



adportas
CCKall
Phone Manager 8

Virtual attendant
console



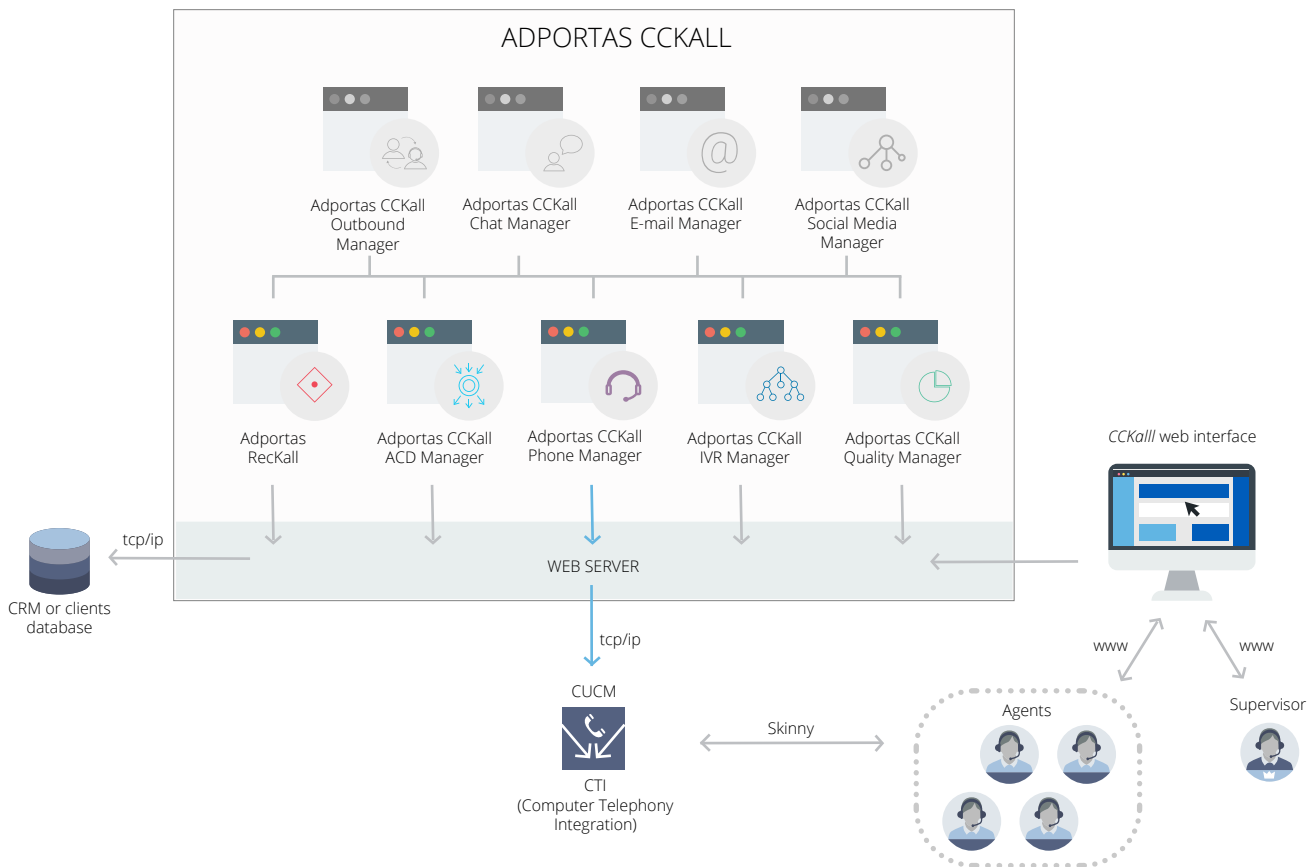
1. Description.

Adportas CCKall Phone Manager is a virtual attendant console designed to attend calls made by agents or assistance groups registered in the *Adportas CCKall Contact Center* solution.

This module offers the necessary tools for the distribution of calls in a quick, efficient and personalized manner.

Adportas CCKall Phone Manager installs directly onto agents and supervisors PCs, integrating to its respective web interfaces, and together with *Adportas CCKall ACD Manager* and *Adportas CCKall IVR Manager* forms the *INBOUND* module of the *Adportas CCKall Contact Center* solution.

2. Adportas CCKall Phone Manager architecture.



3. Adportas CCKall Phone Manager main functionalities.

3.1 Call reception.

Adportas CCKall Phone Manager can receive telephone calls from *Adportas CCKall ACD Manager* and from *Adportas CCKall IVR Manager*.

3.2 Call transferring.

Adportas CCKall Phone Manager can transfer incoming calls to internal extensions either directly or after consultation.

3.3 Conference.

Adportas CCKall Phone Manager can generate a three-way conference within an active call with a client, inviting an extension to join in if necessary.

3.4 LDAP directory.

Adportas CCKall Phone Manager can be integrated to the company's corporate directory via LDAP.

3.5 Shortcuts / Speed Dials.

Adportas CCKall Phone Manager provides an environment where speed dial short cuts can be created for calling other internal users, divided by cost centers or departments.

3.6 Cross platform.

Adportas CCKall Phone Manager allows the creation of direct shortcuts for sending chats and e-mails.

3.7 Call history.

Adportas CCKall Phone Manager provides a call history display.

3.8 Queued tasks.

Adportas CCKall Phone Manager displays a multichannel list of queued tasks (calls, e-mails, chats, social media posts).

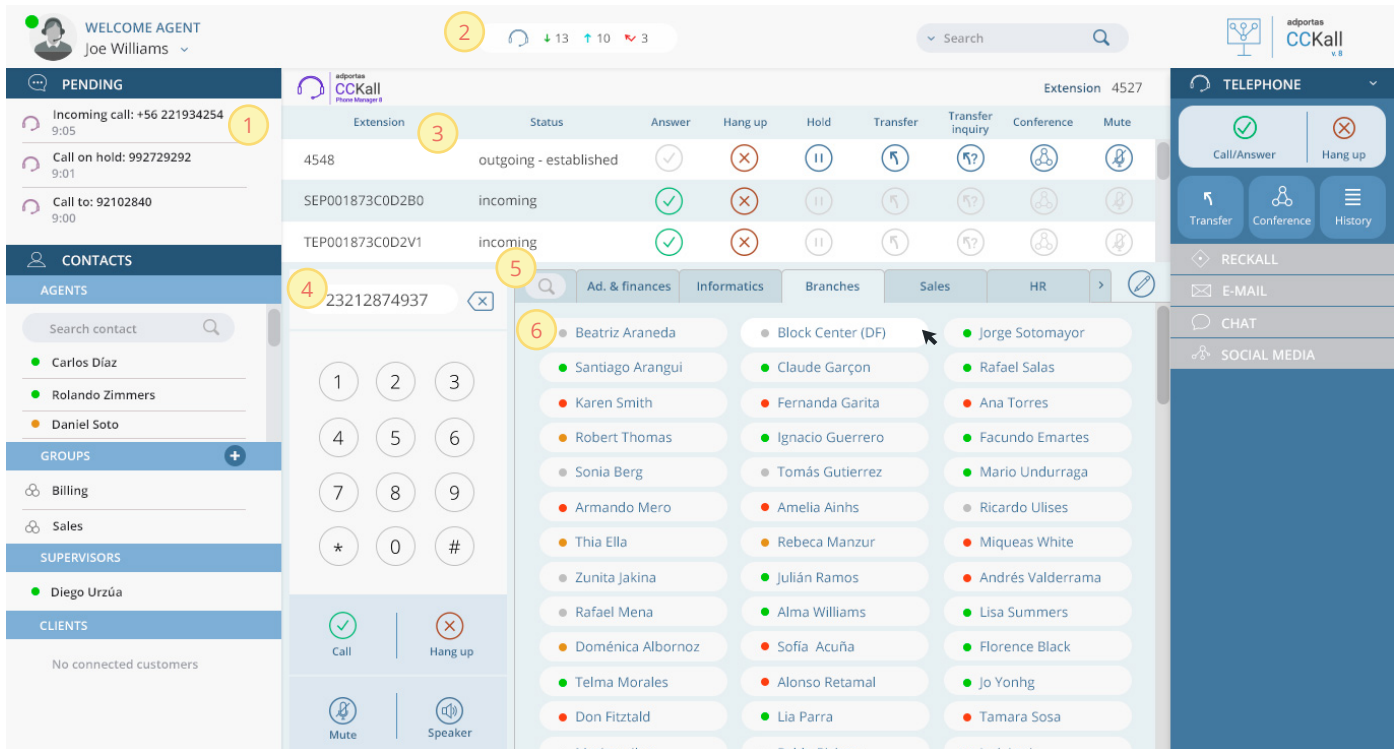
3.9 KPIs (performance indicators).

Adportas CCKall Phone Manager displays service quality rates for telephone calls via KPIs.

3.10 Call recording (optional).

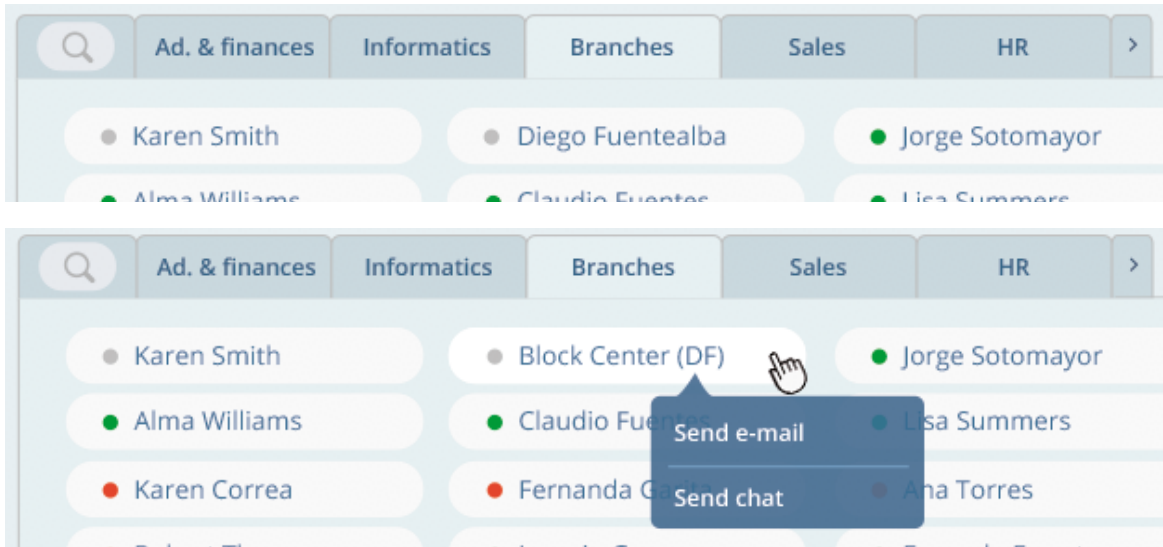
Adportas CCKall Phone Manager interacts with Adportas Reckall to record agent calls, providing a more comprehensive register for internal consulting and evaluation.

4. Adportas CCKall Phone Manager interface on agent Adportas CCKall.



- 1 Queued calls (pending)
- 2 Relevant agent KPIs
- 3 Call status and actions (respond, hang up, hold, transfer, transfer request, conference, mute)
- 4 On-screen digital phone
- 5 Group and contact search
- 6 Contact speed dialing and status (free, busy, absent, disconnected) divided by group or cost center

Adportas CCKall Phone Manager interface view with mouse over function to generate e-mail or chat directly from shortcuts contact list. *



Agent web interface view for call history with search filters such as: counterpart, date and type of call.

WELCOME AGENT
 Joe Williams

adportas CCKall Phone Manager 8

History

Counterpart	Date	Status	Call	Add to directory
981755792	16/03/2017 13:00:25	Incoming	✓	+
4548	16/03/2017 12:59:30	Outgoing	✓	+
4548	16/03/2017 12:58:43	Outgoing	✓	+
4541	16/03/2017 12:56:35	Outgoing	✓	+
4543	16/03/2017 12:50:13	Incoming	✓	+
4523	16/03/2017 12:48:43	Incoming	✓	+
4548	16/03/2017 12:47:40	Outgoing	✓	+
4533	16/03/2017 12:38:43	Outgoing	✓	+
4548	16/03/2017 12:36:17	Incoming	✓	+
4523	16/03/2017 12:32:41	Outgoing	✓	+

1 2 3 4 5 6 7 >>

TELEPHONE

Call/Answer Hang up

Transfer Conference History

RECALL

E-MAIL

CHAT

SOCIAL MEDIA

* Opción válida sólo cuando Adportas CCKall E-mail Manager y/o Adportas CCKall Chat Manager estén activados en Adportas CCKall.

Supervisor web interface:

Extension	Status	Answer	Hang up	Hold	Transfer	Transfer inquiry	Conference	Mute	Whispering
4548	outgoing - established	✓	✗		↶	↷?	👤	🔇	🗣️
SEP001873C0D2B0	incoming	✓	✗		↶	↷?	👤	🔇	🗣️
TEP001873C0D2V1	incoming	✓	✗		↶	↷?	👤	🔇	🗣️

Requirements

Adportas CCKall Phone Manager server

Cisco CUCM 8.0 or higher

Agent PC: Intel processor 1GHz or higher, 2 GB RAM, 50 MB disk space for application

CUCM application user for assisted extensions control

Adportas CCKall hardware requirements

10 to 50 licenses

CPU: Quad core or higher

RAM: 16 GB or more

Drive: 500 GB or more

100 to 400 licenses

CPU: Hexa core or higher

RAM: 24 GB or more

Drive: 1 TB or more

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