

Zayo's Call Center solutions support any size business from small informal workgroups only needing basic call distribution, queuing, and simple reporting to large scale formal Call Centers requiring more advanced call distribution, agent availability and status, supervisor real-time monitoring of agents and queues, and in-depth historical reporting.

### Call Center Overview

ACD/Call Center applications are an essential business tool whether for customer support or sales. Incoming calls are queued when no one is currently available to take the call.

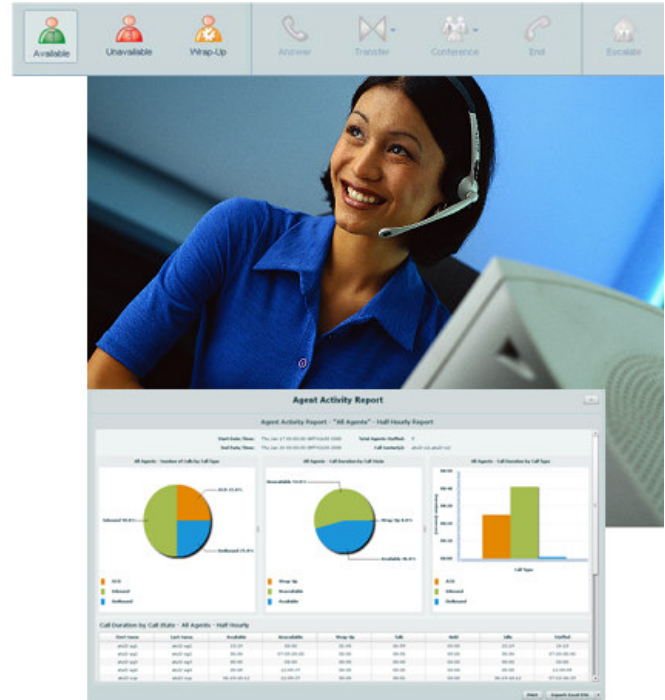
- Callers get Entrance message, Music on Hold, Comfort message while waiting for a company representative
- Callers can escape to voicemail
- Optional overflow to alternative locations when number of queued calls is too high
- Multiple hunt options for distributing calls to agents
- Transfer calls back into queues

With Zayo's ACD/Call Center, agents are not required to be tied to a single physical location. Call Center groups can span multiple sites and can even include work at home agents. Employees define their availability using phone, web portal, or desktop client.

- Use Call Center in conjunction with Auto Attendants to select correct department
- Call Center logic routes based on Time of Day
- Optional statistics available to help manage staffing
- Supervisors can monitor agent and queue activity using Desktop client

### Value Proposition

- Flexible - employees can work remotely, supervisors can monitor agents and queues from remote sites
- No busy signal for callers who always get through even during busy hours
- Improved call management for employees; avoid frantic call treatments in busy hours
- Maximize employee staffing
- Affordable sophisticated ACD/Call Center functionality with reporting and easy call management with desktop client
- Scalable ACD groups that can grow without hardware based limits - ACD groups/reporting span beyond physical sites



### KEY FEATURES:

- **Web-Based Administration** – Configure and manage ACD settings from any location.
- **Flexible ACD Engine** – Provides intelligent call routing and queuing, based on agent availability, line state, and ACD group settings.
- **Entrance Greetings & Queue Announcements** – Greet callers with a customized greeting, periodic comfort announcements, and Music on Hold.
- **Configurable Call Handling Options** – Multiple options for bounced, stranded, or overflow calls, including escape option for callers.
- **Alternate Routing Options** – Multiple options for handling calls after business hours, on holidays, or in temporary overload conditions.
- **Basic & Advanced Reporting Options** – The Call Center solution provides both Basic Statistics, using the web portal and daily emailed reports; or Advanced Reporting, with in-depth real time and historical reporting options.
- **Desktop Clients** – Optional desktop clients for Agents and Supervisors allow for more efficient call handling, particular in a high-volume call center environment.