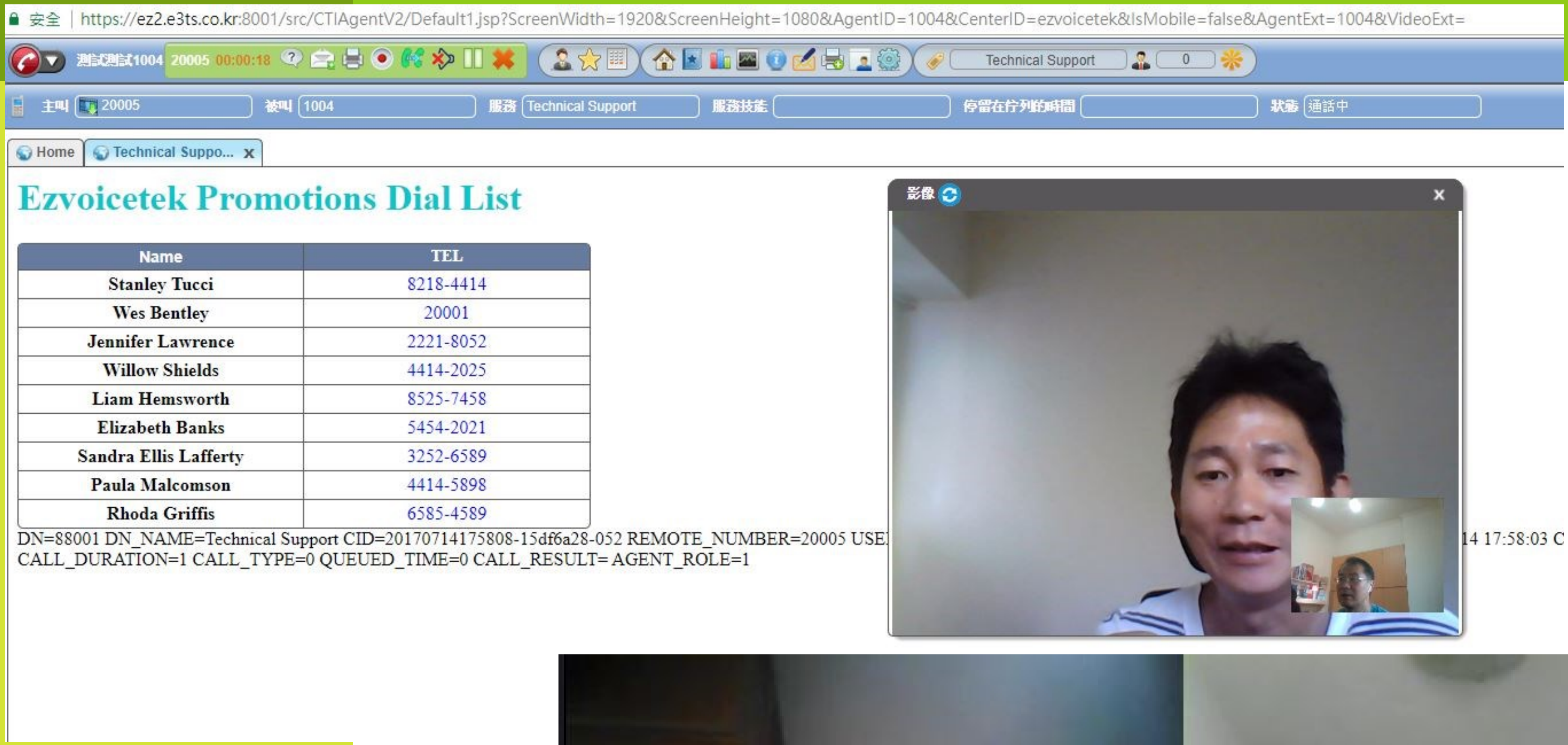
- Video Call Service
- Chatting, EMAIL, Voice Message, Web Text Message
- Call/Text Chat/Multi-Media Service Blending
- Support Call Barge-in when Servicing Multi-media Service
- Dispatching when Agent is not busy
- Support Outbound Call, Send Mail
- Provides Call Service Log

VIDEO CALL SERVICE

(OPTIONAL)

- Support WebRTC based Video
- Support H.264/VP8 WebRTC
- Up-to 1280*480 (640*480 Caller/Called) MP4 Recording
- Support Web Video by using Existing SIP Phone
  - Voice goes SIP Phone
  - Video goes Computer Browser
- Support Customer Side only Video Mode
- Support All-in-One Audio/Video WebRTC
  - Voice/Video goes Computer Browser

VIDEO CALL/RECORDING



安全 | https://ez2.e3ts.co.kr:8001/src/CTIAgentV2/Default1.jsp?ScreenWidth=1920&ScreenHeight=1080&AgentID=1004&CenterID=ezvoicetek&IsMobile=false&AgentExt=1004&VideoExt=

測試測試1004 20005 00:00:18

主叫 20005
被叫 1004
服務 Technical Support
服務技能
停留在佇列的時間
狀態 通話中

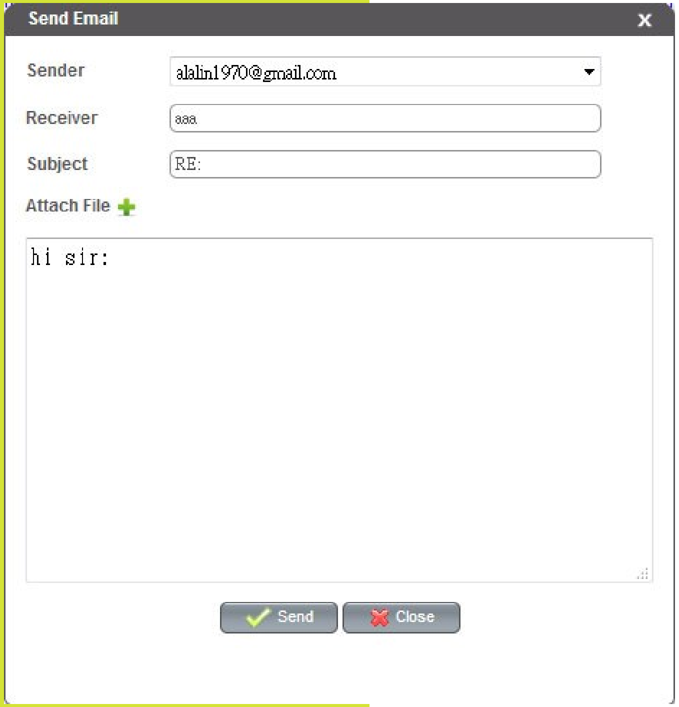
Ezvoicetek Promotions Dial List

Name	TEL
Stanley Tucci	8218-4414
Wes Bentley	20001
Jennifer Lawrence	2221-8052
Willow Shields	4414-2025
Liam Hemsworth	8525-7458
Elizabeth Banks	5454-2021
Sandra Ellis Lafferty	3252-6589
Paula Malcomson	4414-5898
Rhoda Griffis	6585-4589

```
DN=88001 DN_NAME=Technical Support CID=20170714175808-15df6a28-052 REMOTE_NUMBER=20005 USE 14 17:58:03 C
CALL_DURATION=1 CALL_TYPE=0 QUEUED_TIME=0 CALL_RESULT= AGENT_ROLE=1
```

Ezvoicetek
www.ezvoicetek.com

EMAIL SERVICE
(OPTIONAL)



Sender: alalin1970@gmail.com

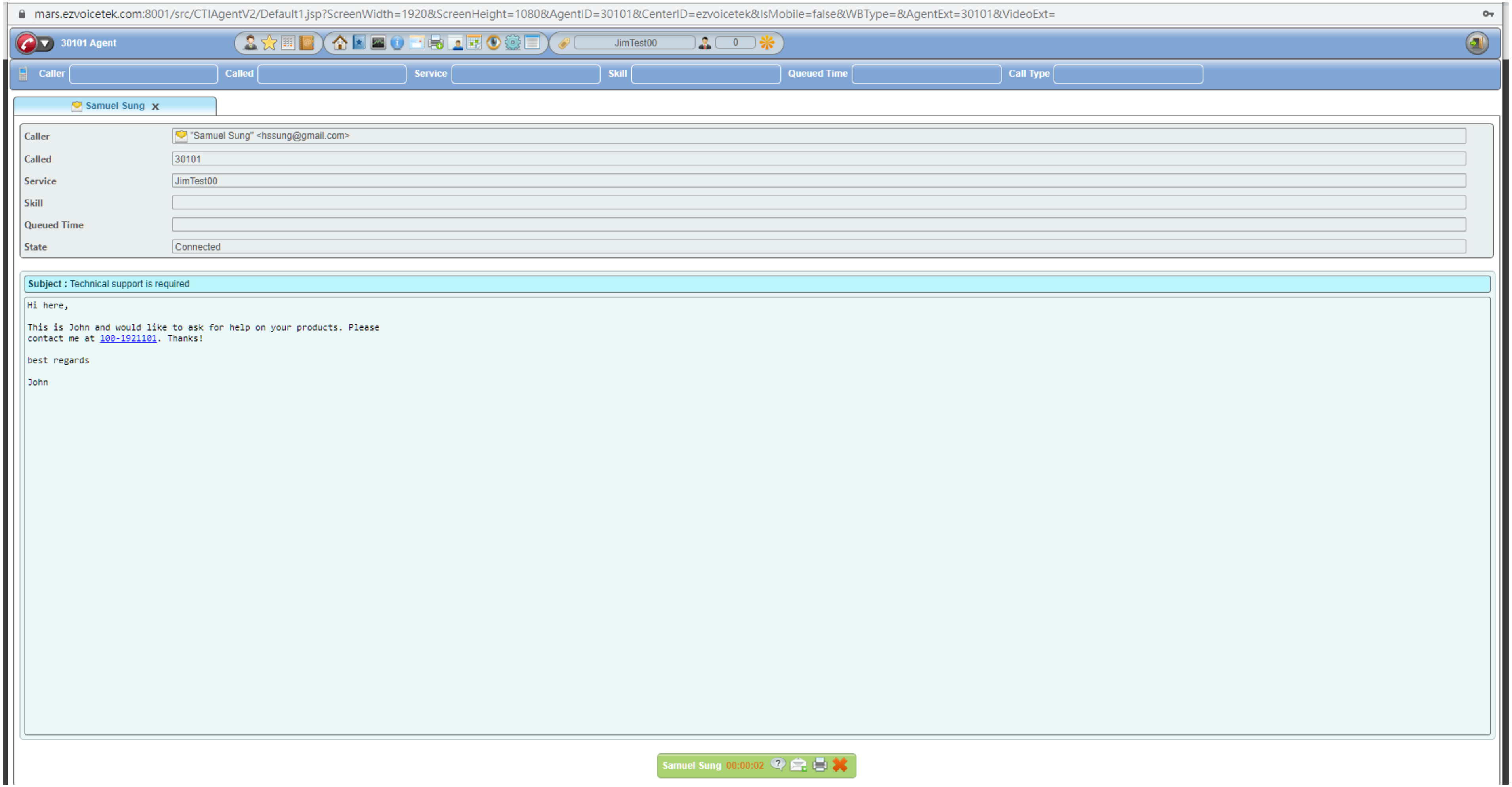
Receiver: aaa

Subject: RE:

hi sir:

- Support Customer Email to Agent
- Support Email Case Tracking with Auto Reply
- Allow to Assign to Previous Handled Agent and Fall Back to DN
- Support Keyword to Skill Mapping
- Fetch Mail Service
  - Support POP3/IMAP/SSL
- Support HTML/Text and Attachment
- Agent Desktop Support Email Sending
- Universal Call Service Log
- Allow Call to Customer

INCOMING EMAIL SERVICE


30101 Agent
JimTest00
0
Caller
Called
Service
Skill
Queued Time
Call Type
Samuel Sung x
Samuel Sung 00:00:02

mars.ezvoicetek.com:8001/src/CTIAgentV2/Default1.jsp?ScreenWidth=1920&ScreenHeight=1080&AgentID=30101&CenterID=ezvoicetek&IsMobile=false&WBType=&AgentExt=30101&VideoExt=

Caller	"Samuel Sung" <hssung@gmail.com>
Called	30101
Service	JimTest00
Skill	
Queued Time	
State	Connected

Subject : Technical support is required

```
Hi here,

This is John and would like to ask for help on your products. Please
contact me at 100-1921101. Thanks!

best regards

John
```

VOICE MESSAGE SERVICE

(OPTIONAL)

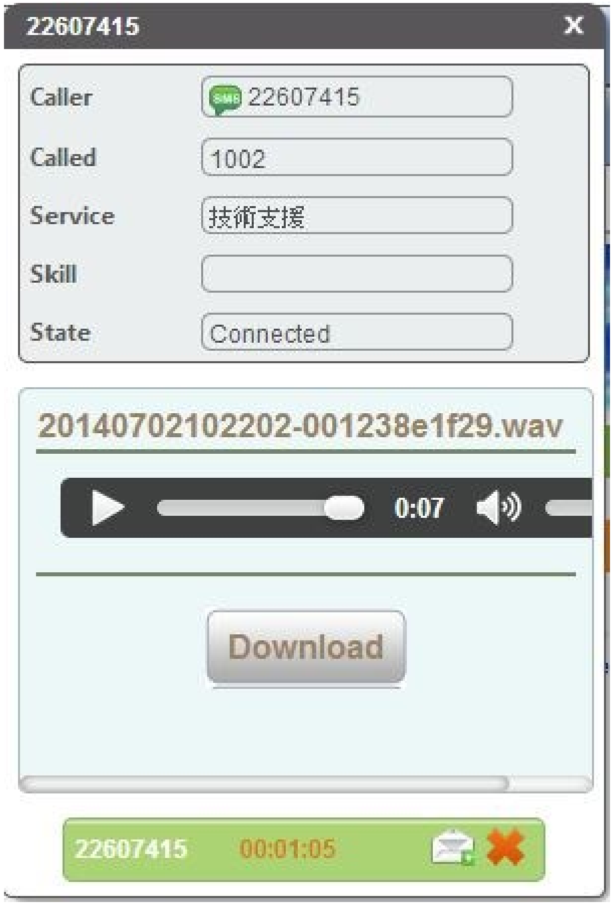
- Full Integrated with EZIVR-7000 Recording Component
  - ACD File Name Generator
  - Voice Recording
  - Multi-Media ACD Request
- Voice Play Back
- Support Email or Outbound Call
- Universal Integrated Call Service Log

WEB MESSAGE

(OPTIONAL)

- Support SOAP Interface for Web Integration
- ACD Dispatch
- Support Email or Outbound Call
- Universal Integrated Call Service Log

WEB/VOICE MESSAGE SERVICE

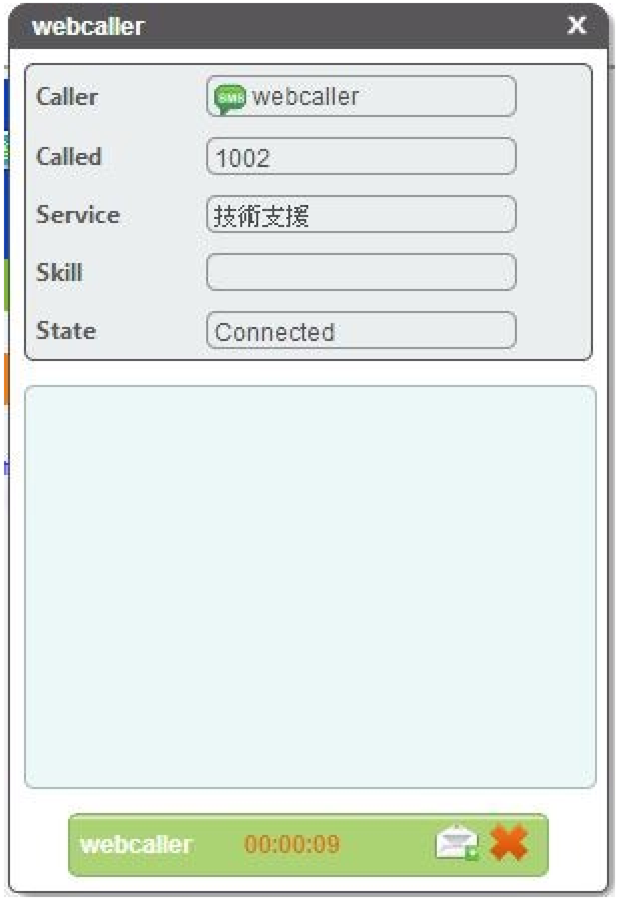


22607415
X

Caller	22607415
Called	1002
Service	技術支援
Skill	
State	Connected

20140702102202-001238e1f29.wav

0:07
Download
22607415
00:01:05



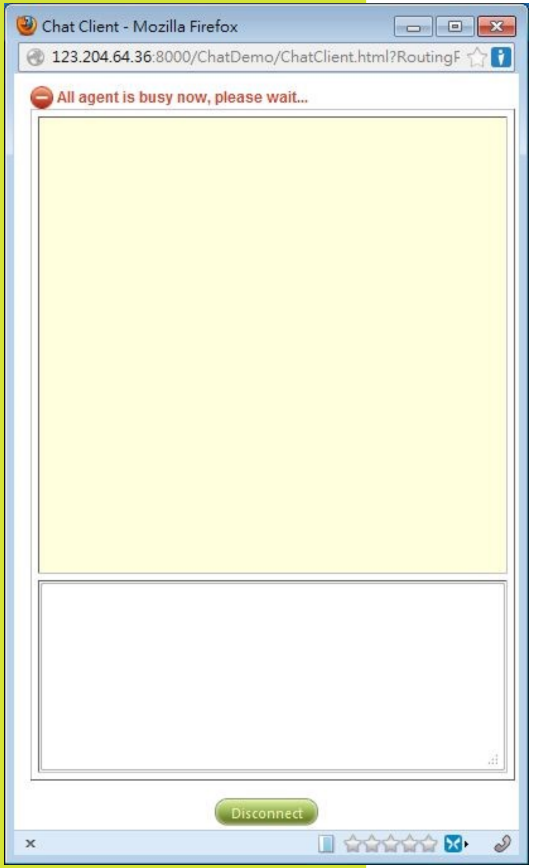
webcaller
X

Caller	webcaller
Called	1002
Service	技術支援
Skill	
State	Connected

webcaller
00:00:09

WEB CHATTING SERVICE

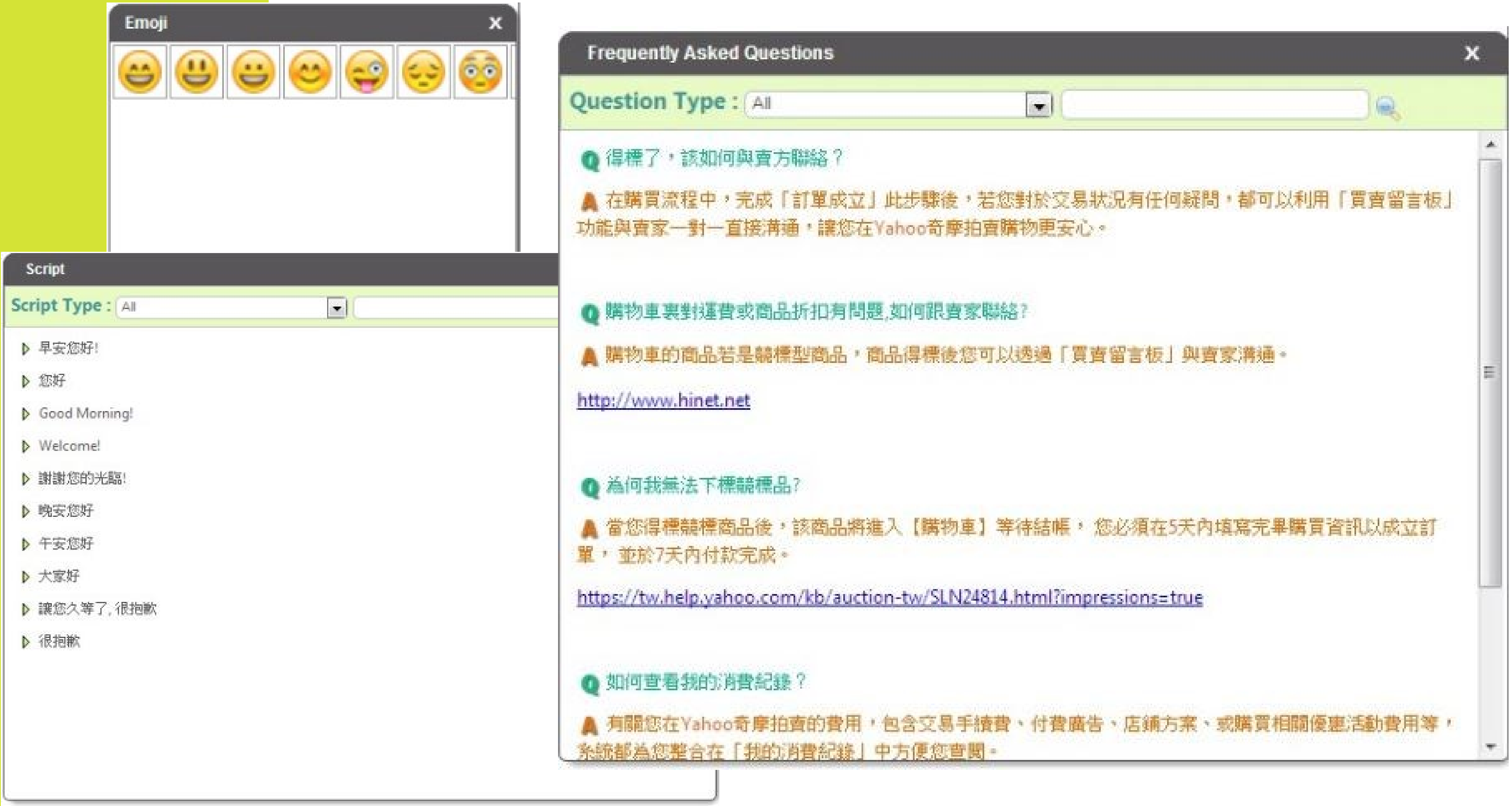
(OPTIONAL)


Chat Client - Mozilla Firefox
123.204.64.36:8000/ChatDemo/ChatClient.html?RoutingF
Disconnect

All agent is busy now, please wait...

- Support Any Browsers which support HTML5
- Support up-to 5 Text Chatting Service for a Agent
- Able to Chat with Last Handled Agent
- Provides DN Status Checking and Queuing
- Support unexclusive Chatting Mode (allow Call Barge-in)
- Support Preview Customer Text Chatting Message
- Text Chatting with Skill and CTI Data
- Chatting Text Recording and Store to DB for Full Text Search
- Chatting Monitor, Transfer, Coach and Conference with Full Chatting Text Message
- Allow Web Voice Call to Chatted Agent or Agent Call Out
- Support Welcome Message, Emoji, File Push/Upload
- Provides FAQ & Script

CHATTING SERVICE



Script Type : All

- 早安您好!
- 您好
- Good Morning!
- Welcome!
- 謝謝您的光臨!
- 晚安您好
- 午安您好
- 大家好
- 讓您久等了, 很抱歉
- 很抱歉

Question Type : All

Q 得標了，該如何與賣方聯絡？

A 在購買流程中，完成「訂單成立」此步驟後，若您對於交易狀況有任何疑問，都可以利用「買賣留言板」功能與賣家一對一直接溝通，讓您在Yahoo奇摩拍賣購物更安心。

Q 購物車裏對運費或商品折扣有問題,如何跟賣家聯絡?

A 購物車的商品若是競標型商品，商品得標後您可以透過「買賣留言板」與賣家溝通。

http://www.hinet.net

Q 為何我無法下標競標品?

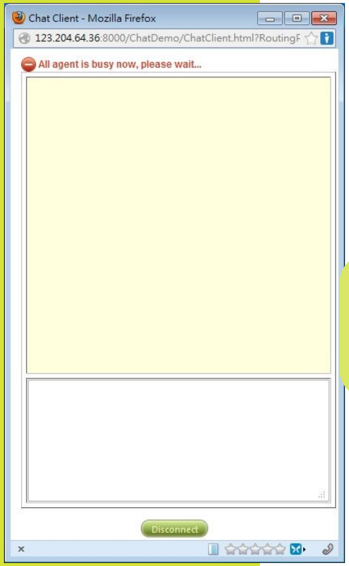
A 當您得標競標商品後，該商品將進入【購物車】等待結帳， 您必須在5天內填寫完畢購買資訊以成立訂單， 並於7天內付款完成。

https://tw.help.yahoo.com/kb/auction-tw/SLN24814.html?impressions=true

Q 如何查看我的消費紀錄？

A 有關您在Yahoo奇摩拍賣的費用，包含交易手續費、付費廣告、店鋪方案、或購買相關優惠活動費用等，系統都為您整合在「我的消費紀錄」中方便您查閱。

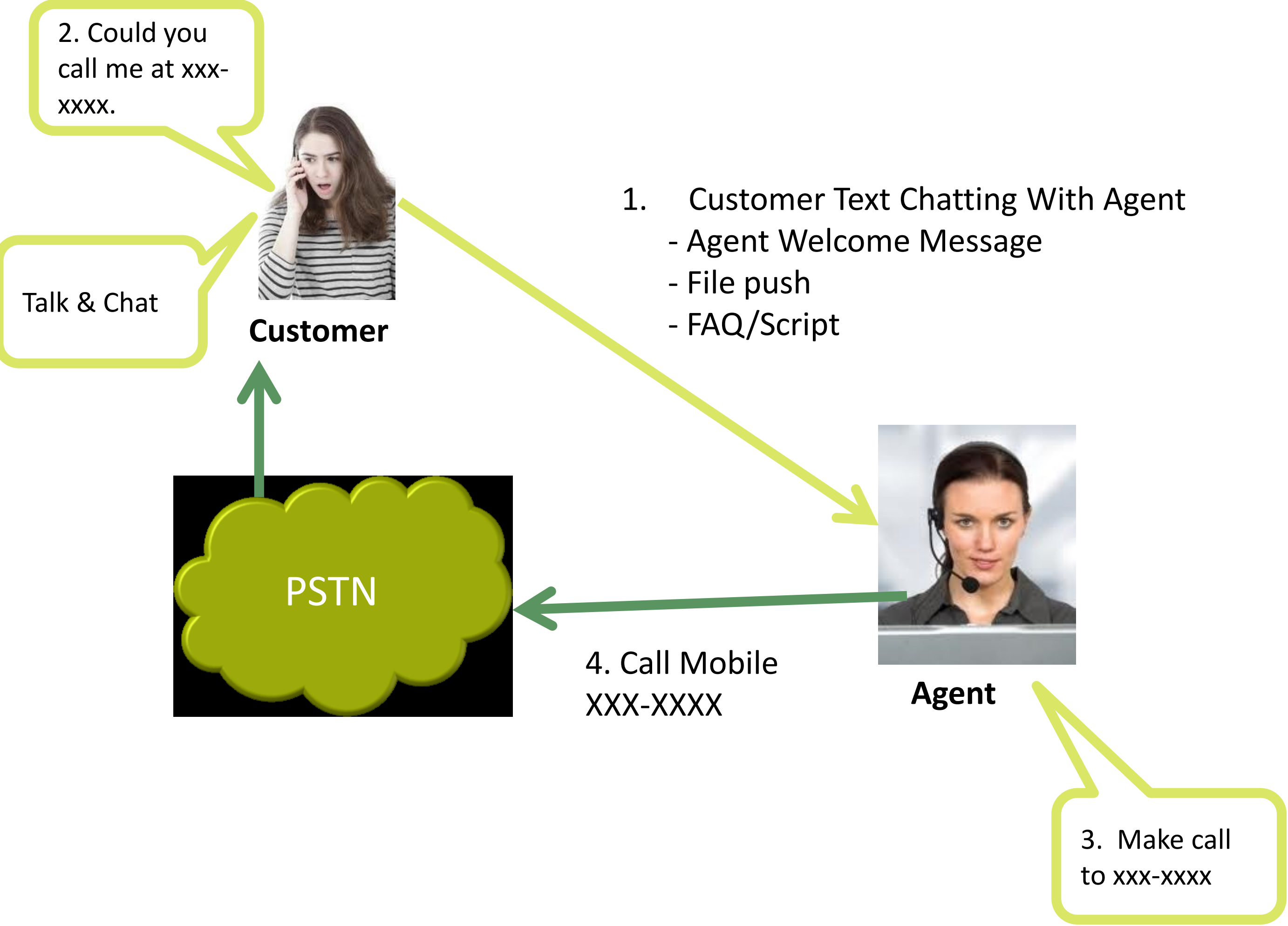
CHATTING + VOICE CALL


Chat Client - Mozilla Firefox

123.204.64.36:8000/ChatDemo/ChatClient.html?RoutingF

All agent is busy now, please wait...

Disconnect


2. Could you call me at xxx-xxxx.

Talk & Chat

Customer

1. Customer Text Chatting With Agent
   - Agent Welcome Message
   - File push
   - FAQ/Script

4. Call Mobile XXX-XXXX

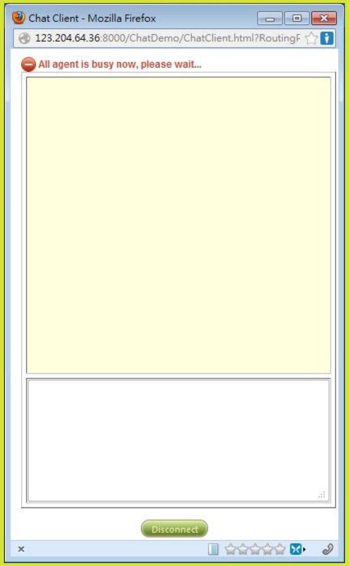
Agent

3. Make call to xxx-xxxx

SUPERVISOR HELPED CHATTING SERVICE

9. Now I am happy with it.

Customer



Chat Client - Mozilla Firefox

123.204.64.36:8000/ChatDemo/ChatClient.html?RoutingF

All agent is busy now, please wait...

1. Customer Text Chatting With Agent

6. Whisper to Supervisor

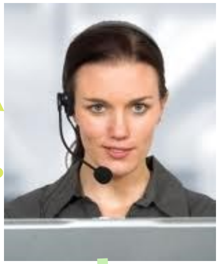
2. Supervisor Monitor

4. Switch to Coach

3. Agent Need Help

Supervisor

5. Let me chat to my boss



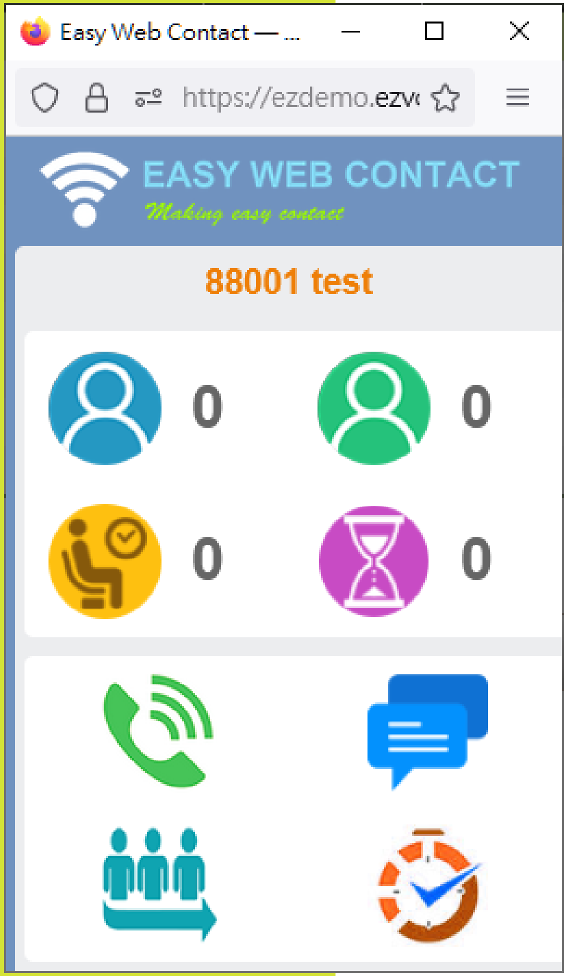
8. Switch to Conference

Agent

7. Let's chat together with Customer

Chatting Text is Recorded

EASY WEB CONTACT

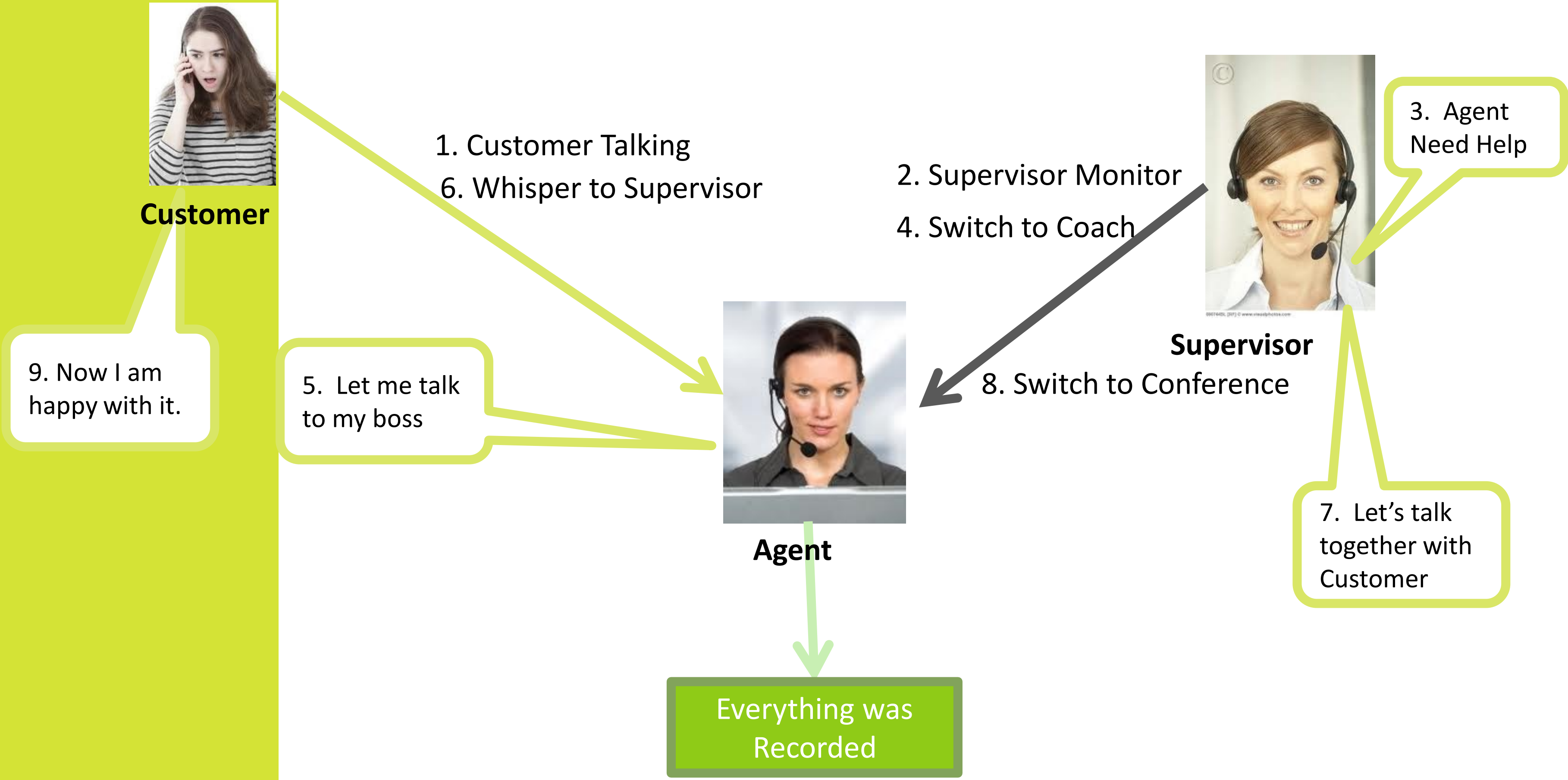

Easy Web Contact — ...
https://ezdemo.ezv
EASY WEB CONTACT
Making easy contact
88001 test
0
0
0
0

- Built-in Key Based URL ACD Contact UI
- Support Multiple Language
- Support Real Time DN Status with Agent Count, Current Waiting Person and Waiting Time
- Support Audio, Video, Chat, Virtual Queuing, Call Back Contact Channels
- Easy to be integrated into Customer Web

CALL FEATURES

- Support SIP Soft Phone, WebRTC Web Phone and Hard Phone
- Support Auto Answer/Manual Answer
- Incoming/Outgoing Calls with Programmed Caller ID
- Answer/Mute/Hold/un-Hold/Transfer/Retrieve
- Conference/Coach/Whisper to Supervisor
- Supervisor Monitor/Coach/Conference/Transfer
- Play Announcement

SUPERVISOR HELP AGENT



Customer

1. Customer Talking

6. Whisper to Supervisor

2. Supervisor Monitor

4. Switch to Coach

Supervisor

3. Agent Need Help

Agent

5. Let me talk to my boss

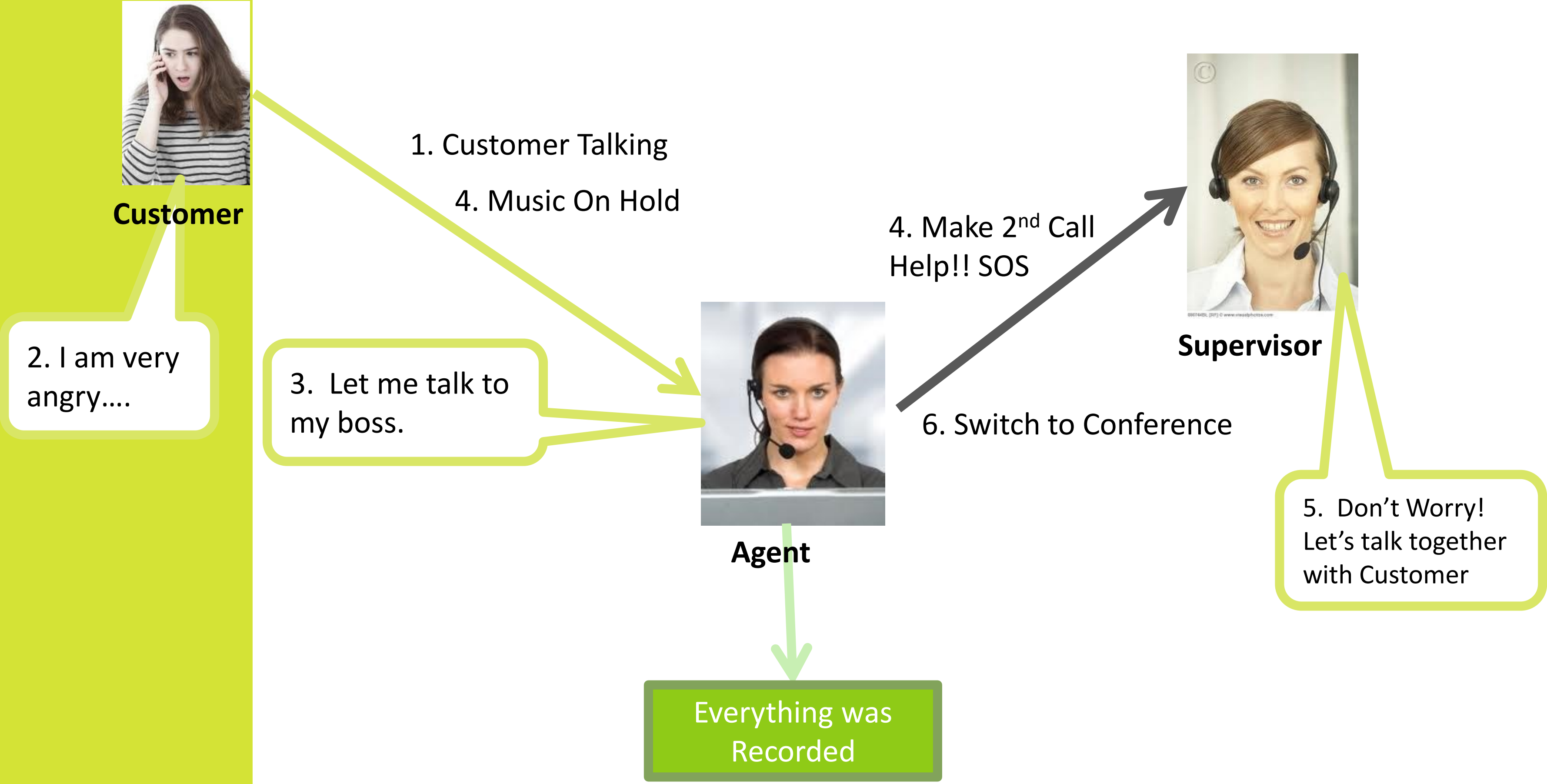
7. Let’s talk together with Customer

8. Switch to Conference

9. Now I am happy with it.

Everything was Recorded

AGENT ASK HELP



Customer

1. Customer Talking

4. Music On Hold

2. I am very angry….

3. Let me talk to my boss.

Agent

4. Make 2nd Call Help!! SOS

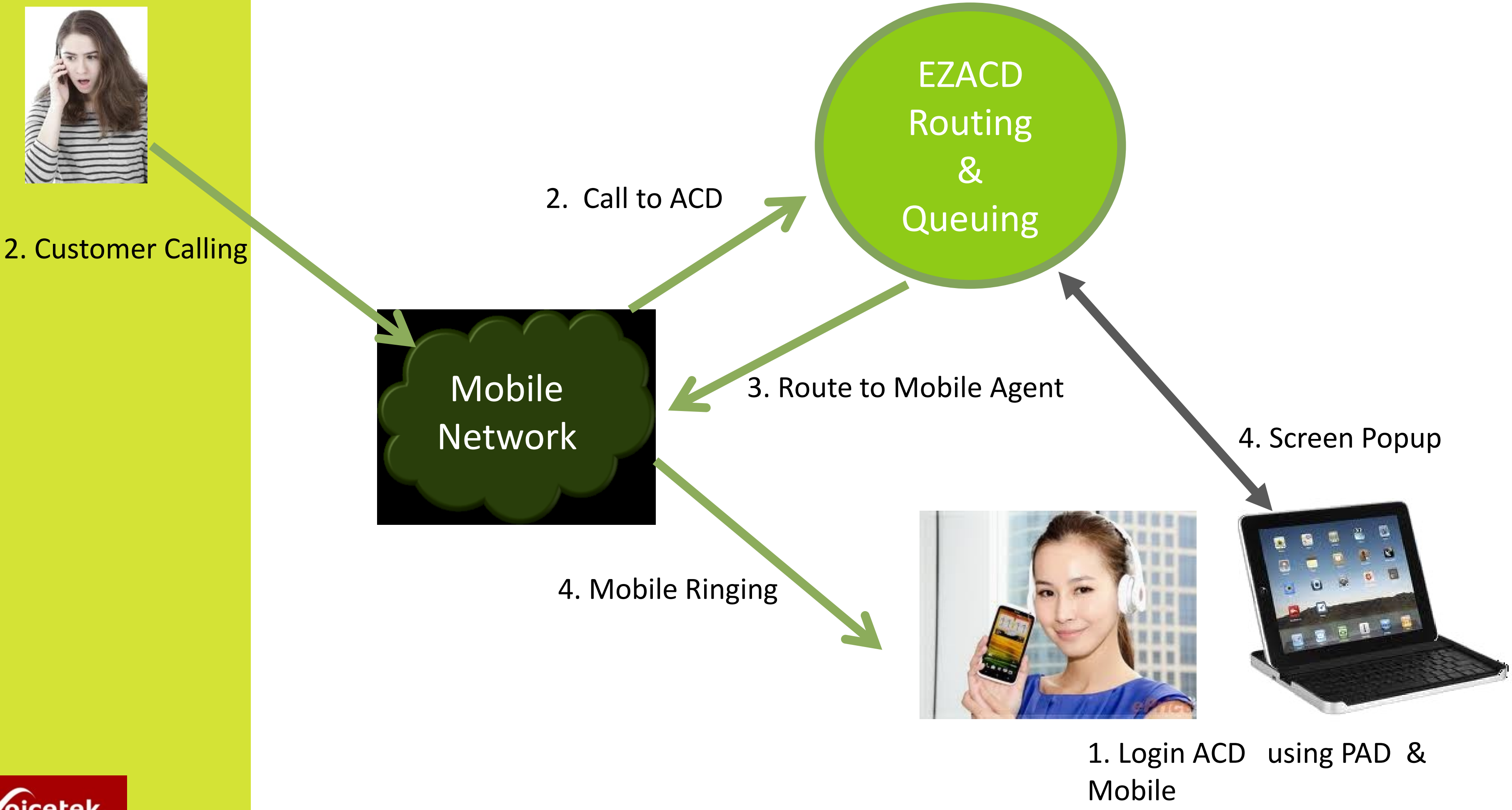
Supervisor

6. Switch to Conference

5. Don't Worry! Let's talk together with Customer

Everything was Recorded

SUPPORT MOBILE AGENT



2. Customer Calling

2. Call to ACD

EZACD
Routing
&
Queuing

Mobile
Network

3. Route to Mobile Agent

4. Screen Popup

4. Mobile Ringing

1. Login ACD using PAD & Mobile

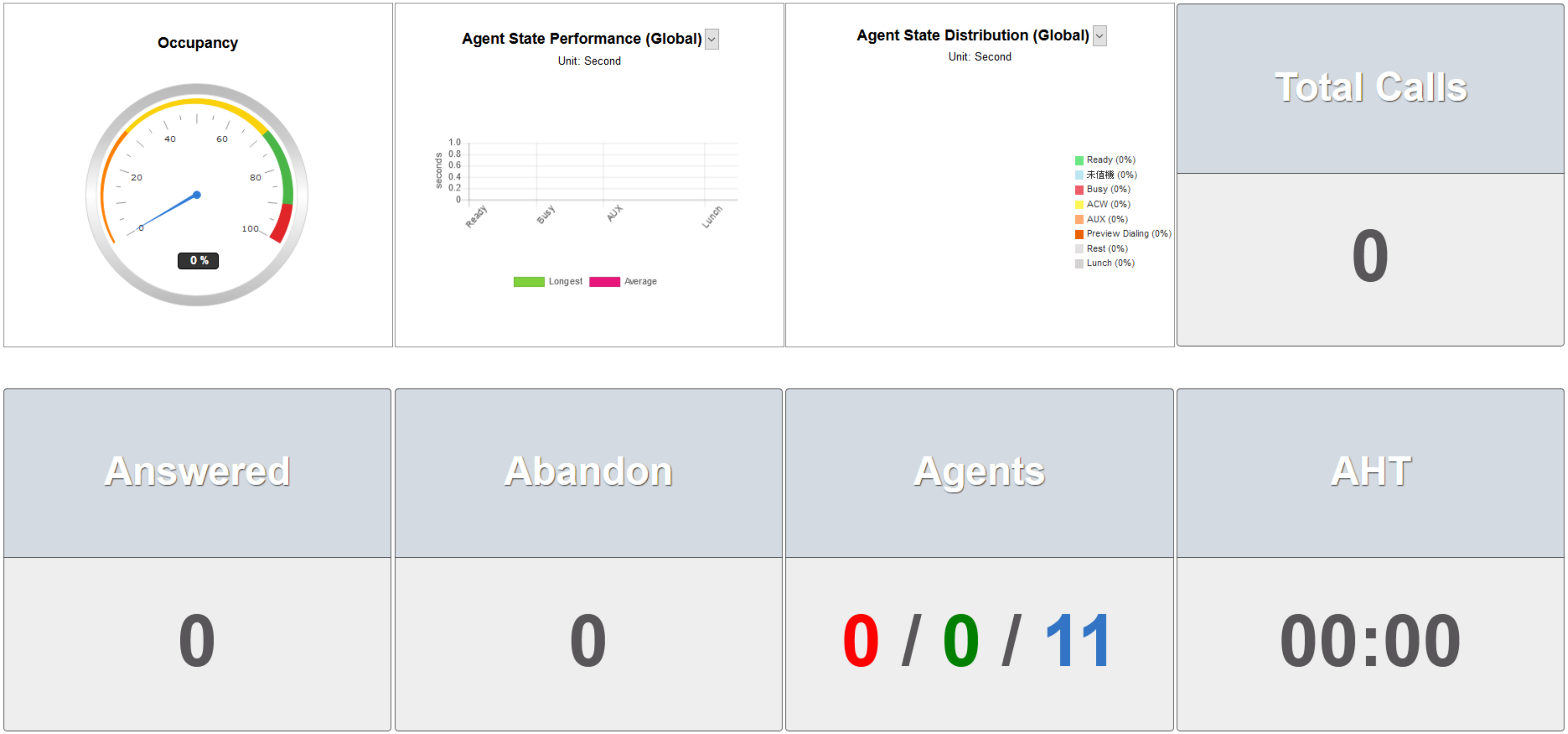
SCREEN POPUP

- Each Agent Group has a Default Startup URL, Non-DN Popup URL etc.
- Support State Change URL
- Each ACD-DN has SCREEN Popup URL, End Call URL
- Screen Popup URL can carry Dynamic Variable, including Skill, Caller ID or CTI Data
- Support Dynamic Skills, CTI data from IVR
- Provides Desktop Agent/Supervisor SDK

WALLBOARD USER

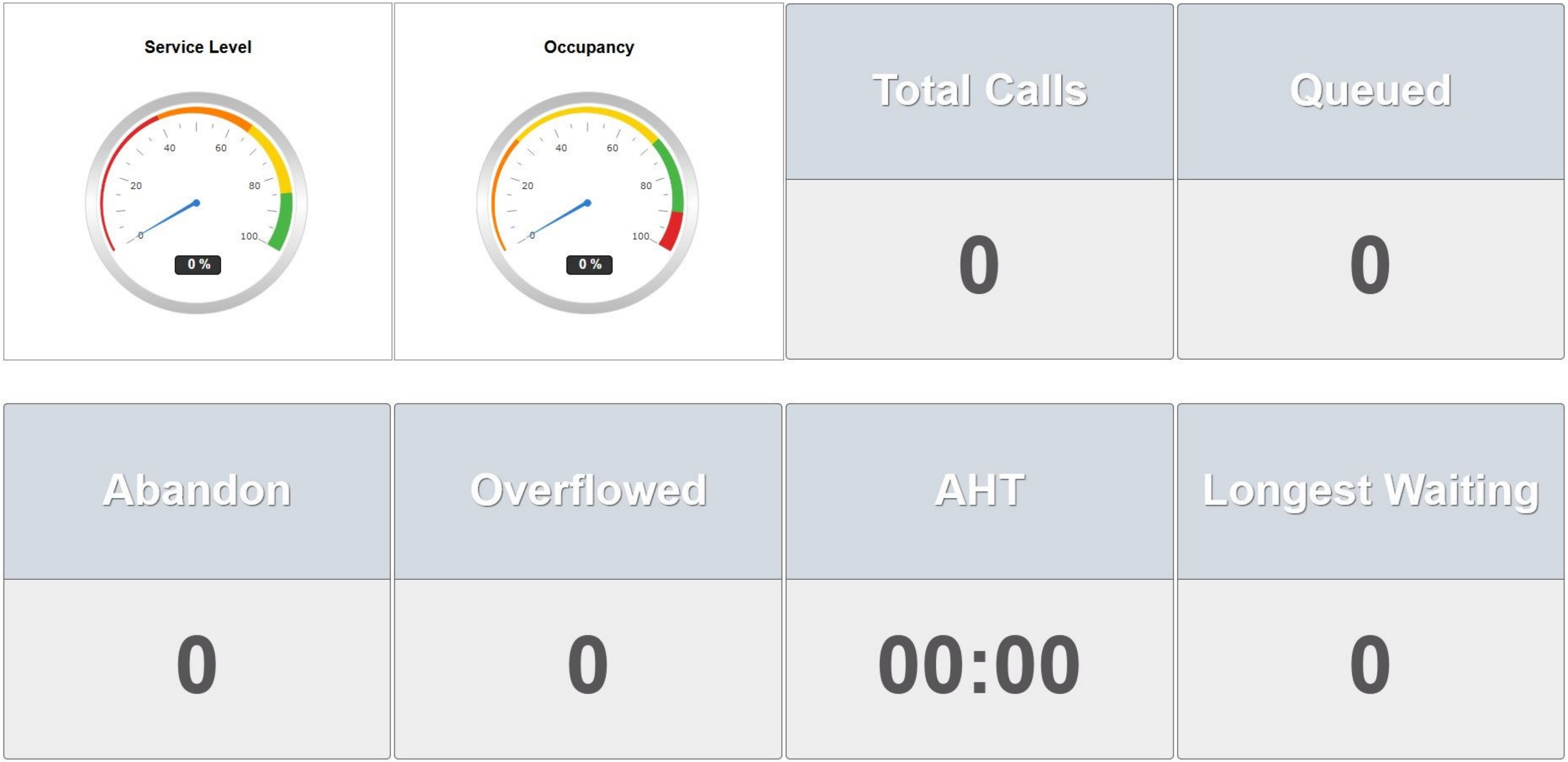
- Special Agent for Wallboard
- Built-in Full Screen Wallboard
  - Agent Group Wallboard
  - ACD-DN Wallboard
- Provides Wallboard API for Customization

AGENT GROUP WALLBOARD


Occupancy
0
20
40
60
80
100
0 %
Agent State Performance (Global)
Unit: Second
seconds
1.0
0.8
0.6
0.4
0.2
0
Ready
Busy
AUX
Lunch
Longest
Average
Agent State Distribution (Global)
Unit: Second
Ready (0%)
未值機 (0%)
Busy (0%)
ACW (0%)
AUX (0%)
Preview Dialing (0%)
Rest (0%)
Lunch (0%)

Total Calls	Answered	Abandon	Agents	AHT
0	0	0	0 / 0 / 11	00:00

ACD DN Wallboard


20
40
60
80
100
0
20
40
60
80
100
0

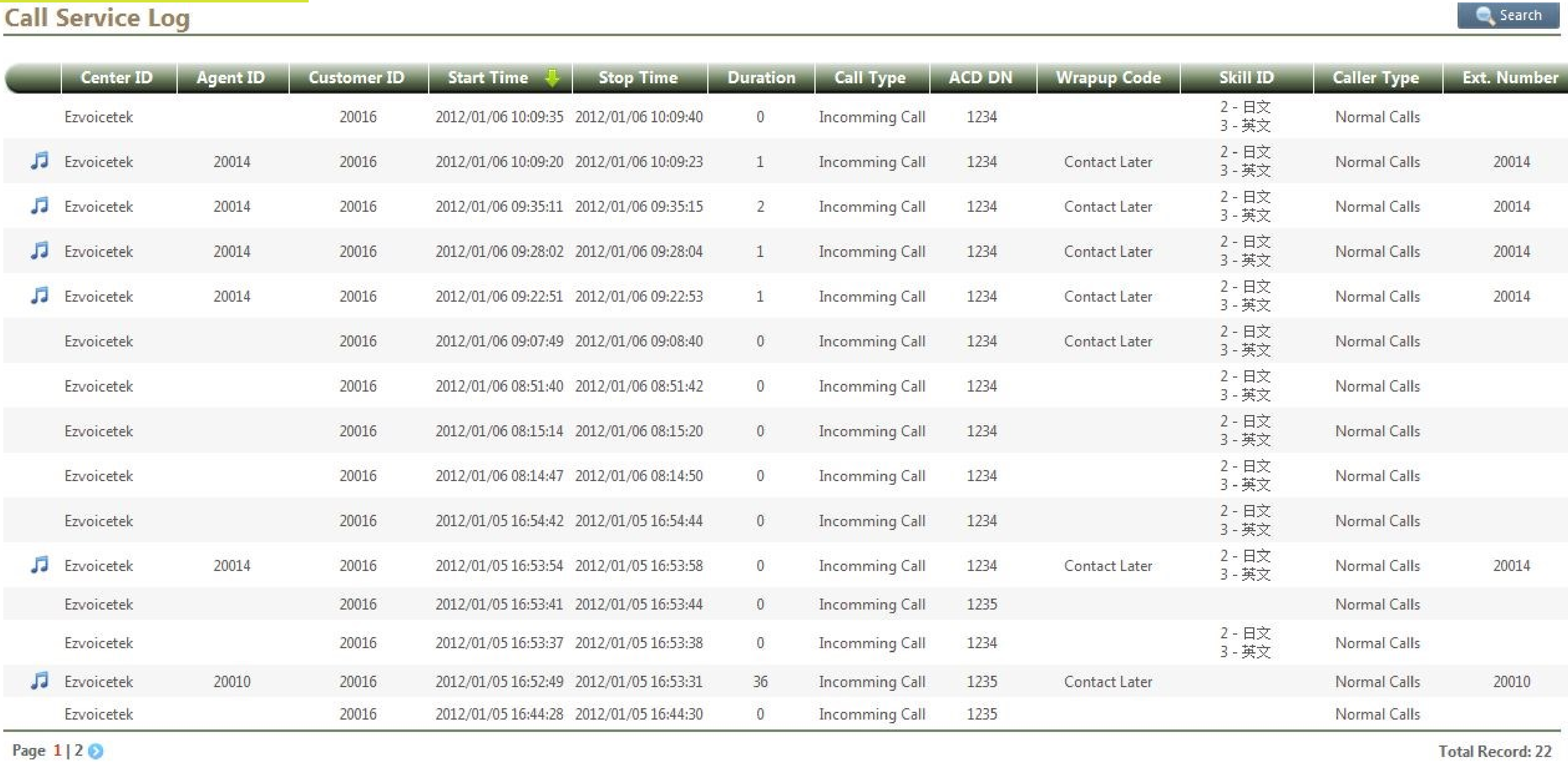
Service Level	Occupancy	Total Calls	Queued
0 %	0 %	0	0

Abandon	Overflowed	AHT	Longest Waiting
0	0	00:00	0

HISTORY REPORTS

- Detail Searching Criteria
- Call Service Detail Log Report
- Provides Multiple Call Detail Sequence
- Campaign Call History/ Call Back History Report
- Agent Status Detail Log Report
- Center Alerting Report
- Web Provisioning/Access Report
- Backup History Log

CALL SERVICE LOG



Call Service Log

	Center ID	Agent ID	Customer ID	Start Time ⬇	Stop Time	Duration	Call Type	ACD DN	Wrapup Code	Skill ID	Caller Type	Ext. Number
	Ezvoicetek		20016	2012/01/06 10:09:35	2012/01/06 10:09:40	0	Incomming Call	1234		2 - 日文 3 - 英文	Normal Calls	
♫	Ezvoicetek	20014	20016	2012/01/06 10:09:20	2012/01/06 10:09:23	1	Incomming Call	1234	Contact Later	2 - 日文 3 - 英文	Normal Calls	20014
♫	Ezvoicetek	20014	20016	2012/01/06 09:35:11	2012/01/06 09:35:15	2	Incomming Call	1234	Contact Later	2 - 日文 3 - 英文	Normal Calls	20014
♫	Ezvoicetek	20014	20016	2012/01/06 09:28:02	2012/01/06 09:28:04	1	Incomming Call	1234	Contact Later	2 - 日文 3 - 英文	Normal Calls	20014
♫	Ezvoicetek	20014	20016	2012/01/06 09:22:51	2012/01/06 09:22:53	1	Incomming Call	1234	Contact Later	2 - 日文 3 - 英文	Normal Calls	20014
	Ezvoicetek		20016	2012/01/06 09:07:49	2012/01/06 09:08:40	0	Incomming Call	1234	Contact Later	2 - 日文 3 - 英文	Normal Calls	
	Ezvoicetek		20016	2012/01/06 08:51:40	2012/01/06 08:51:42	0	Incomming Call	1234		2 - 日文 3 - 英文	Normal Calls	
	Ezvoicetek		20016	2012/01/06 08:15:14	2012/01/06 08:15:20	0	Incomming Call	1234		2 - 日文 3 - 英文	Normal Calls	
	Ezvoicetek		20016	2012/01/06 08:14:47	2012/01/06 08:14:50	0	Incomming Call	1234		2 - 日文 3 - 英文	Normal Calls	
	Ezvoicetek		20016	2012/01/05 16:54:42	2012/01/05 16:54:44	0	Incomming Call	1234		2 - 日文 3 - 英文	Normal Calls	
♫	Ezvoicetek	20014	20016	2012/01/05 16:53:54	2012/01/05 16:53:58	0	Incomming Call	1234	Contact Later	2 - 日文 3 - 英文	Normal Calls	20014
	Ezvoicetek		20016	2012/01/05 16:53:41	2012/01/05 16:53:44	0	Incomming Call	1235			Normal Calls	
	Ezvoicetek		20016	2012/01/05 16:53:37	2012/01/05 16:53:38	0	Incomming Call	1234		2 - 日文 3 - 英文	Normal Calls	
♫	Ezvoicetek	20010	20016	2012/01/05 16:52:49	2012/01/05 16:53:31	36	Incomming Call	1235	Contact Later		Normal Calls	20010
	Ezvoicetek		20016	2012/01/05 16:44:28	2012/01/05 16:44:30	0	Incomming Call	1235			Normal Calls	

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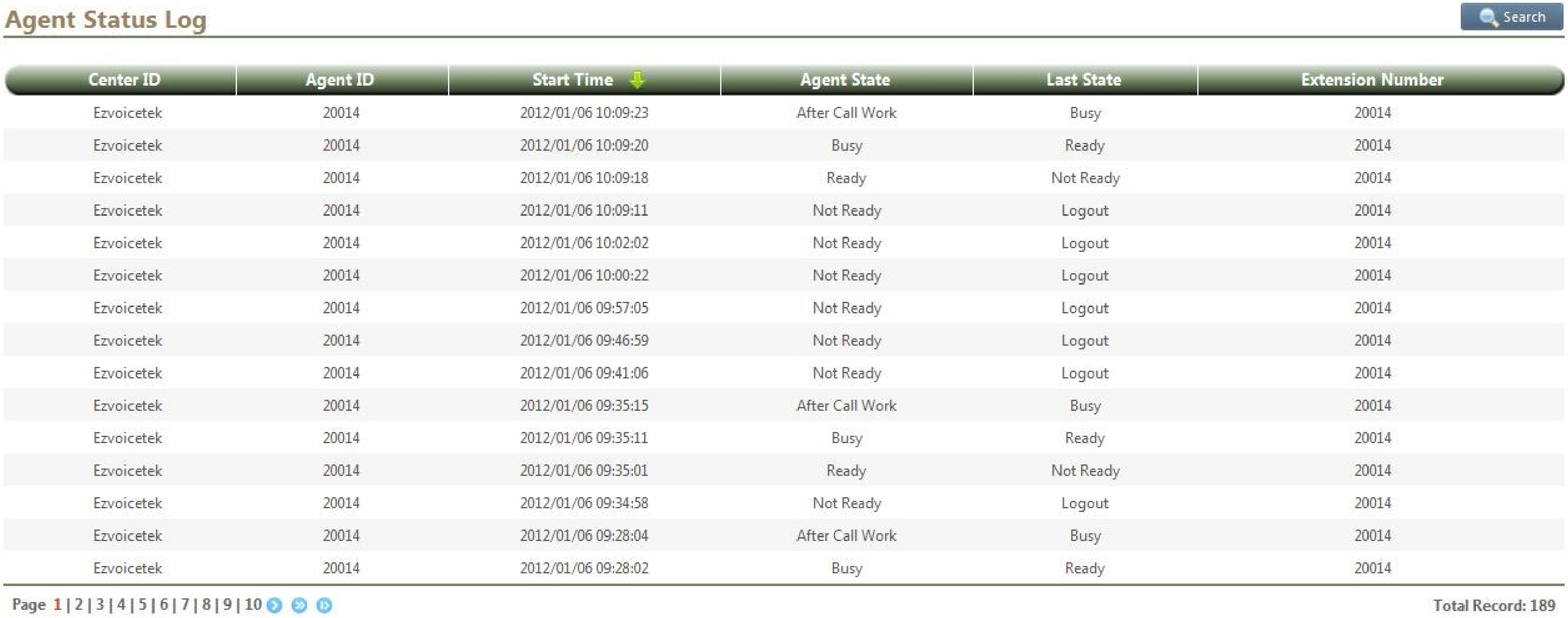
Total Record: 22

AGENT STATUS LOG



Center ID	Agent ID	Start Time	Agent State	Last State	Extension Number
Ezvoicetek	20014	2012/01/06 10:09:23	After Call Work	Busy	20014
Ezvoicetek	20014	2012/01/06 10:09:20	Busy	Ready	20014
Ezvoicetek	20014	2012/01/06 10:09:18	Ready	Not Ready	20014
Ezvoicetek	20014	2012/01/06 10:09:11	Not Ready	Logout	20014
Ezvoicetek	20014	2012/01/06 10:02:02	Not Ready	Logout	20014
Ezvoicetek	20014	2012/01/06 10:00:22	Not Ready	Logout	20014
Ezvoicetek	20014	2012/01/06 09:57:05	Not Ready	Logout	20014
Ezvoicetek	20014	2012/01/06 09:46:59	Not Ready	Logout	20014
Ezvoicetek	20014	2012/01/06 09:41:06	Not Ready	Logout	20014
Ezvoicetek	20014	2012/01/06 09:35:15	After Call Work	Busy	20014
Ezvoicetek	20014	2012/01/06 09:35:11	Busy	Ready	20014
Ezvoicetek	20014	2012/01/06 09:35:01	Ready	Not Ready	20014
Ezvoicetek	20014	2012/01/06 09:34:58	Not Ready	Logout	20014
Ezvoicetek	20014	2012/01/06 09:28:04	After Call Work	Busy	20014
Ezvoicetek	20014	2012/01/06 09:28:02	Busy	Ready	20014

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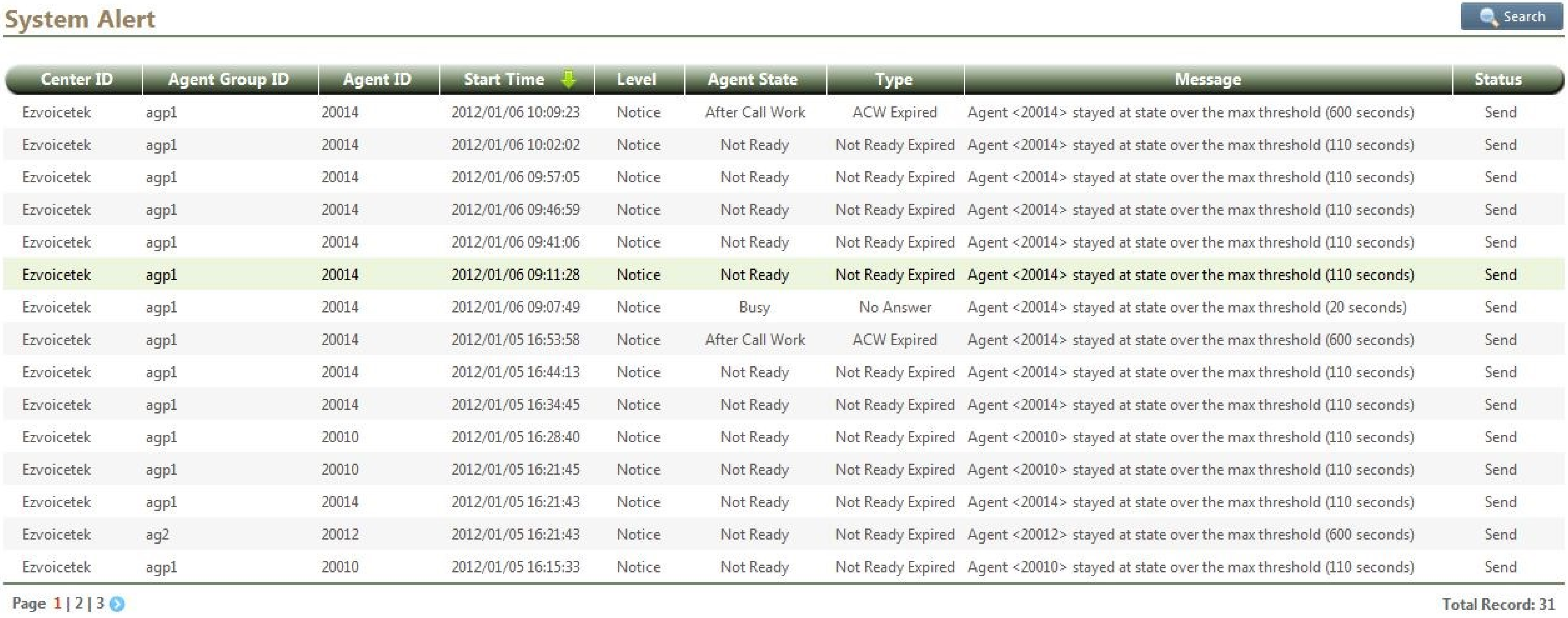
Total Record: 189

SYSTEM ALERT REPORT



System Alert

Center ID	Agent Group ID	Agent ID	Start Time	Level	Agent State	Type	Message	Status
Ezvoicetek	agp1	20014	2012/01/06 10:09:23	Notice	After Call Work	ACW Expired	Agent <20014> stayed at state over the max threshold (600 seconds)	Send
Ezvoicetek	agp1	20014	2012/01/06 10:02:02	Notice	Not Ready	Not Ready Expired	Agent <20014> stayed at state over the max threshold (110 seconds)	Send
Ezvoicetek	agp1	20014	2012/01/06 09:57:05	Notice	Not Ready	Not Ready Expired	Agent <20014> stayed at state over the max threshold (110 seconds)	Send
Ezvoicetek	agp1	20014	2012/01/06 09:46:59	Notice	Not Ready	Not Ready Expired	Agent <20014> stayed at state over the max threshold (110 seconds)	Send
Ezvoicetek	agp1	20014	2012/01/06 09:41:06	Notice	Not Ready	Not Ready Expired	Agent <20014> stayed at state over the max threshold (110 seconds)	Send
Ezvoicetek	agp1	20014	2012/01/06 09:11:28	Notice	Not Ready	Not Ready Expired	Agent <20014> stayed at state over the max threshold (110 seconds)	Send
Ezvoicetek	agp1	20014	2012/01/06 09:07:49	Notice	Busy	No Answer	Agent <20014> stayed at state over the max threshold (20 seconds)	Send
Ezvoicetek	agp1	20014	2012/01/05 16:53:58	Notice	After Call Work	ACW Expired	Agent <20014> stayed at state over the max threshold (600 seconds)	Send
Ezvoicetek	agp1	20014	2012/01/05 16:44:13	Notice	Not Ready	Not Ready Expired	Agent <20014> stayed at state over the max threshold (110 seconds)	Send
Ezvoicetek	agp1	20014	2012/01/05 16:34:45	Notice	Not Ready	Not Ready Expired	Agent <20014> stayed at state over the max threshold (110 seconds)	Send
Ezvoicetek	agp1	20010	2012/01/05 16:28:40	Notice	Not Ready	Not Ready Expired	Agent <20010> stayed at state over the max threshold (110 seconds)	Send
Ezvoicetek	agp1	20010	2012/01/05 16:21:45	Notice	Not Ready	Not Ready Expired	Agent <20010> stayed at state over the max threshold (110 seconds)	Send
Ezvoicetek	agp1	20014	2012/01/05 16:21:43	Notice	Not Ready	Not Ready Expired	Agent <20014> stayed at state over the max threshold (110 seconds)	Send
Ezvoicetek	ag2	20012	2012/01/05 16:21:43	Notice	Not Ready	Not Ready Expired	Agent <20012> stayed at state over the max threshold (600 seconds)	Send
Ezvoicetek	agp1	20010	2012/01/05 16:15:33	Notice	Not Ready	Not Ready Expired	Agent <20010> stayed at state over the max threshold (110 seconds)	Send

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Total Record: 31

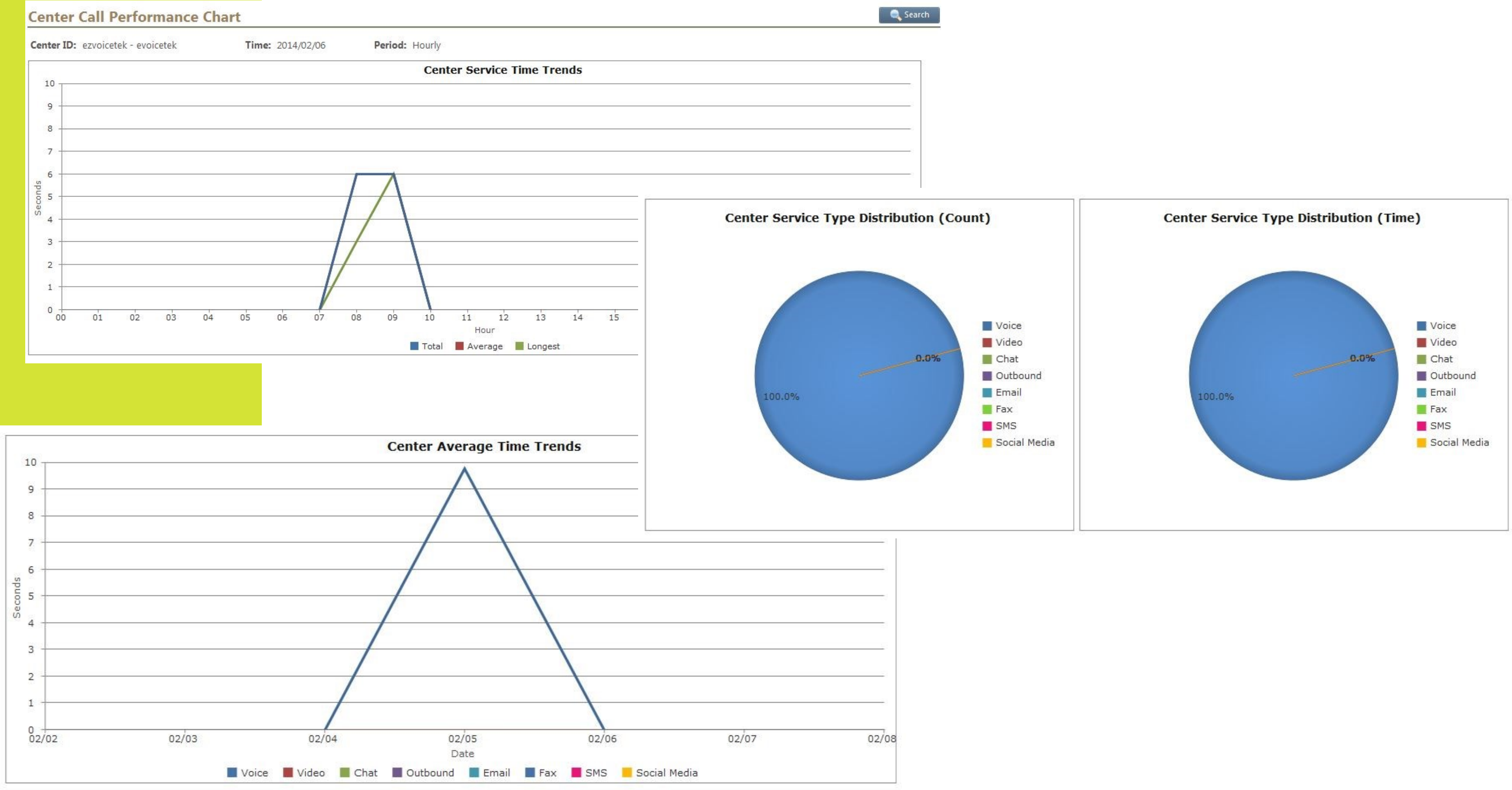
PERFORMANCE REPORT

- Provides Quarterly, Hourly, Daily Performance Report
- Support Multi-tenant Performance Reporting
- Center Performance Report and Chart
- Agent Group Performance Report and Chart
- Agent Performance Report and Chart
- ACD-DN/Group Performance Report and Chart
- Skill Performance Report and Chart
- Outbound Dialing Report
- Trunk Performance Report
- Sample Calls

SCHEDULE PERFORMANCE REPORT

- **Provides Daily, Weekly or Monthly Report**
- **Customizable Generating Time and Period**
- **Customizable Query Condition**
- **Center based Email Sending**
- **Selectable PDF or Excel Format**
- **Multi-Language Support**

CENTER PERFORMANCE REPORT

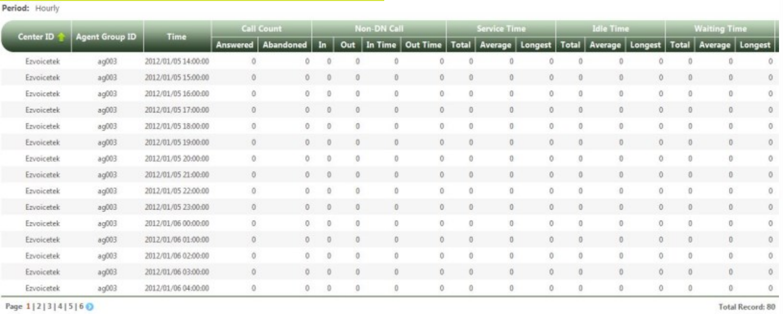


Center Call Performance Chart

Center ID: ezvoicetek - evoicetek **Time:** 2014/02/06 **Period:** Hourly

Search
Center Service Time Trends
Seconds
10
9
8
7
6
5
4
3
2
1
0
00
01
02
03
04
05
06
07
08
09
10
11
12
13
14
15
Hour
Total
Average
Longest
Center Service Type Distribution (Count)
0.0%
100.0%
Voice
Video
Chat
Outbound
Email
Fax
SMS
Social Media
Center Service Type Distribution (Time)
0.0%
100.0%
Voice
Video
Chat
Outbound
Email
Fax
SMS
Social Media
Center Average Time Trends
Seconds
10
9
8
7
6
5
4
3
2
1
0
02/02
02/03
02/04
02/05
02/06
02/07
02/08
Date
Voice
Video
Chat
Outbound
Email
Fax
SMS
Social Media

AGENT GROUP PERFORMANCE REPORT



Period: Hourly

Center ID	Agent Group ID	Time	Call Count		Non-DN Call				Service Time			Idle Time			Waiting Time		
			Answered	Abandoned	In	Out	In Time	Out Time	Total	Average	Longest	Total	Average	Longest	Total	Average	Longest
Ezvoicetek	ag003	2012/01/05 14:00:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ezvoicetek	ag003	2012/01/05 15:00:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ezvoicetek	ag003	2012/01/05 16:00:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ezvoicetek	ag003	2012/01/05 17:00:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ezvoicetek	ag003	2012/01/05 18:00:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ezvoicetek	ag003	2012/01/05 19:00:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ezvoicetek	ag003	2012/01/05 20:00:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ezvoicetek	ag003	2012/01/05 21:00:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ezvoicetek	ag003	2012/01/05 22:00:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ezvoicetek	ag003	2012/01/05 23:00:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ezvoicetek	ag003	2012/01/06 00:00:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ezvoicetek	ag003	2012/01/06 01:00:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ezvoicetek	ag003	2012/01/06 02:00:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ezvoicetek	ag003	2012/01/06 03:00:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ezvoicetek	ag003	2012/01/06 04:00:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

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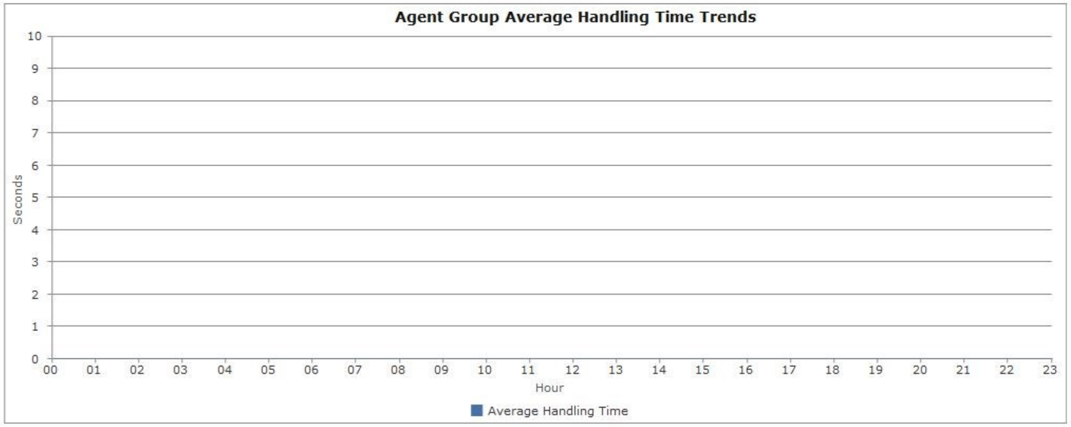
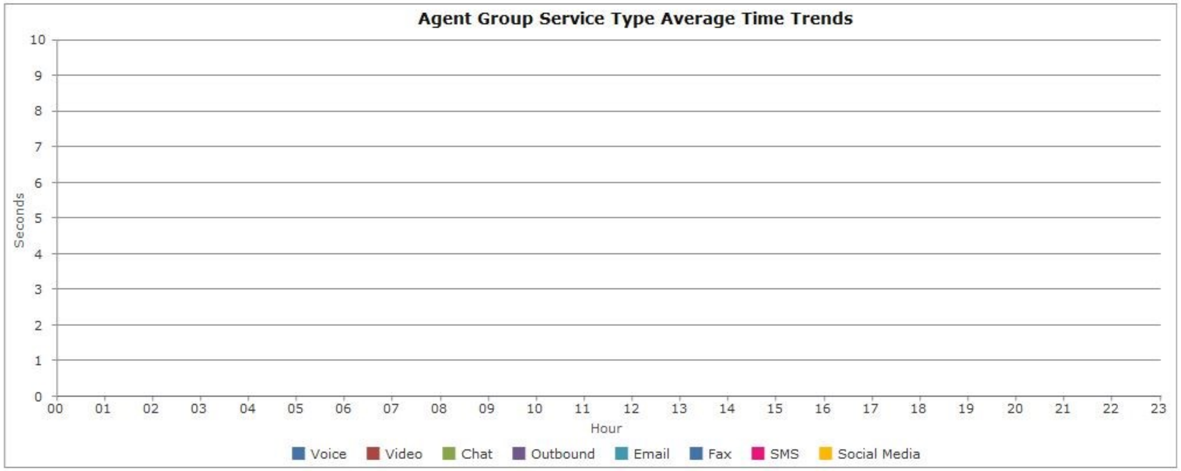
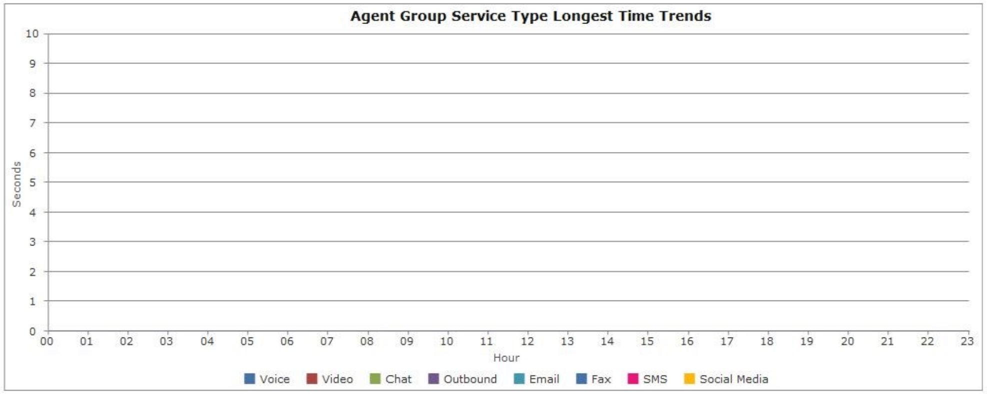
Total Record: 80



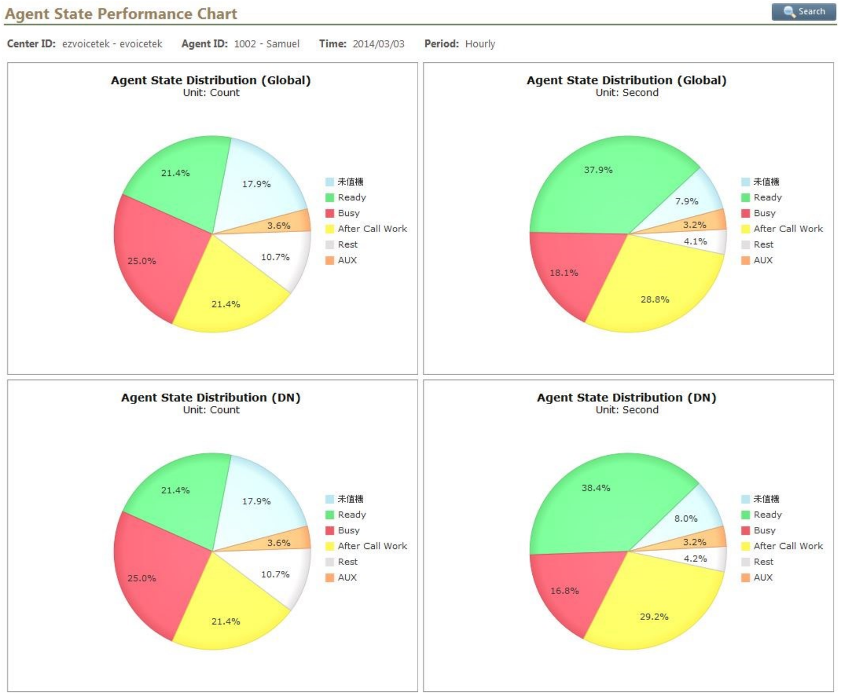


AGENT PERFORMANCE REPORT

Agent Group Waiting Time Trends



Agent Group Service Type Longest Time Trends



Agent State Performance Chart

Search

Center ID: ezvoicetek - evoicetek **Agent ID:** 1002 - Samuel **Time:** 2014/03/03 **Period:** Hourly

Agent State Distribution (Global)
Unit: Count

21.4%
17.9%
3.6%
10.7%
21.4%
25.0%
未值機
Ready
Busy
After Call Work
Rest
AUX

Agent State Distribution (Global)
Unit: Second

37.9%
7.9%
3.2%
4.1%
28.8%
18.1%
未值機
Ready
Busy
After Call Work
Rest
AUX

Agent State Distribution (DN)
Unit: Count

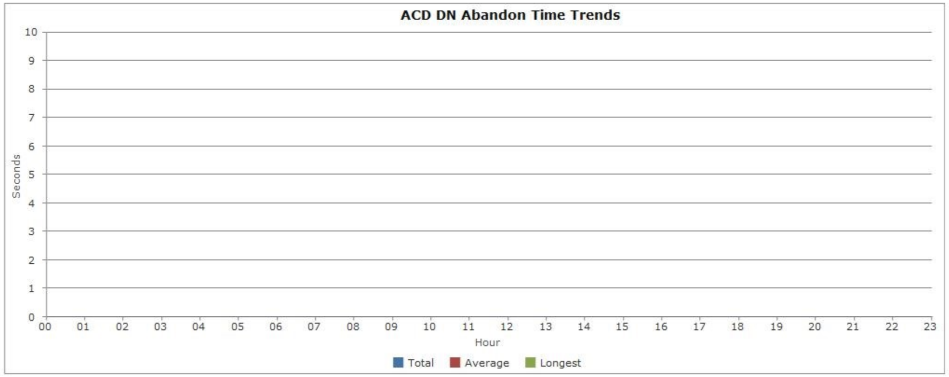
21.4%
17.9%
3.6%
10.7%
21.4%
25.0%
未值機
Ready
Busy
After Call Work
Rest
AUX

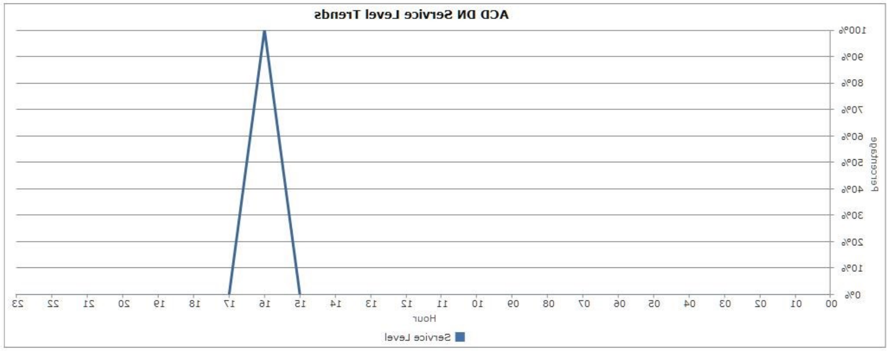
Agent State Distribution (DN)
Unit: Second

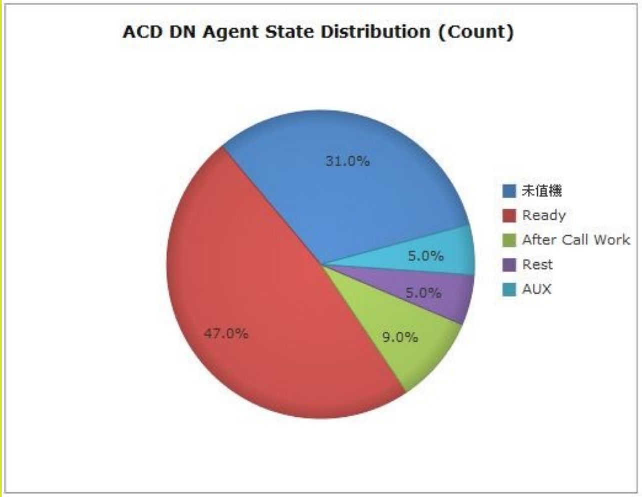
38.4%
8.0%
3.2%
4.2%
29.2%
16.8%
未值機
Ready
Busy
After Call Work
Rest
AUX

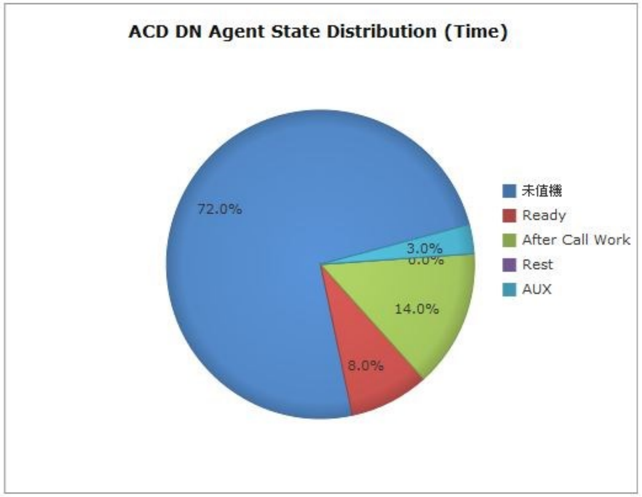
Ezvoicetek
www.ezvoicetek.com

ACD-DN PERFORMANCE REPORT

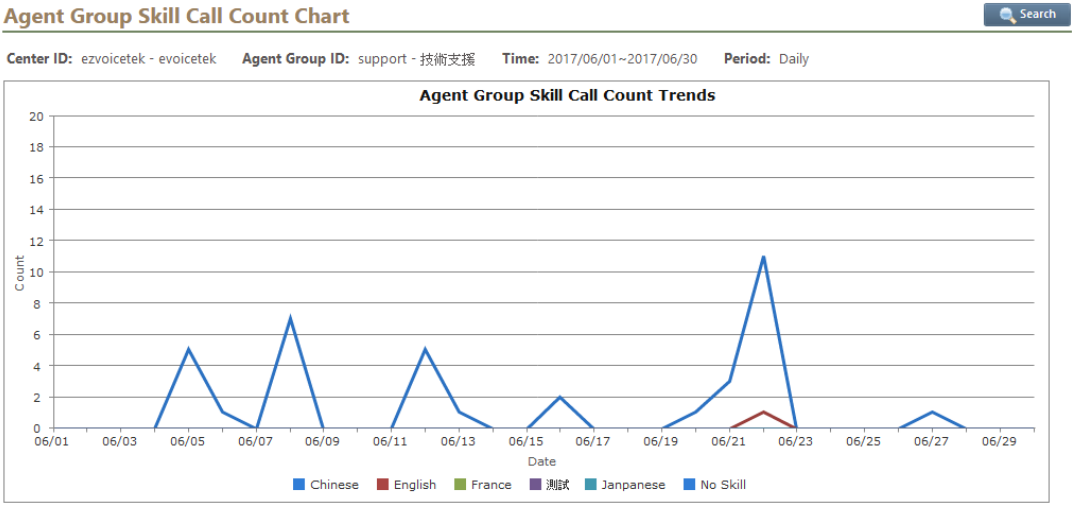








SKILL PERFORMANCE REPORT

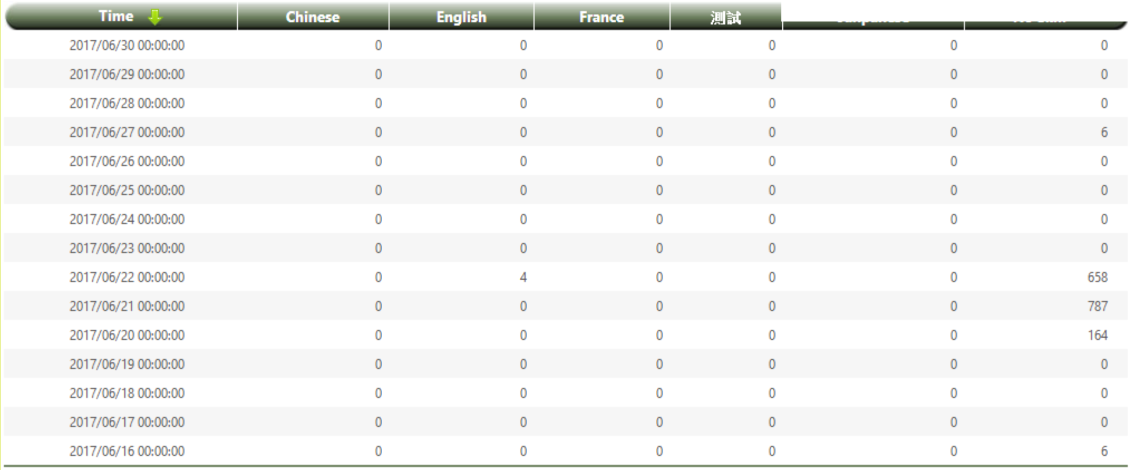


Agent Group Skill Call Count Chart

Center ID: ezvoicetek - evoicetek **Agent Group ID:** support - 技術支援 **Time:** 2017/06/01~2017/06/30 **Period:** Daily

Agent Group Skill Call Duration Performance Report

Center ID: ezvoicetek - evoicetek
Agent Group ID: support - 技術支援
Time: 2017/06/01~2017/06/30
Period: Daily



Time	Chinese	English	France	測試		
2017/06/30 00:00:00	0	0	0	0	0	0
2017/06/29 00:00:00	0	0	0	0	0	0
2017/06/28 00:00:00	0	0	0	0	0	0
2017/06/27 00:00:00	0	0	0	0	0	6
2017/06/26 00:00:00	0	0	0	0	0	0
2017/06/25 00:00:00	0	0	0	0	0	0
2017/06/24 00:00:00	0	0	0	0	0	0
2017/06/23 00:00:00	0	0	0	0	0	0
2017/06/22 00:00:00	0	4	0	0	0	658
2017/06/21 00:00:00	0	0	0	0	0	787
2017/06/20 00:00:00	0	0	0	0	0	164
2017/06/19 00:00:00	0	0	0	0	0	0
2017/06/18 00:00:00	0	0	0	0	0	0
2017/06/17 00:00:00	0	0	0	0	0	0
2017/06/16 00:00:00	0	0	0	0	0	6

KPI / METRIC

ACCESSIBILITIES

- Metric Overview
- Overflow
- Call Handled
- Abandoned
- Queued Call
- Reassigned

SPEED of SERVICE

- Metric Overview
- Service Level
- Average Speed of Answer
- Longest Delay in Queue
- Agent Answer Speed
- Telephony Service Factor
- Delay Customer Answered Call

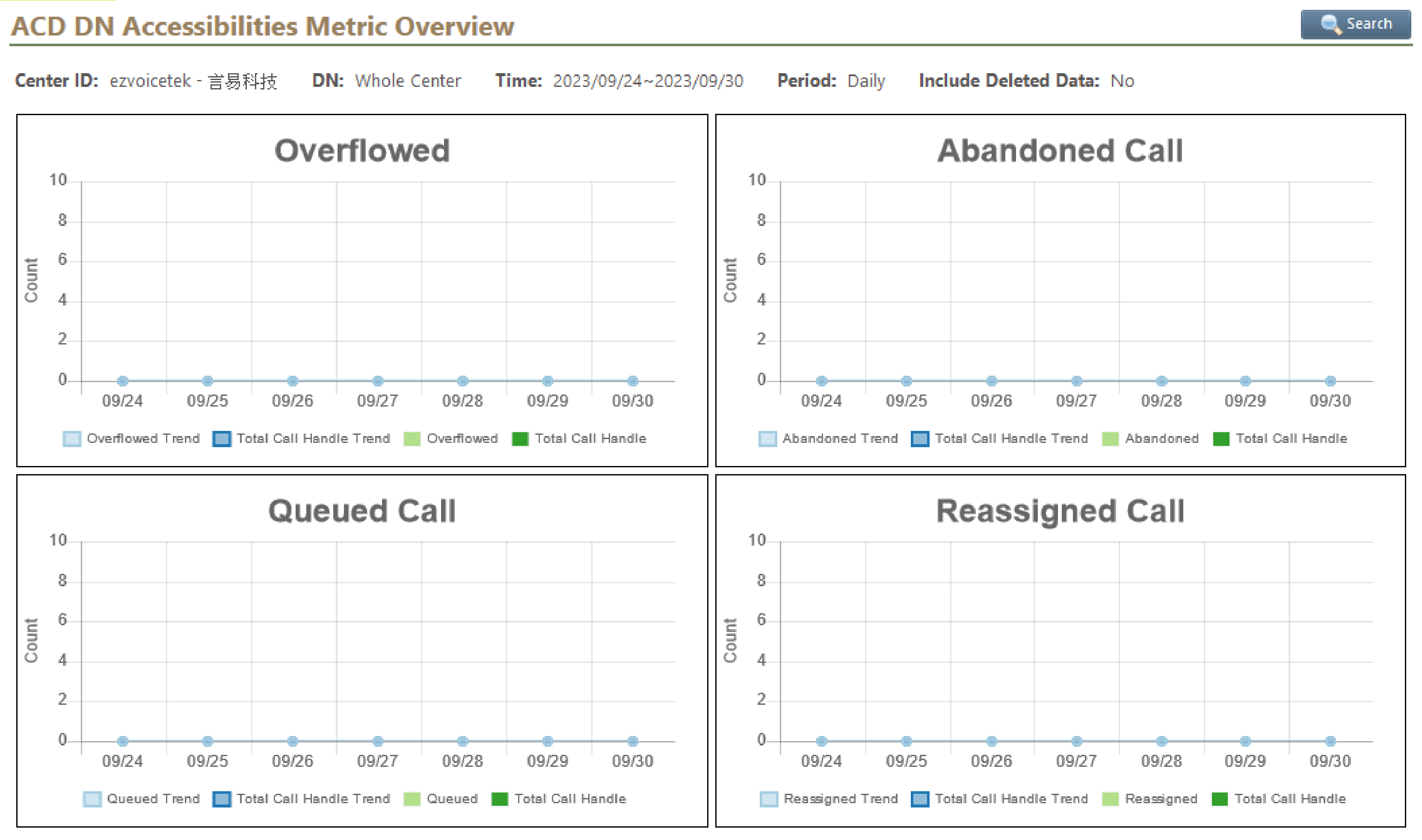
CONTACT HANDLING

- Metric Overview
- AHT
- Average ACW Time
- On-Hold Time
- Transferred Call
- First Contact Resolution

RESOURCE UTILIZATION

- Metric Overview
- Agent Occupancy
- Agent Waiting Time
- Call Distribution

ACCESSIBILITIES METRIC



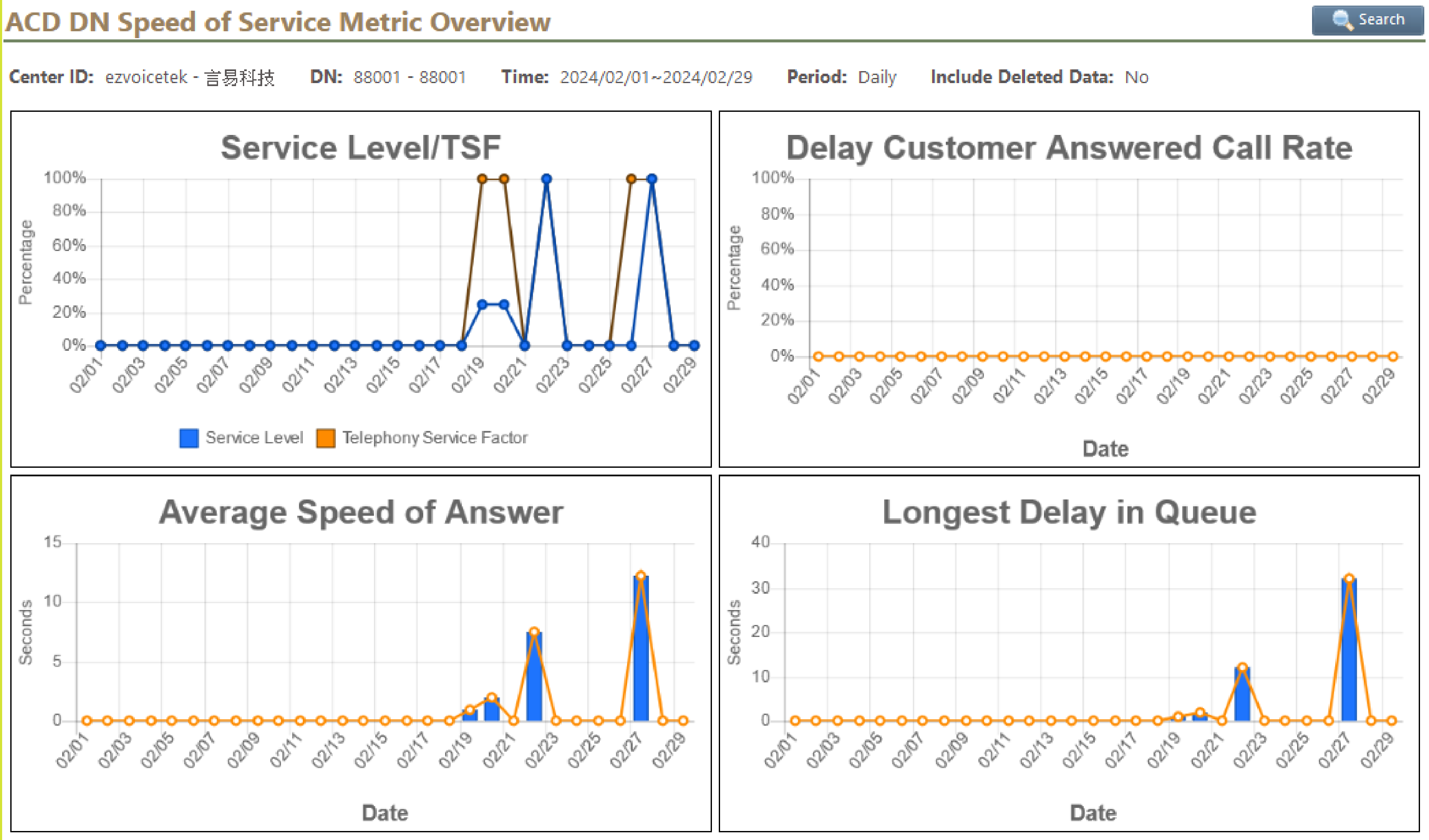
ACD DN Accessibilities Metric Overview

Center ID: ezvoicetek - 言易科技 **DN:** Whole Center **Time:** 2023/09/24~2023/09/30 **Period:** Daily **Include Deleted Data:** No

Search
Overflowed
Abandoned Call
Queued Call
Reassigned Call
Count
10
8
6
4
2
0
09/24
09/25
09/26
09/27
09/28
09/29
09/30
Overflowed Trend
Total Call Handle Trend
Overflowed
Total Call Handle
Abandoned Trend
Abandoned
Queued Trend
Queued
Reassigned Trend
Reassigned

Ezvoicetek
www.ezvoicetek.com

SPEED OF SERVICE METRIC



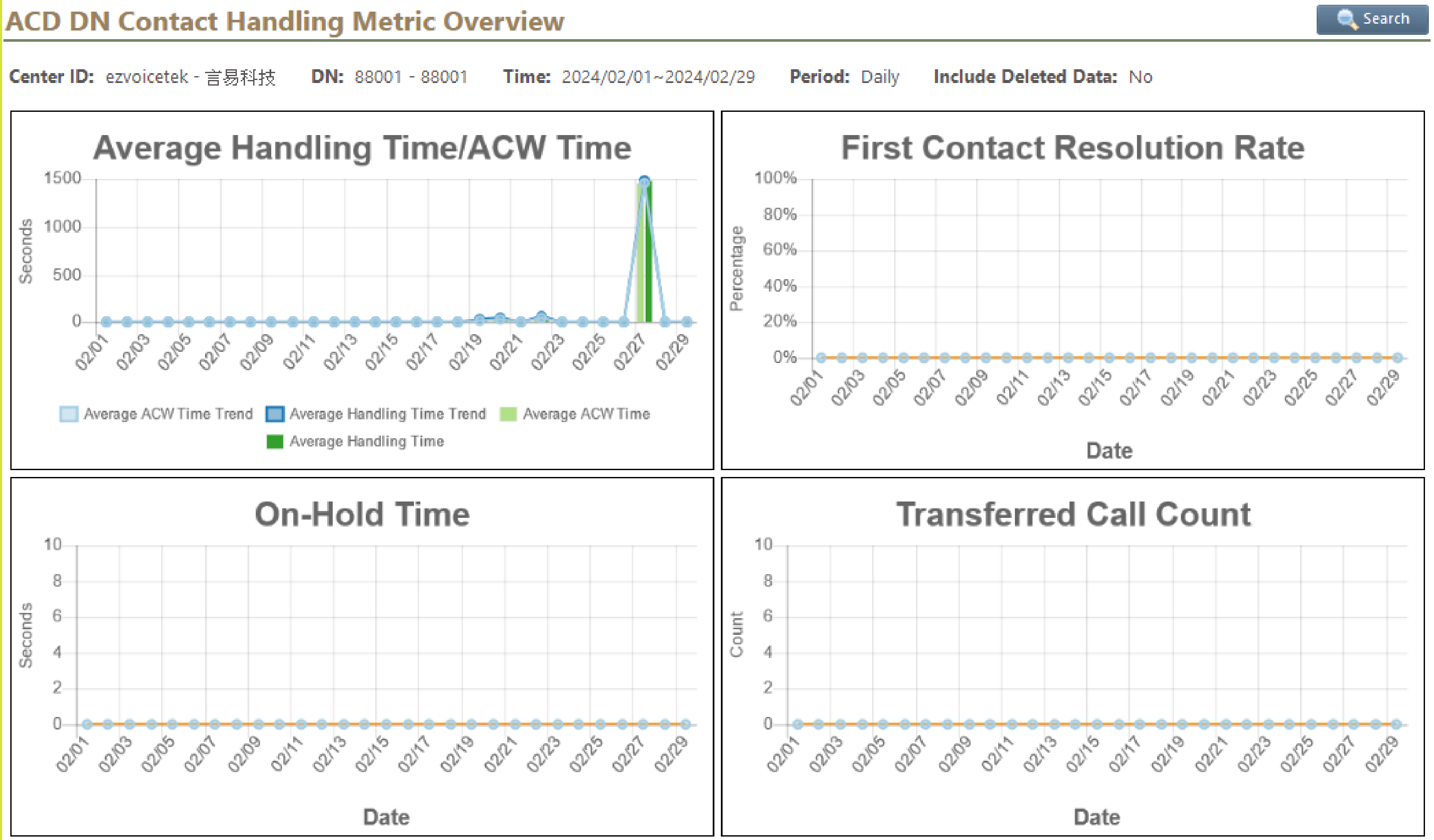
Search

ACD DN Speed of Service Metric Overview

Center ID: ezvoicetek - 言易科技 **DN:** 88001 - 88001 **Time:** 2024/02/01~2024/02/29 **Period:** Daily **Include Deleted Data:** No

Service Level/TSF
Percentage
100%
80%
60%
40%
20%
0%
02/01
02/03
02/05
02/07
02/09
02/11
02/13
02/15
02/17
02/19
02/21
02/23
02/25
02/27
02/29
🟦 Service Level
🟧 Telephony Service Factor
Delay Customer Answered Call Rate
Percentage
100%
80%
60%
40%
20%
0%
Date
Average Speed of Answer
Seconds
15
10
5
0
Date
Longest Delay in Queue
Seconds
40
30
20
10
0
Date

CONTACT HANDLING METRIC

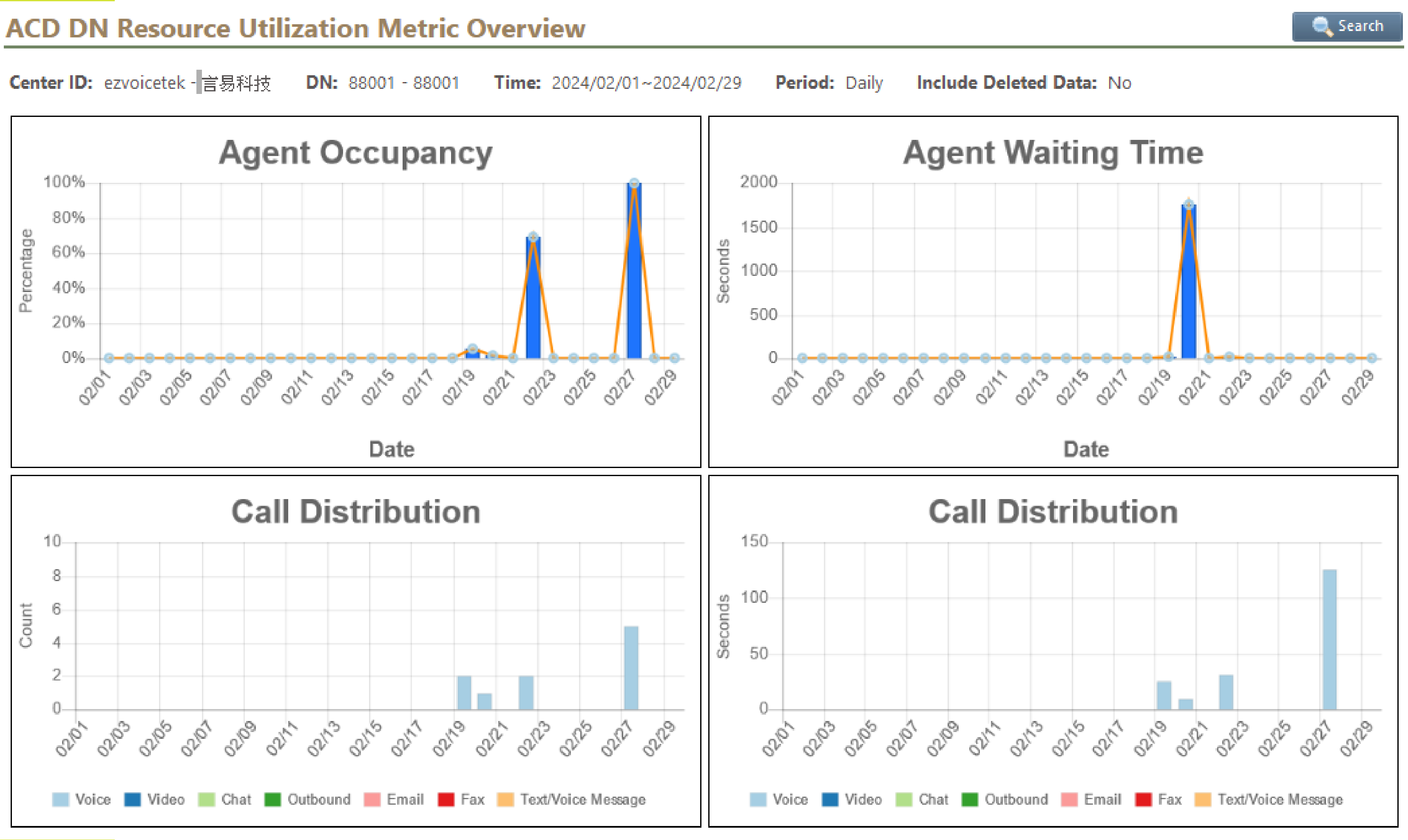


ACD DN Contact Handling Metric Overview

Center ID: ezvoicetek - 言易科技 **DN:** 88001 - 88001 **Time:** 2024/02/01~2024/02/29 **Period:** Daily **Include Deleted Data:** No

Search
Average Handling Time/ACW Time
Seconds
1500
1000
500
0
02/01
02/03
02/05
02/07
02/09
02/11
02/13
02/15
02/17
02/19
02/21
02/23
02/25
02/27
02/29
Average ACW Time Trend
Average Handling Time Trend
Average ACW Time
Average Handling Time
First Contact Resolution Rate
Percentage
100%
80%
60%
40%
20%
0%
Date
On-Hold Time
Seconds
10
8
6
4
2
0
Date
Transferred Call Count
Count
10
8
6
4
2
0
Date

RESOURCE UTILIZATION METRIC

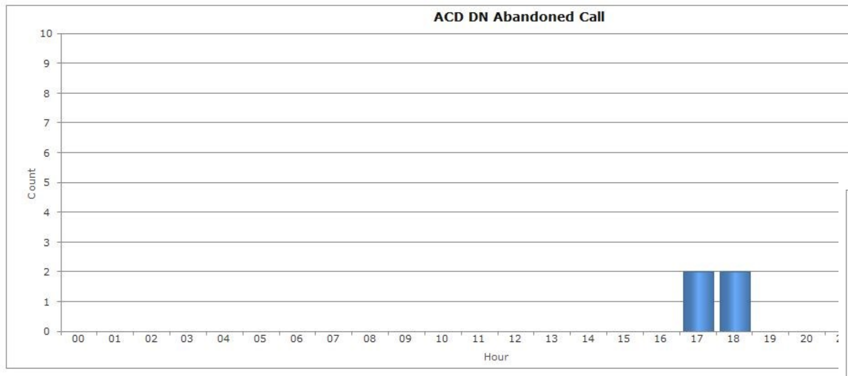


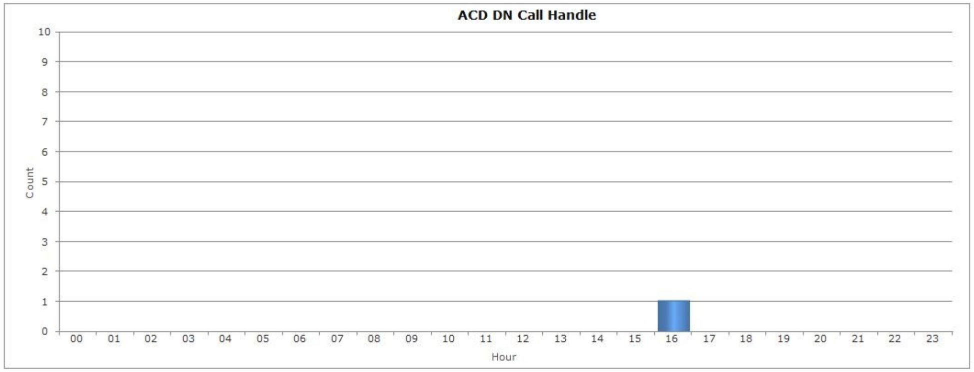
ACD DN Resource Utilization Metric Overview

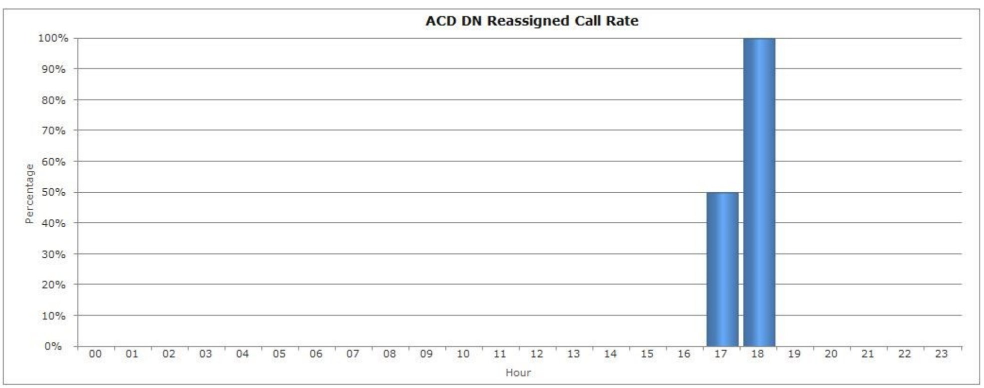
Center ID: ezvoicetek - 言易科技 **DN:** 88001 - 88001 **Time:** 2024/02/01~2024/02/29 **Period:** Daily **Include Deleted Data:** No

Search
Agent Occupancy
Percentage
100%
80%
60%
40%
20%
0%
02/01
02/03
02/05
02/07
02/09
02/11
02/13
02/15
02/17
02/19
02/21
02/23
02/25
02/27
02/29
Date
Agent Waiting Time
Seconds
2000
1500
1000
500
0
Date
Call Distribution
Count
10
8
6
4
2
0
Voice
Video
Chat
Outbound
Email
Fax
Text/Voice Message
Call Distribution
Seconds
150
100
50
0

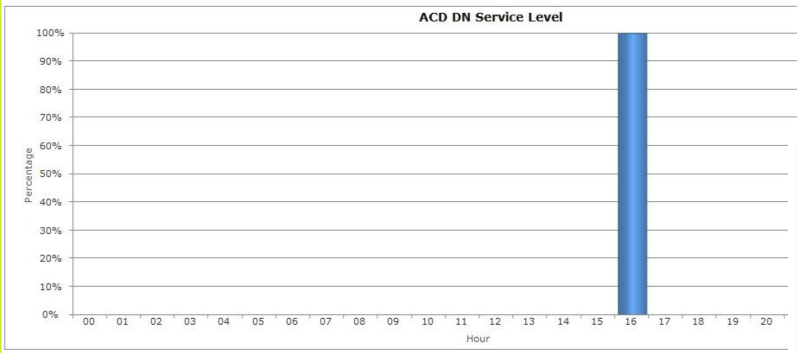
ACCESSIBILITIES

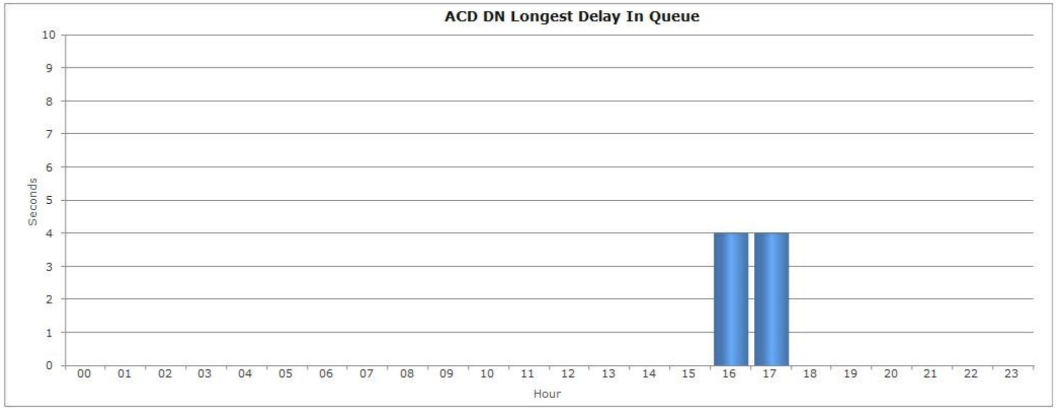

ACD DN Abandoned Call

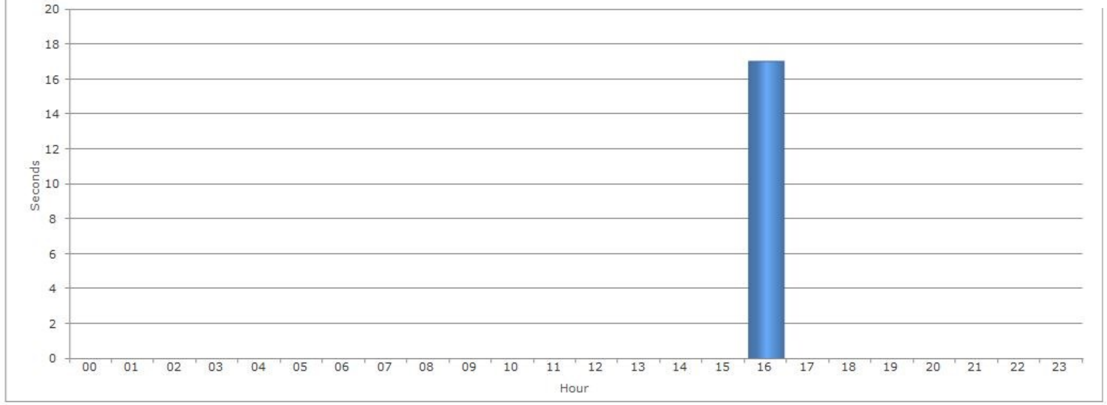

ACD DN Call Handle


ACD DN Reassigned Call Rate

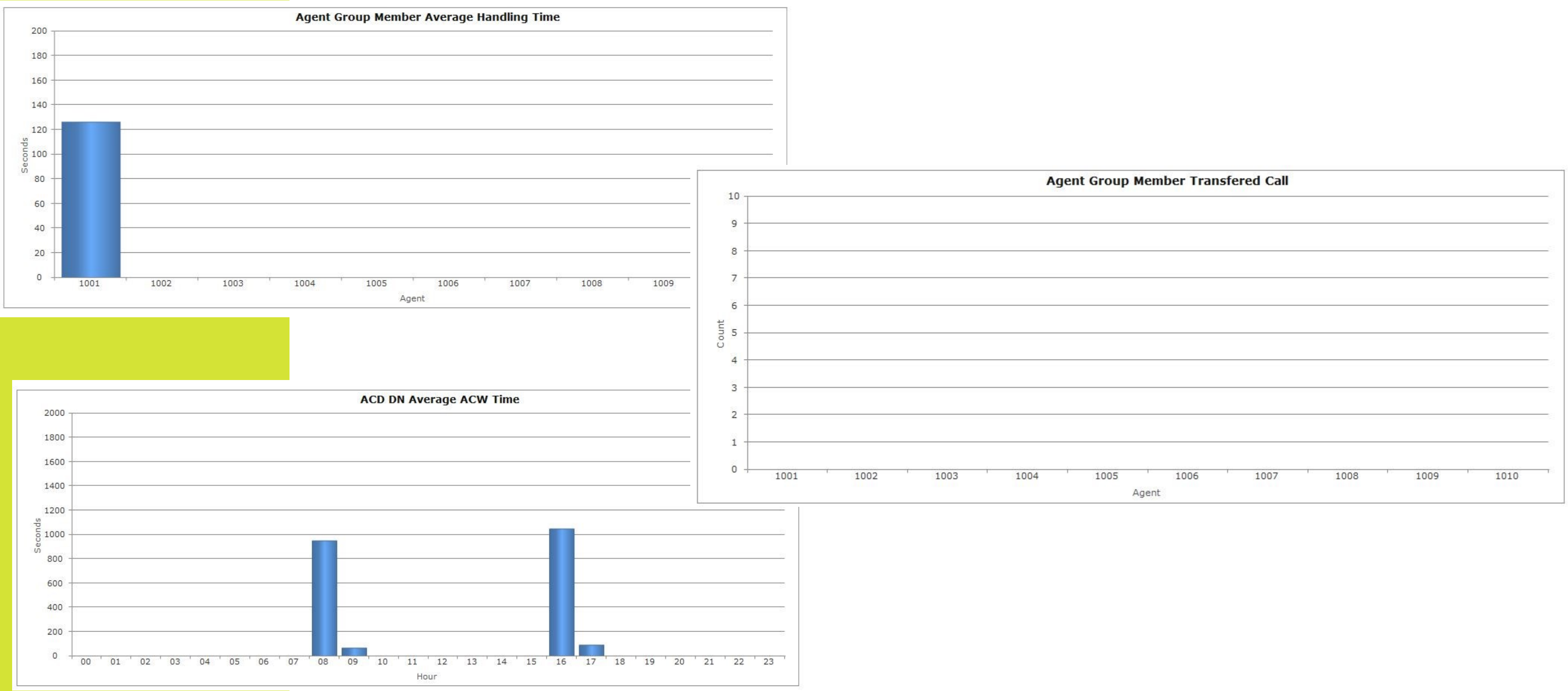
SPEED OF SERVICE


ACD DN Service Level

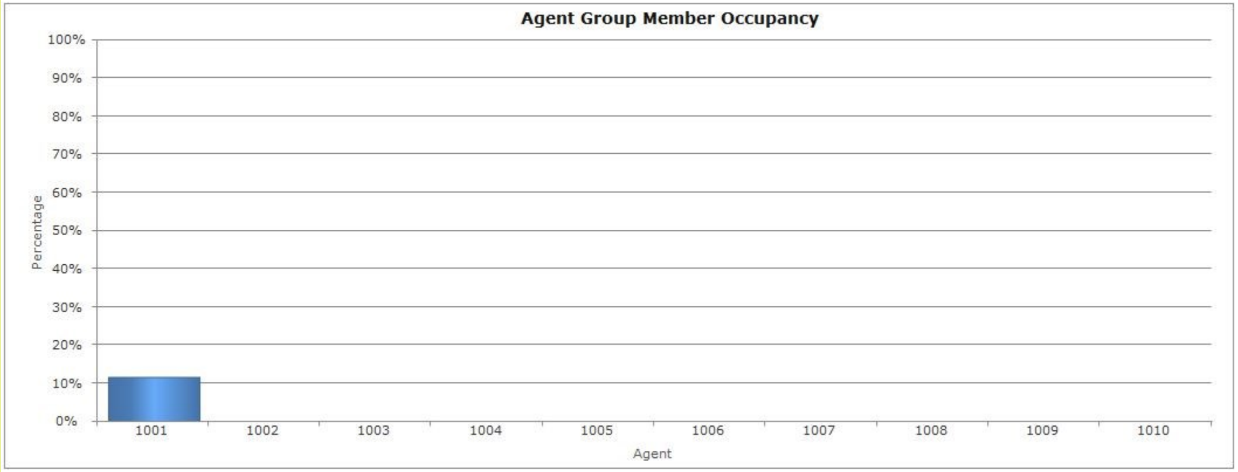

ACD DN Longest Delay In Queue

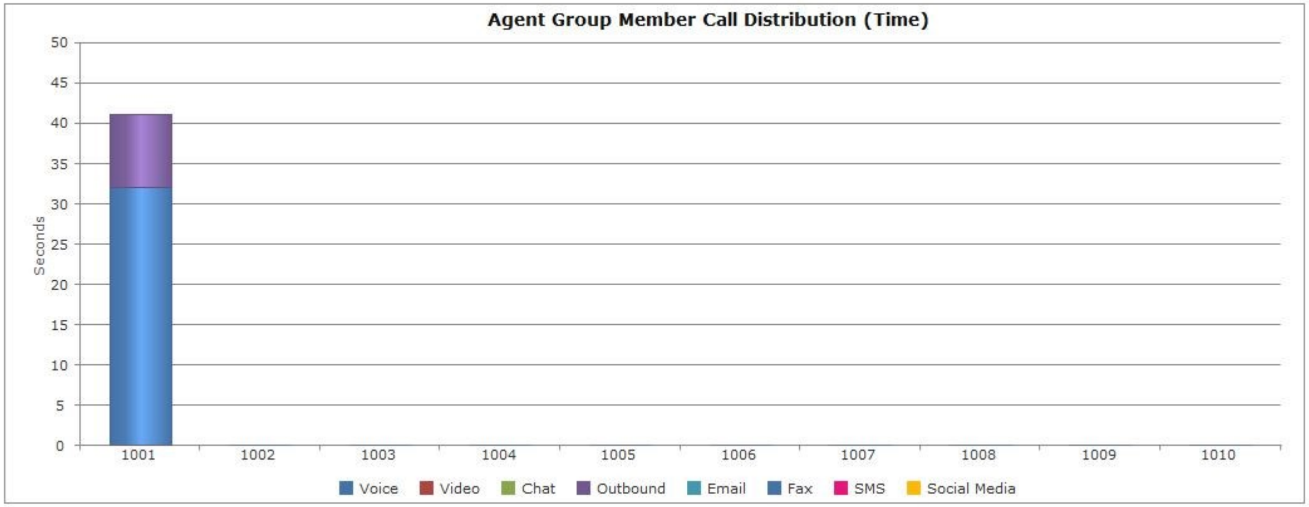

ACD DN Average Speed Of Answer

CONTACT HANDLING



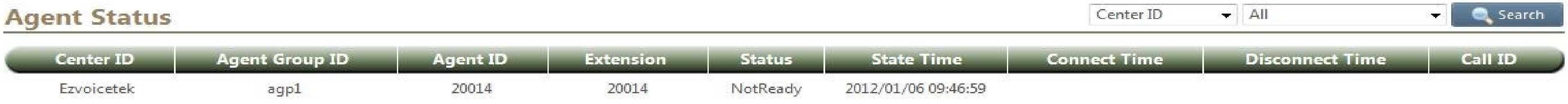
RESOURCE UTILIZATION





DIAGNOSTIC

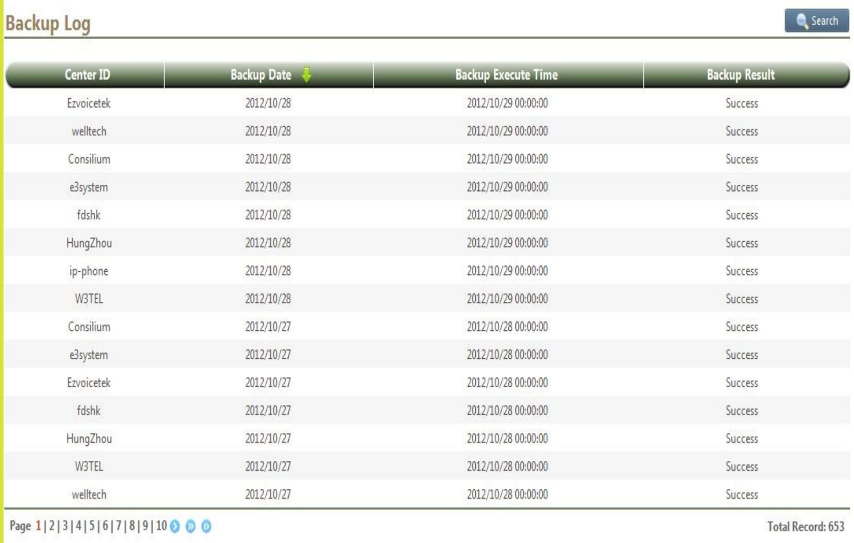
- System Real Time Status
- Support Multi-tenant Diagnostic
- Agent Real Time Status
- Center Extension Status
- Call Real Time Status
- Email/Syslog/HTTP HOOK for System Alert
- Outbound Dialing Module
- Campaign Statistic Status



Agent Status

Center ID	Agent Group ID	Agent ID	Extension	Status	State Time	Connect Time	Disconnect Time	Call ID
Ezvoicetek	agp1	20014	20014	NotReady	2012/01/06 09:46:59			

BACKUP/RESTORE



Backup Log

Center ID	Backup Date	Backup Execute Time	Backup Result
Ezvoicetek	2012/10/28	2012/10/29 00:00:00	Success
welltech	2012/10/28	2012/10/29 00:00:00	Success
Consilium	2012/10/28	2012/10/29 00:00:00	Success
e3system	2012/10/28	2012/10/29 00:00:00	Success
fdshk	2012/10/28	2012/10/29 00:00:00	Success
HungZhou	2012/10/28	2012/10/29 00:00:00	Success
ip-phone	2012/10/28	2012/10/29 00:00:00	Success
W3TEL	2012/10/28	2012/10/29 00:00:00	Success
Consilium	2012/10/27	2012/10/28 00:00:00	Success
e3system	2012/10/27	2012/10/28 00:00:00	Success
Ezvoicetek	2012/10/27	2012/10/28 00:00:00	Success
fdshk	2012/10/27	2012/10/28 00:00:00	Success
HungZhou	2012/10/27	2012/10/28 00:00:00	Success
W3TEL	2012/10/27	2012/10/28 00:00:00	Success
welltech	2012/10/27	2012/10/28 00:00:00	Success

Page 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10

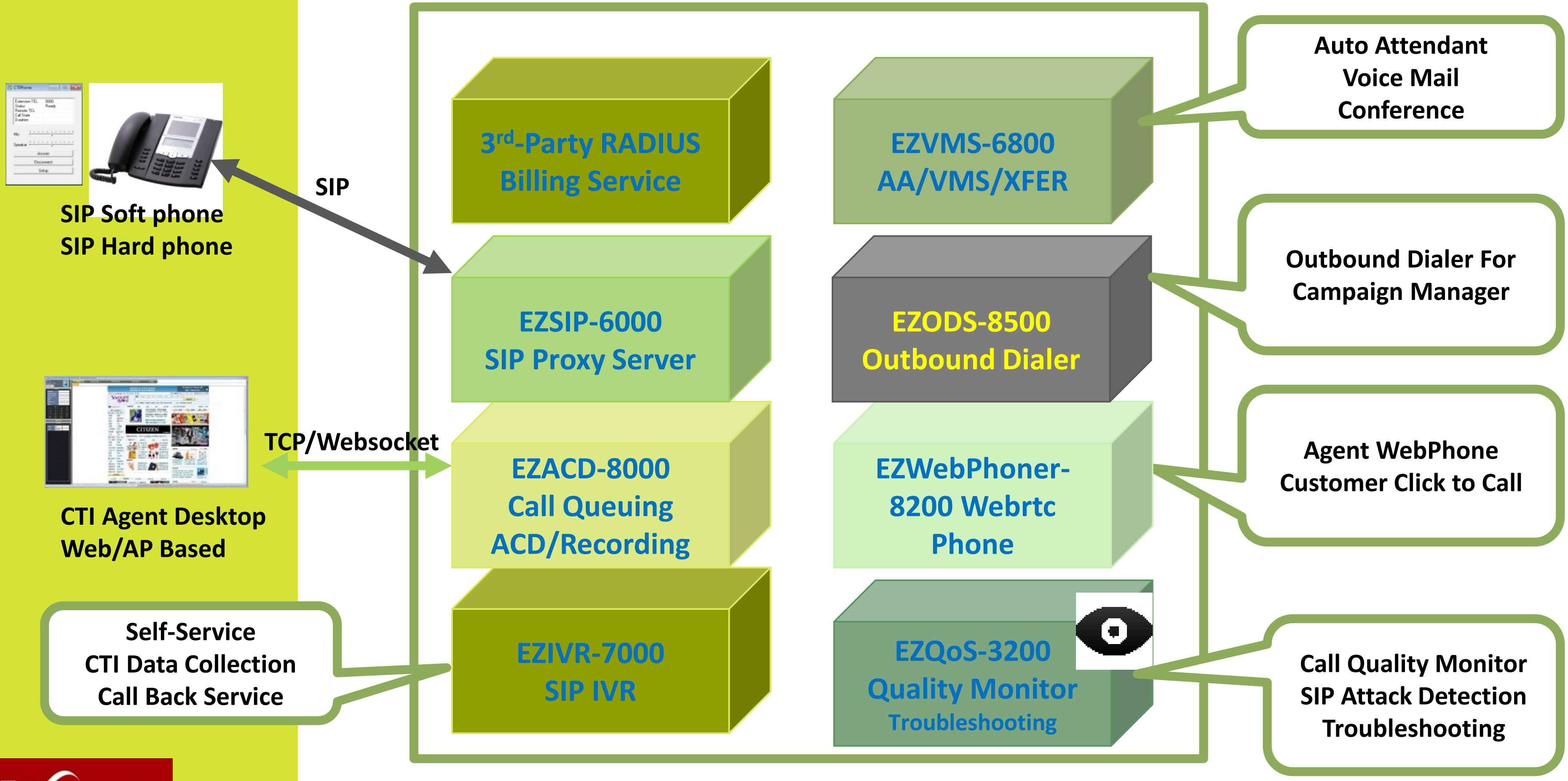
Total Record: 653

- **Automatic Daily Compression Backup**
- **Center Wide Backup and Restore**
  - **Call Service Log & Recording File**
  - **Agent Status Log/Performance Report**
- **Supported Backup Methods:**
  - **Local Compressed Backup Only**
  - **FTP/SFTP/FTPS to Remote Server**
  - **Copy to a Network Mounted Directory**
- **Selectable Restore and Viewing**
- **Failure Event Notice and Redo Backup**

SYSTEM MANAGEMENT

- **Multi-Language Support**
- **Web Provisioning Access Log**
- **Easy Web GUI (HTTP/HTTPS)**
- **Real Time System Monitor &Tracing**
- **System Statistic/Alert Reports**
- **Support 2FA based on Google Authenticator**
- **Scheduled Update for SSL, License, Firmware etc.**

Cloud IP Contact Center



SIP Soft phone
SIP Hard phone

SIP

CTI Agent Desktop
Web/AP Based

TCP/Websocket

Self-Service
CTI Data Collection
Call Back Service

3rd-Party RADIUS
Billing Service

EZSIP-6000
SIP Proxy Server

EZACD-8000
Call Queuing
ACD/Recording

EZIVR-7000
SIP IVR

EZVMS-6800
AA/VMS/XFER

EZODS-8500
Outbound Dialer

EZWebPhoner-
8200 Webrtc
Phone

EZQoS-3200
Quality Monitor
Troubleshooting

Auto Attendant
Voice Mail
Conference

Outbound Dialer For
Campaign Manager

Agent WebPhone
Customer Click to Call

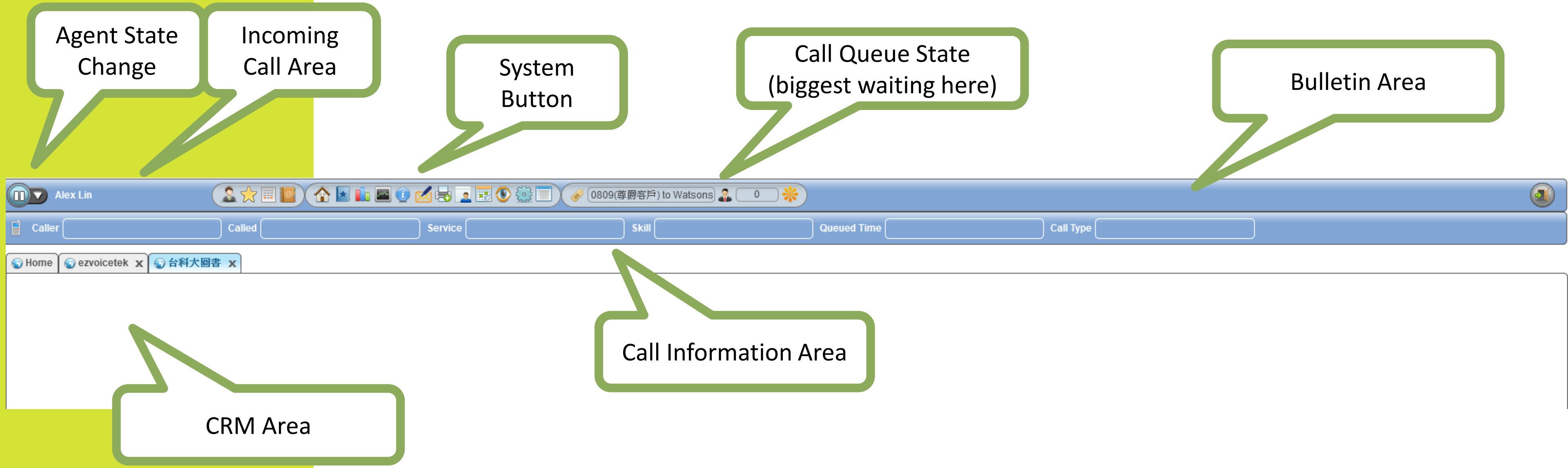
Call Quality Monitor
SIP Attack Detection
Troubleshooting

EzVoicetek
www.ezvoicetek.com

BUILT-IN AGENT DESKTOP

- Based on HTML 5 web solution
- Instant to Run ADT without any Programming
- Optional to run with WebRTC phone
- Support Screen Recording & Viewer
- Support Voice Mail Access
- Support Windows Browser Notice
- Support Caller Name and Call Description
- Support Wrap-up Code/First Contact Resolution
- Support Salesforce Lighting or Dynamic CRM
- Running under any browsers support Websocket

AGENT DESKTOP



Agent State Change

Incoming Call Area

System Button

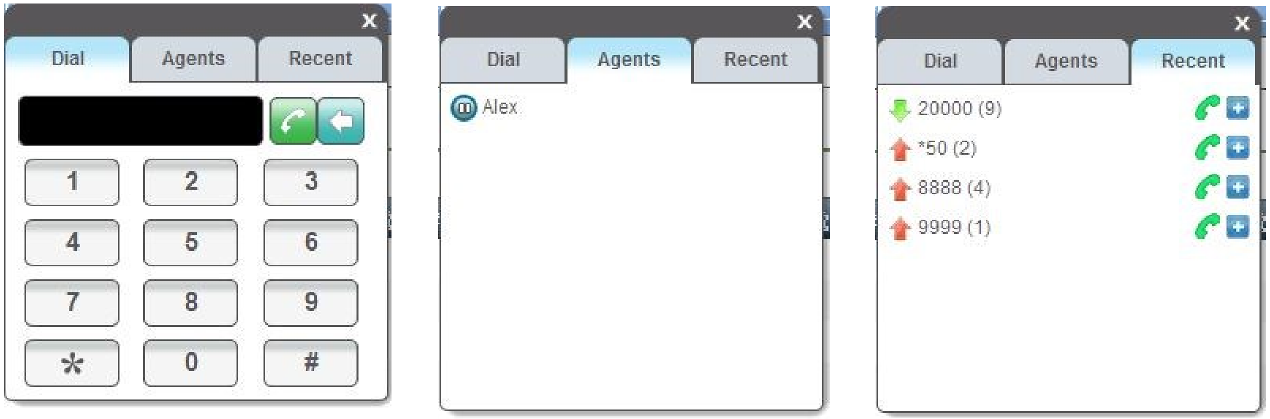
Call Queue State (biggest waiting here)

Bulletin Area

Call Information Area

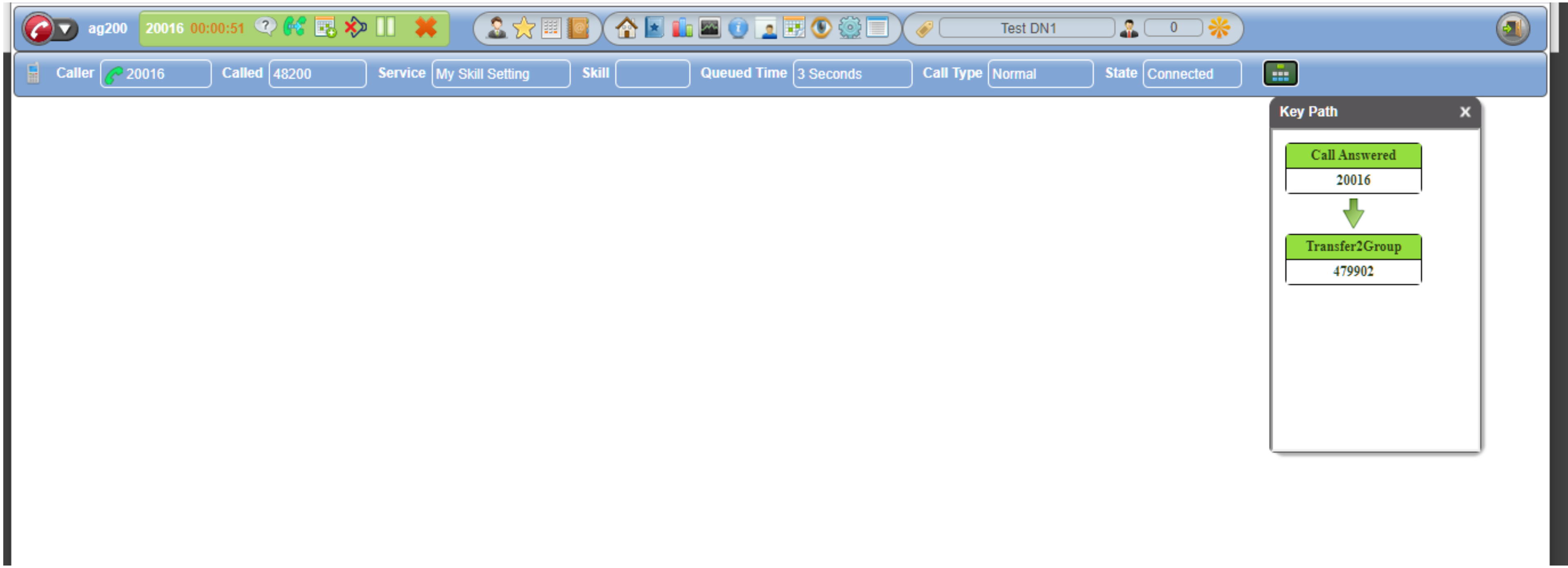
CRM Area

Alex Lin
0809(尊爵客戶) to Watsons
0
Caller
Called
Service
Skill
Queued Time
Call Type
Home
ezvoicetek
台科大圖書



Dial
Agents
Recent
1
2
3
4
5
6
7
8
9
*
0
#
Alex
20000 (9)
*50 (2)
8888 (4)
9999 (1)

CUSTOMER IVR NAVIGATION PATH


ag200
20016 00:00:51
Test DN1
0

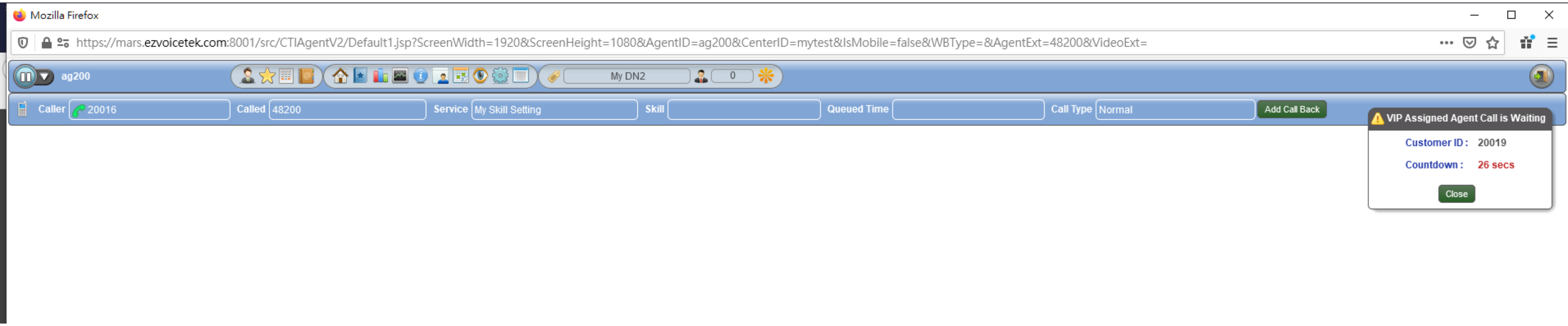
Caller 20016
Called 48200
Service My Skill Setting
Skill
Queued Time 3 Seconds
Call Type Normal
State Connected

Key Path

Call Answered
20016

Transfer2Group
479902

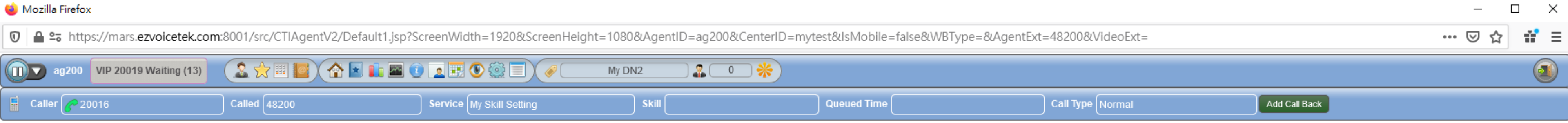
VIP CALLING


Mozilla Firefox
ag200
My DN2
0
Add Call Back
Close

https://mars.ezvoicetek.com:8001/src/CTIAgentV2/Default1.jsp?ScreenWidth=1920&ScreenHeight=1080&AgentID=ag200&CenterID=mytest&IsMobile=false&WBType=&AgentExt=48200&VideoExt=

Caller: 20016
Called: 48200
Service: My Skill Setting
Skill:
Queued Time:
Call Type: Normal

VIP Assigned Agent Call is Waiting
Customer ID : 20019
Countdown : 26 secs

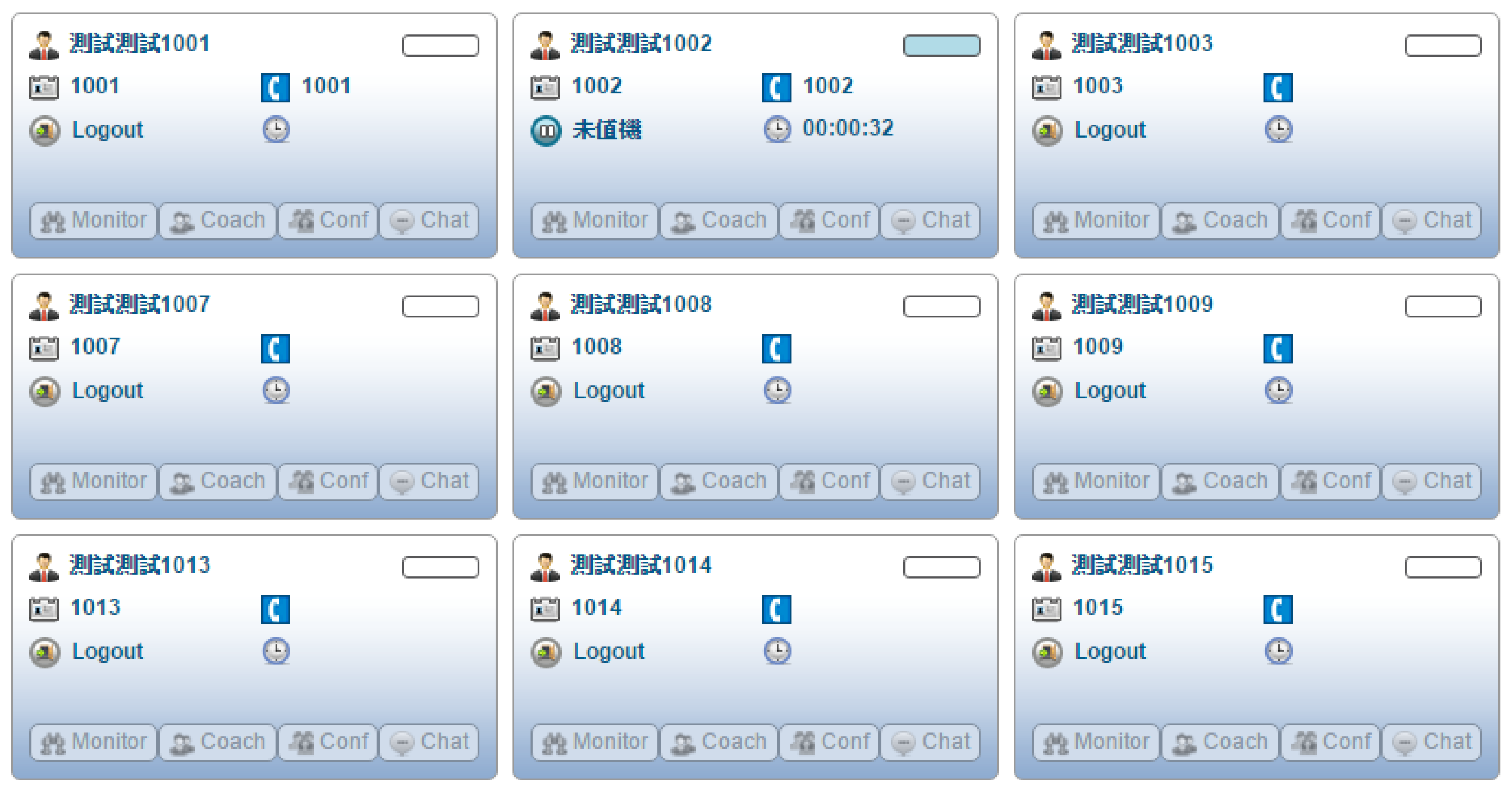

Mozilla Firefox
ag200
My DN2
0
Add Call Back

https://mars.ezvoicetek.com:8001/src/CTIAgentV2/Default1.jsp?ScreenWidth=1920&ScreenHeight=1080&AgentID=ag200&CenterID=mytest&IsMobile=false&WBType=&AgentExt=48200&VideoExt=

VIP 20019 Waiting (13)

Caller: 20016
Called: 48200
Service: My Skill Setting
Skill:
Queued Time:
Call Type: Normal

AGENT REAL TIME STATUS



測試測試1001
1001 1001
Logout

測試測試1002
1002 1002
未值機 00:00:32

測試測試1003
1003
Logout

測試測試1007
1007
Logout

測試測試1008
1008
Logout

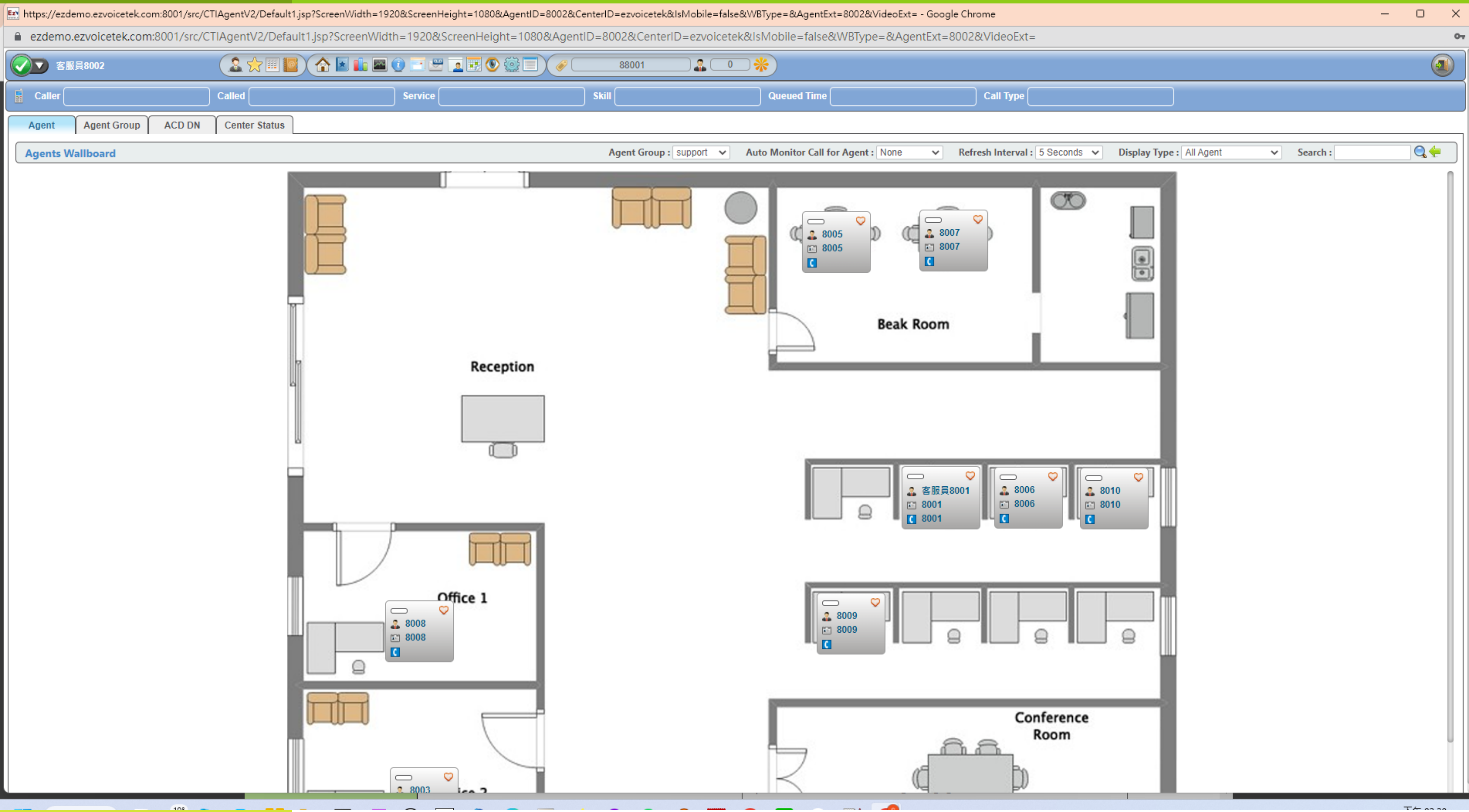
測試測試1009
1009
Logout

測試測試1013
1013
Logout

測試測試1014
1014
Logout

測試測試1015
1015
Logout

FLOOR PLAN BASED AGENT REAL TIME STATUS



https://ezdemo.ezvoicetek.com:8001/src/CTIAgentV2/Default1.jsp?ScreenWidth=1920&ScreenHeight=1080&AgentID=8002&CenterID=ezvoicetek&IsMobile=false&WBType=&AgentExt=8002&VideoExt= - Google Chrome

ezdemo.ezvoicetek.com:8001/src/CTIAgentV2/Default1.jsp?ScreenWidth=1920&ScreenHeight=1080&AgentID=8002&CenterID=ezvoicetek&IsMobile=false&WBType=&AgentExt=8002&VideoExt=

Agent Group : support

Auto Monitor Call for Agent : None

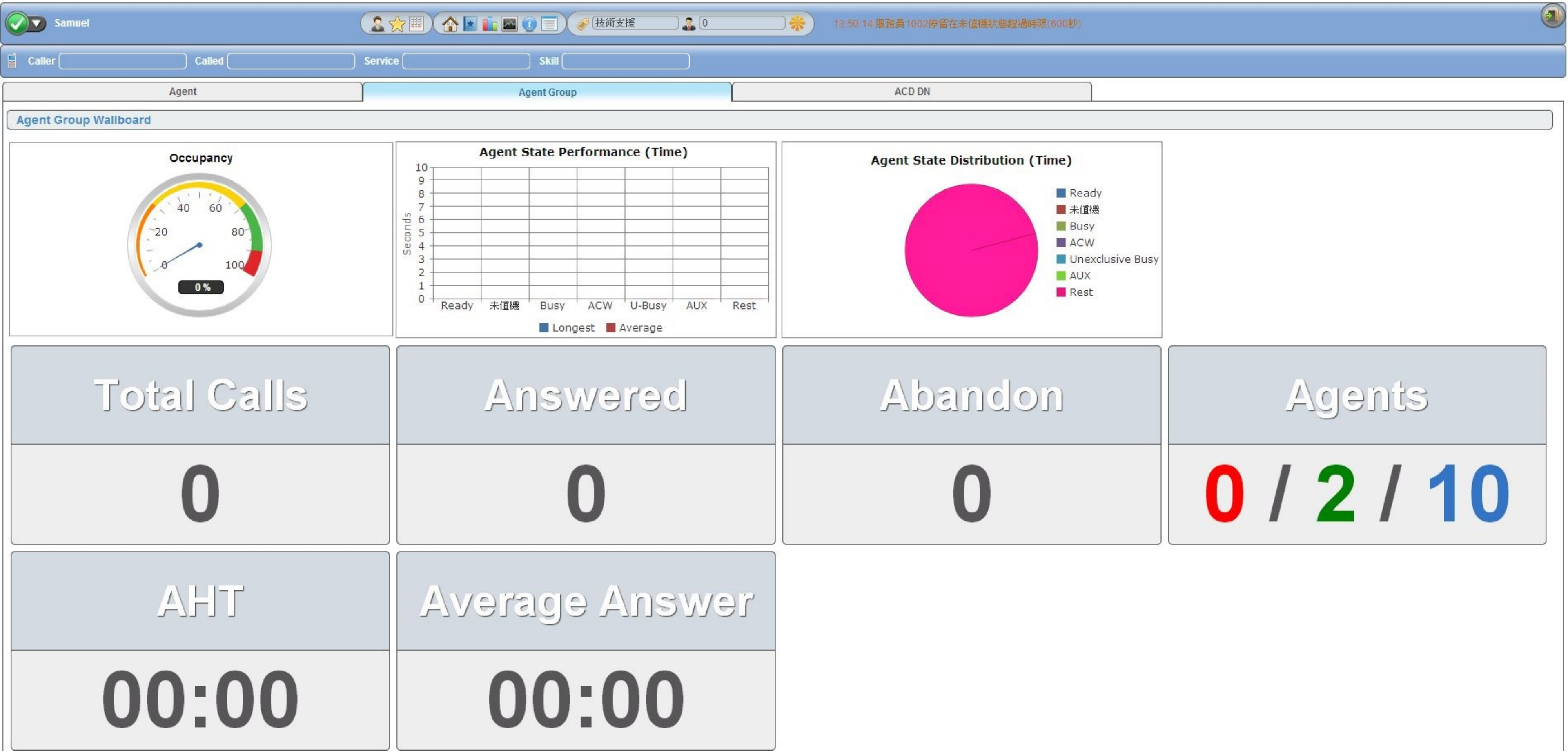
Refresh Interval : 5 Seconds

Display Type : All Agent

Search :

客服員8002
88001
0
Caller
Called
Service
Skill
Queued Time
Call Type
Agent
Agent Group
ACD DN
Center Status
Agents Wallboard
8005
8005
8007
8007
Beak Room
Reception
客服員8001
8001
8001
8006
8006
8010
8010
Office 1
8008
8008
8009
8009
Conference Room
8003

AGENT GROUP PERFORMANCE MONITOR


Samuel
Caller
Called
Service
Skill
Agent
Agent Group
ACD DN
Agent Group Wallboard
Occupancy
0
20
40
60
80
100
0 %
Agent State Performance (Time)
Seconds
10
9
8
7
6
5
4
3
2
1
0
Ready
未值機
Busy
ACW
U-Busy
AUX
Rest
Longest
Average
Agent State Distribution (Time)
Ready
未值機
Busy
ACW
Unexclusive Busy
AUX
Rest

技術支援

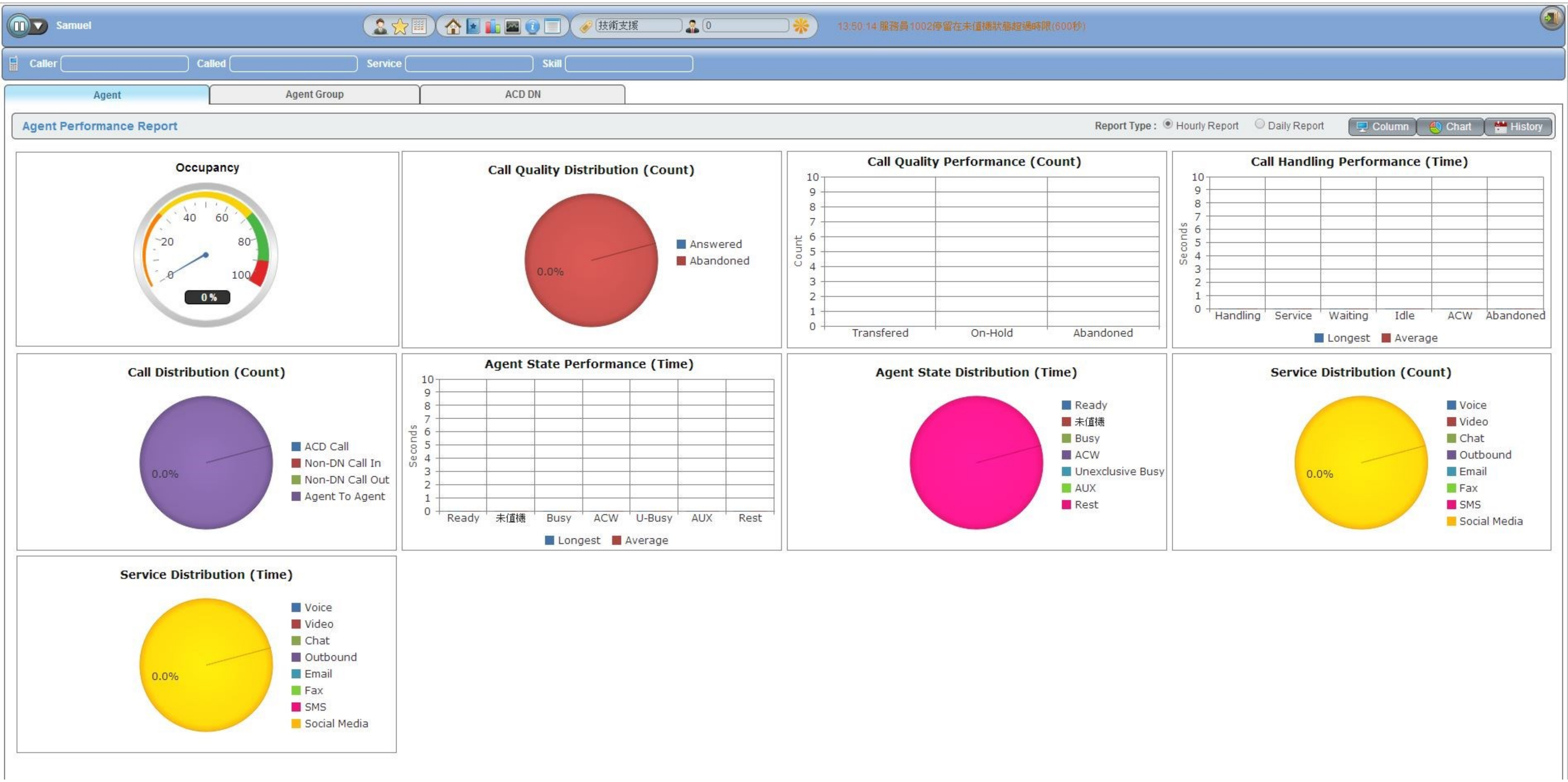
0

13:50:14 服務員1002停留在未值機狀態超過時限(600秒)

Total Calls	Answered	Abandon	Agents
0	0	0	0 / 2 / 10

AHT	Average Answer
00:00	00:00

AGENT PERFORMANCE



Samuel

技術支援

0

13:50:14 服務員1002停留在未值機狀態超過時限(600秒)

Caller

Called

Service

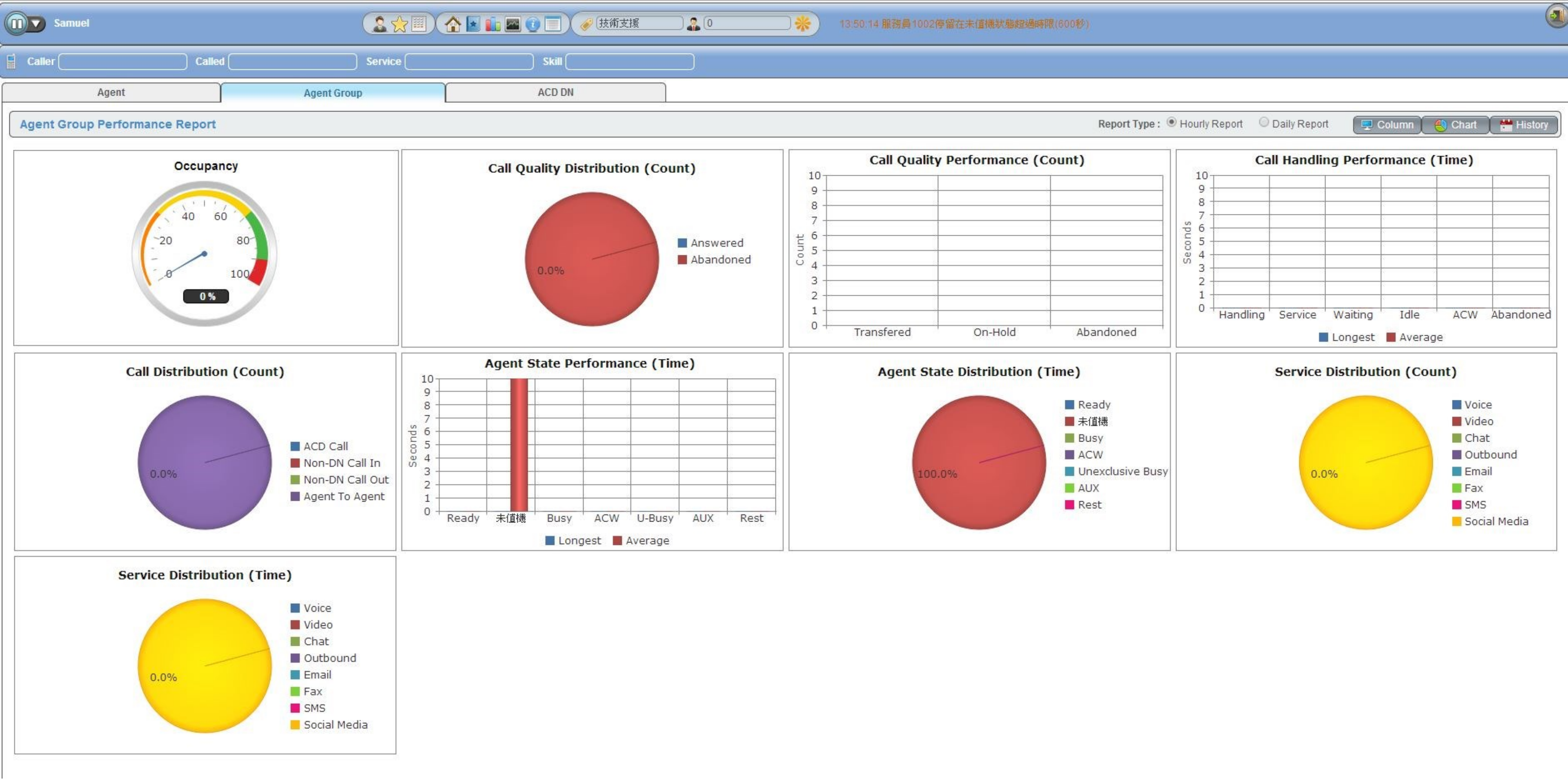
Skill

Agent Performance Report

Report Type : ● Hourly Report ○ Daily Report

Agent
Agent Group
ACD DN
Column
Chart
History
Occupancy
20
40
60
80
100
0
0 %
Call Quality Distribution (Count)
0.0%
Answered
Abandoned
Call Quality Performance (Count)
Count
10
9
8
7
6
5
4
3
2
1
0
Transfered
On-Hold
Abandoned
Call Handling Performance (Time)
Seconds
10
9
8
7
6
5
4
3
2
1
0
Handling
Service
Waiting
Idle
ACW
Abandoned
Longest
Average
Call Distribution (Count)
0.0%
ACD Call
Non-DN Call In
Non-DN Call Out
Agent To Agent
Agent State Performance (Time)
Seconds
10
9
8
7
6
5
4
3
2
1
0
Ready
未值機
Busy
ACW
U-Busy
AUX
Rest
Longest
Average
Agent State Distribution (Time)
Ready
未值機
Busy
ACW
Unexclusive Busy
AUX
Rest
Service Distribution (Count)
0.0%
Voice
Video
Chat
Outbound
Email
Fax
SMS
Social Media
Service Distribution (Time)
0.0%
Voice
Video
Chat
Outbound
Email
Fax
SMS
Social Media

AGENT GROUP PERFORMANCE



Samuel

技術支援 0

13:50:14 服務員1002停留在未值機狀態超過時限(600秒)

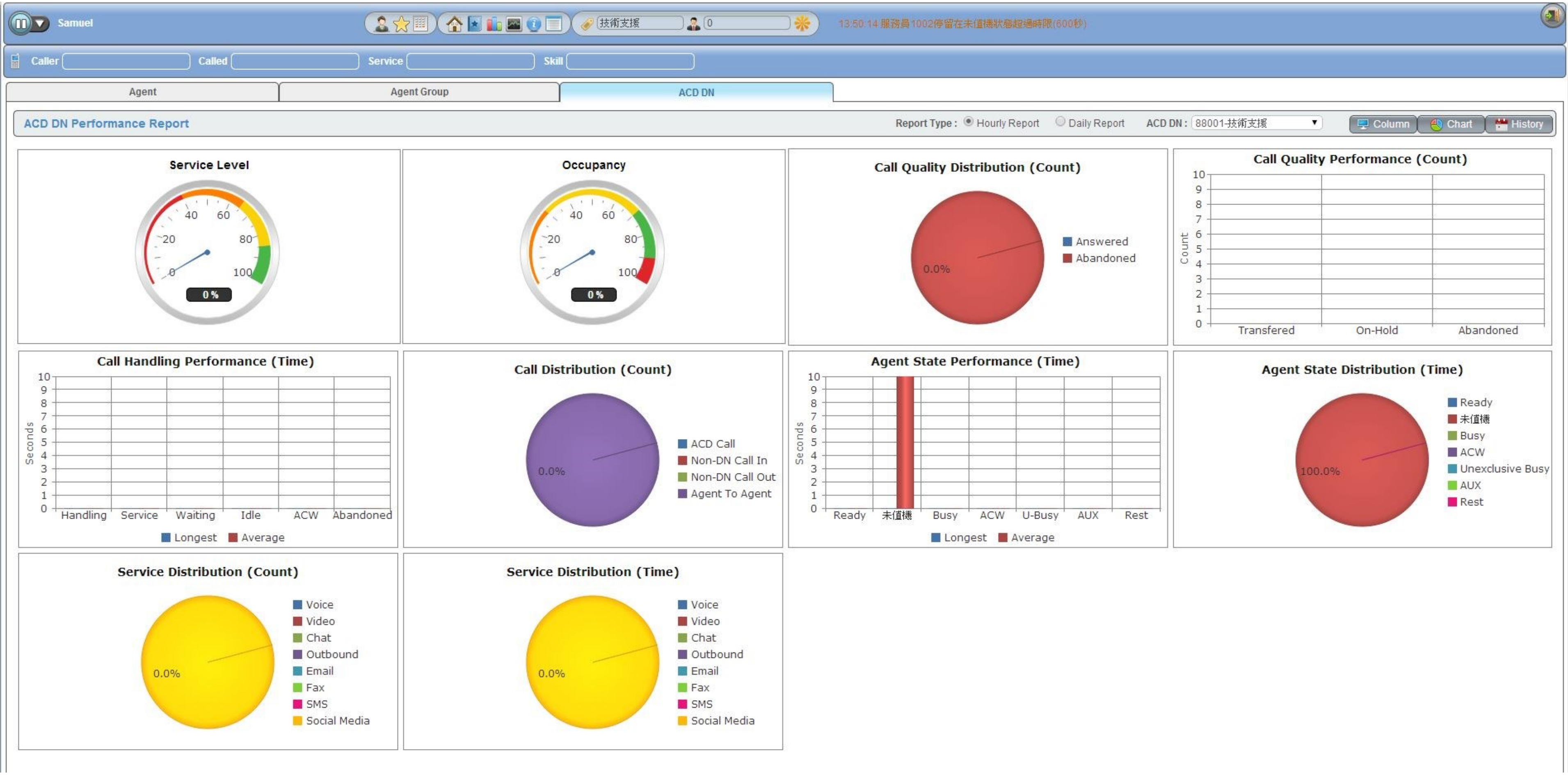
Caller Called Service Skill

Agent Group Performance Report

Report Type : ● Hourly Report ○ Daily Report

Agent
Agent Group
ACD DN
Column
Chart
History
Occupancy
20
40
60
80
100
0
0 %
Call Quality Distribution (Count)
0.0%
Answered
Abandoned
Call Quality Performance (Count)
Count
Transfered
On-Hold
Abandoned
Call Handling Performance (Time)
Seconds
Handling
Service
Waiting
Idle
ACW
Abandoned
Longest
Average
Call Distribution (Count)
0.0%
ACD Call
Non-DN Call In
Non-DN Call Out
Agent To Agent
Agent State Performance (Time)
Seconds
Ready
未值機
Busy
ACW
U-Busy
AUX
Rest
Longest
Average
Agent State Distribution (Time)
100.0%
Ready
未值機
Busy
ACW
Unexclusive Busy
AUX
Rest
Service Distribution (Count)
0.0%
Voice
Video
Chat
Outbound
Email
Fax
SMS
Social Media
Service Distribution (Time)
0.0%
Voice
Video
Chat
Outbound
Email
Fax
SMS
Social Media

ACD DN PERFORMANCE



Samuel

13:50:14 服務員1002停留在未值機狀態超過時限(600秒)

技術支援

0

Caller

Called

Service

Skill

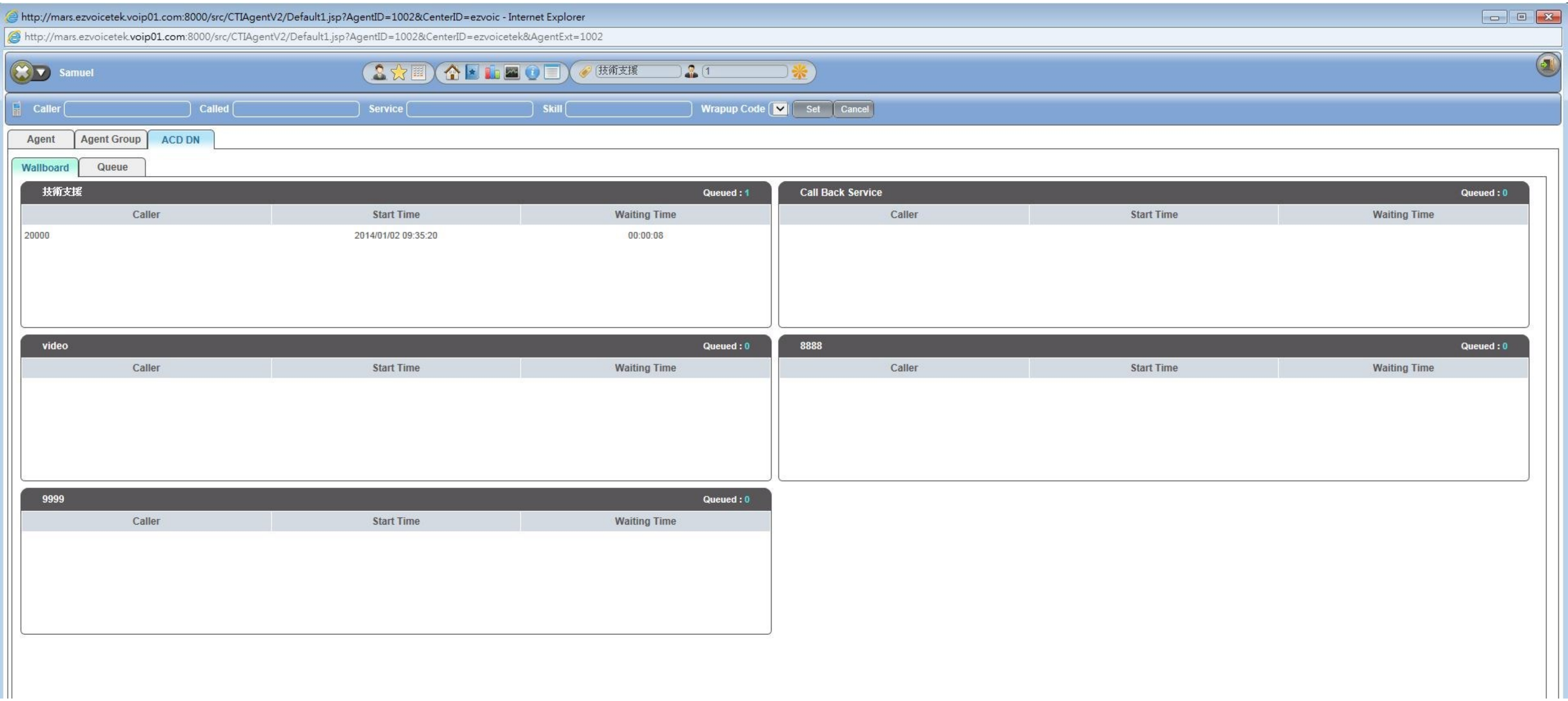
ACD DN Performance Report

Report Type : ● Hourly Report ○ Daily Report

ACD DN : 88001-技術支援

Agent
Agent Group
ACD DN
Column
Chart
History
Service Level
0
20
40
60
80
100
0 %
Occupancy
0
20
40
60
80
100
0 %
Call Quality Distribution (Count)
0.0%
Answered
Abandoned
Call Quality Performance (Count)
Count
0
1
2
3
4
5
6
7
8
9
10
Transfered
On-Hold
Abandoned
Call Handling Performance (Time)
Seconds
0
1
2
3
4
5
6
7
8
9
10
Handling
Service
Waiting
Idle
ACW
Abandoned
Longest
Average
Call Distribution (Count)
0.0%
ACD Call
Non-DN Call In
Non-DN Call Out
Agent To Agent
Agent State Performance (Time)
Seconds
0
1
2
3
4
5
6
7
8
9
10
Ready
未值機
Busy
ACW
U-Busy
AUX
Rest
Longest
Average
Agent State Distribution (Time)
100.0%
Ready
未值機
Busy
ACW
Unexclusive Busy
AUX
Rest
Service Distribution (Count)
0.0%
Voice
Video
Chat
Outbound
Email
Fax
SMS
Social Media
Service Distribution (Time)
0.0%
Voice
Video
Chat
Outbound
Email
Fax
SMS
Social Media

ACD DN MANAGEMENT


Samuel
技術支援
1
Caller
Called
Service
Skill
Wrapup Code
Set
Cancel
Agent
Agent Group
ACD DN
Wallboard
Queue

http://mars.ezvoicetek.voip01.com:8000/src/CTIAgentV2/Default1.jsp?AgentID=1002&CenterID=ezvoic - Internet Explorer

http://mars.ezvoicetek.voip01.com:8000/src/CTIAgentV2/Default1.jsp?AgentID=1002&CenterID=ezvoicetek&AgentExt=1002

技術支援 Queued : 1

Caller	Start Time	Waiting Time
20000	2014/01/02 09:35:20	00:00:08

Call Back Service Queued : 0

Caller	Start Time	Waiting Time

video Queued : 0

Caller	Start Time	Waiting Time

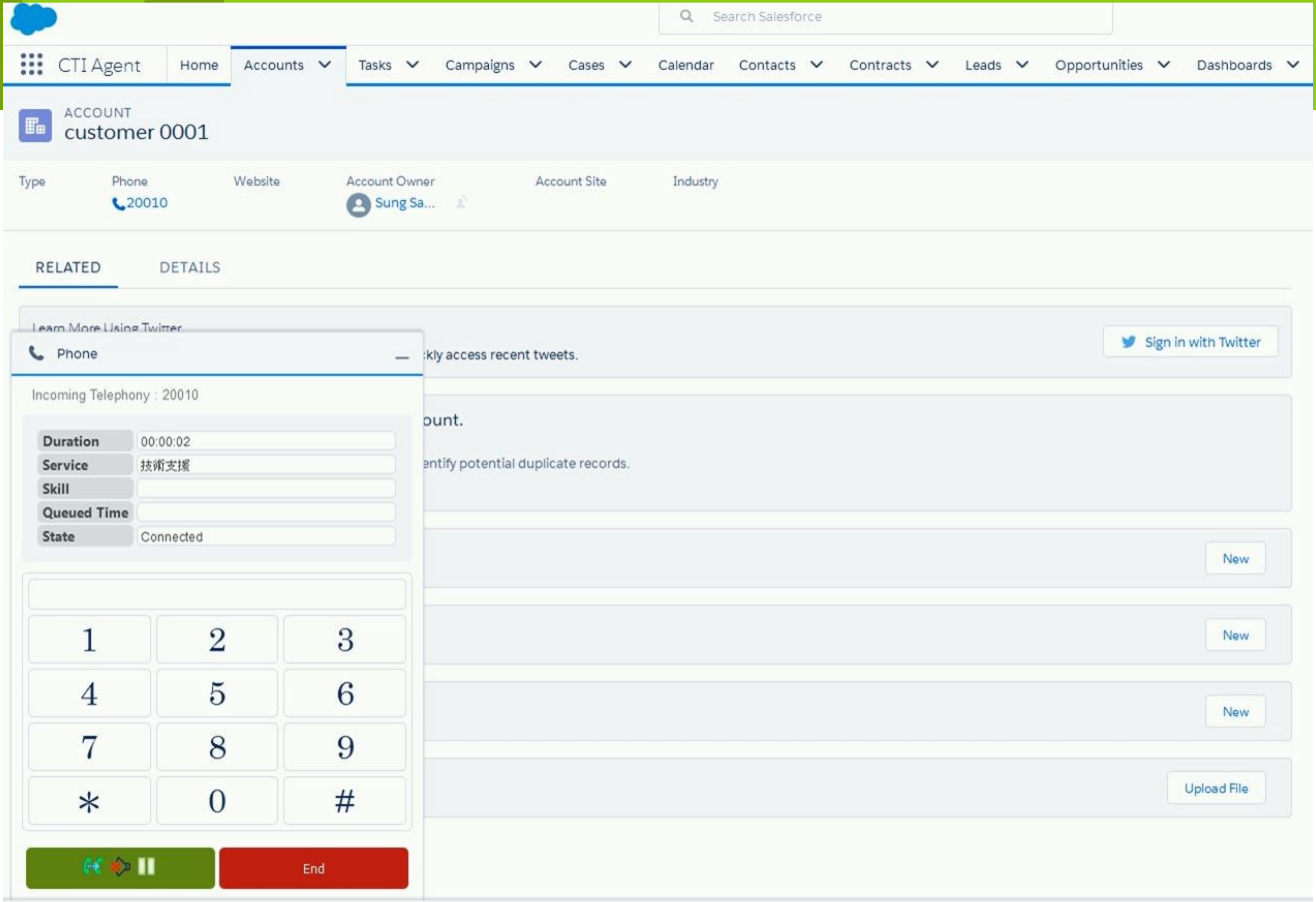
8888 Queued : 0

Caller	Start Time	Waiting Time

9999 Queued : 0

Caller	Start Time	Waiting Time

SALESFORCE OPEN CTI LIGHTING INTEGRATION


Search Salesforce
CTI Agent
Home
Accounts
Tasks
Campaigns
Cases
Calendar
Contacts
Contracts
Leads
Opportunities
Dashboards
RELATED
DETAILS
Phone
Sign in with Twitter
New
New
New
Upload File
1
2
3
4
5
6
7
8
9
*
0
#
End

ACCOUNT
customer 0001

Type	Phone	Website	Account Owner	Account Site	Industry
	20010		Sung Sa...		

Learn More Using Twitter

kly access recent tweets.

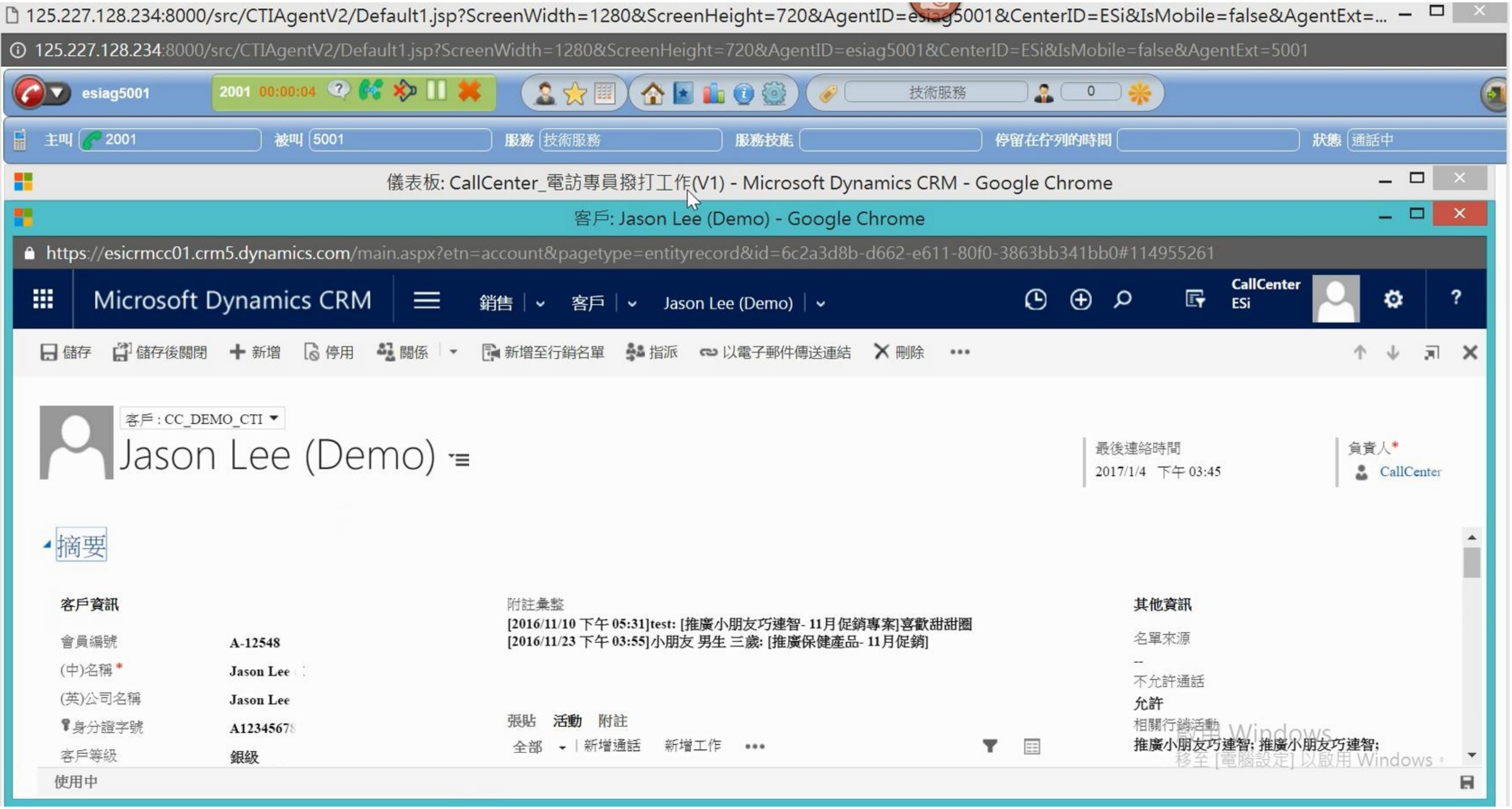
ount.

entify potential duplicate records.

Incoming Telephony : 20010

Duration	00:00:02
Service	技術支援
Skill	
Queued Time	
State	Connected

MICROSOFT DYNAMIC CRM INTEGRATION


esiag5001
2001 00:00:04
技術服務
0
儲存
儲存後關閉
新增
停用
關係
新增至行銷名單
指派
以電子郵件傳送連結
刪除
Microsoft Dynamics CRM
銷售
客戶
Jason Lee (Demo)
CallCenter
ESi
張貼
活動
附註
全部
新增通話
新增工作
啟用 Windows
移至 [電腦設定] 以啟用 Windows。

125.227.128.234:8000/src/CTIAgentV2/Default1.jsp?ScreenWidth=1280&ScreenHeight=720&AgentID=esiag5001&CenterID=ESi&IsMobile=false&AgentExt=...

125.227.128.234:8000/src/CTIAgentV2/Default1.jsp?ScreenWidth=1280&ScreenHeight=720&AgentID=esiag5001&CenterID=ESi&IsMobile=false&AgentExt=5001

主叫 2001
被叫 5001
服務 技術服務
服務技能
停留在佇列的時間
狀態 通話中

儀表板: CallCenter_電訪專員撥打工作(V1) - Microsoft Dynamics CRM - Google Chrome

客戶: Jason Lee (Demo) - Google Chrome

https://esicrmcc01.crm5.dynamics.com/main.aspx?etn=account&pagetype=entityrecord&id=6c2a3d8b-d662-e611-80f0-3863bb341bb0#114955261

客戶 : CC_DEMO_CTI

Jason Lee (Demo)

最後連絡時間
2017/1/4 下午 03:45

負責人*
CallCenter

摘要

客戶資訊

會員編號	A-12548
(中)名稱*	Jason Lee
(英)公司名稱	Jason Lee
身分證字號	A1234567
客戶等級	銀級

附註彙整
[2016/11/10 下午 05:31]test: [推廣小朋友巧連智- 11月促銷專案]喜歡甜甜圈
[2016/11/23 下午 03:55]小朋友 男生 三歲: [推廣保健產品- 11月促銷]

其他資訊

名單來源
--
不允許通話
允許
相關行銷活動
推廣小朋友巧連智; 推廣小朋友巧連智;

使用中

Agent Desktop SDK

- Support HTML5 Websocket SDK
- Support Linux, Mac, IOS, Android OS
- Both Call And Text Chatting Service Simultaneously
- Call Control including Incoming , Outgoing and Transfer
- Call and Text Chat Conference, Coach and Monitor
- Real Time Agent Status/Performance Query
- Queued Calls and Customer Waiting Time Notice
- Agent to Agent Text Chatting and Bulletin Notice
- Password Change, Enable/Disable Skill
- Play Announcement To Customer

SUPERVISOR RELATE SDK

- **Support HTML5 Websocket SDK**
- **All Features in Agent Desktop**
- **Monitor/Coach/Conference**
- **Bulletin Management**
- **Support Wallboard API**
- **Query Agent Real Time State**
- **ACD DN Detail Queued Call**
- **Move/Take a Queued Call from ACD DN**
- **Change Agent State or Skill**

SOLUTION ADVANTAGE

- **A Widely Deployed and Proven Solution**
- **Support SIP Hard Phone/Soft Phone or WebRTC Phone**
- **SDK support HTML 5 standard**
- **Built-in Ready to Run Agent Desktop**
- **Provide Easy URLs for CRM Integration**
- **Support Voice Logging, Coach, Conference, Monitor Whisper etc…**
- **Support Multi-Tenant Virtual Contact Center**
- **Support Flexible and Intelligent ACD Routing Strategies**
- **Support Screen Recording, Virtual Queuing and other Rich Set of Features.**

SOLUTION ADVANTAGE

- **Built-in KPI, Wallboard and Performance Reports**
- **Support AI Transcription/Sentiment/Narrative**
- **Support IPv4/IPV6**
- **Support Hitless HA**
- **Support Customer Text Chatting/Click to Call**
- **Support Multi Contact Channels Service**
- **Support Campaign Outbound Integration**

Ezvoicetek
www.ezvoicetek.com

WE MAKE IP CONTACT CENTER SIMPLE

Q&A