



# The Operator Suite from Liberty™ ContactCentre

Rapid, efficient and accurate call handover and control is essential to ensure operators are able to successfully handle calls. The Operator Suite within Netcall’s Liberty ContactCentre optimises call handling, and provides all the functional benefits of a leading automatic call distributor (ACD) at the fingertips of the operator. This reduces call handling times whilst enhancing the operator experience.

### The Liberty Platform supports:

- Intelligent web-based console
- Tailored permissions for call answering and transfer, and to view directories and ex-directories
- Choice of agents location and telephony device
- Searchable directories with keyboard commands
- Skills-based routing from advanced call distribution
- Integrated Meet-Me-Paging enables recipients to pick up calls at a convenient device
- Click-to-dial from directory and history, speeds time to call
- Real-time and historical reports with enhanced performance monitoring
- Specific skill shortage warning during operator break times
- Controllable via mouse click, keyboard command or touchscreen functionality

### Single browser-based interface

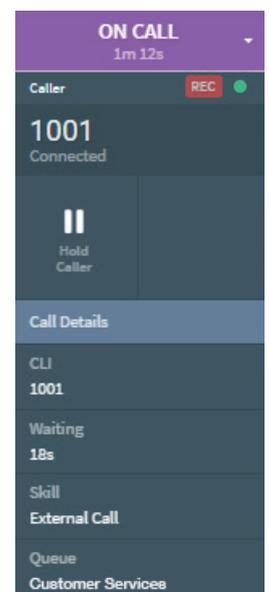
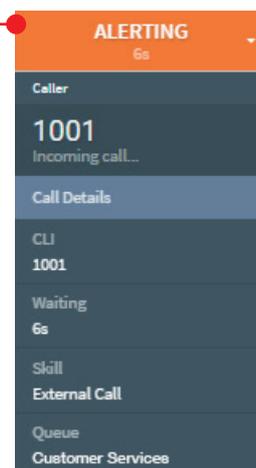
**Operator console functionality**  
Inbound calls are presented to the operator along with important caller information, including the current queue and skill, calling number (CLI), dialled number and any information captured in queue such as customer or account number needed to process their enquiry.

Once the operator accepts the call it can be placed on hold, transferred blind or supervised, accepted back, sent to Meet-Me-Paging or directed to a department-specific queue.

### Choice of telephony device

Netcall’s agnostic policy toward devices means you can continue to use your current infrastructure or any standard telephone hand or headset and we can support you in the deployment of remote working strategies.

Full functionality requires that any device must have its own unique extension number.



READY		0 WAITING	0s LONGEST WAIT	0 WAITING	0s LONGEST WAIT	liberty
DIRECTORY	EMAIL	HISTORY				
agent						
Customer Service Agent 1	Customer Services	Contact Centre	Derby			1001
Customer Service Agent 2	Customer Services	Contact Centre	York			1002
Customer Service Agent 3	Customer Services	Contact Centre	Norfolk			1003
Customer Service Agent 4	Customer Services	Contact Centre	Swindon			1004
Supervisor	Customer Services Supervisor	Contact Centre	London			1005 (Ex-Directory)

### Directory permission

The operator accesses a unified central directory containing the organisation's list of individuals and departments to whom the caller could be transferred. Existing data feeds from directories are used for daily updates delivering rapid near-zero effort directory maintenance.

Data protection concerns may require tiered permissions of contact information such as mobile and home phone numbers. Three views provide appropriate access to directory contact information:

- **Not visible:** The operator is not able to see any ex-directory types of contact
- **Contact names only:** The operator sees the contact type only and not the actual number
- **Fully visible:** The full ex-directory type and number details are visible to the operator; they are not visible to agents

### Contact cards

Contact cards contain contact details for recipients within the directory. The cards are personalised and they can be updated with details and additional notes.

Permission levels set access that authorise operators to write and maintain notes. Operators gain a rapid view of any contact's current state with relevant updates or preferred routing enabling them to make informed choices regarding whether they should receive calls or not.

Examples include *'Don't call direct use PA'* or *'On maternity leave for next 6 months back Dec.'*

### Click-to-dial

Agents have the ability to initiate an outbound call to the selected contact in the Agent Console Directory or Call History View.

### Meet-Me-Paging integration

Netcall's fully integrated paging facility ensures your agents are able to effectively contact and then transfer calls to staff who carry pagers. The process is as follows:

- The operator submits the Meet-Me Paging request for the selected contact
- The call is dropped into the Meet-Me-Paging Telephone User Interface and is held there until the recipient responds
- The recipient locates the nearest available phone and is then connected

### Transferring calls

Operators are able to make two kinds of call transfer:

- A supervised or warm transfer is where they wait for the recipient to answer to allow the call to be introduced. This is useful when a call is urgent or if it is necessary to confirm that it is going to the correct destination.
- When the destination is known the agent transfers the call to the required contact without waiting for them to answer, this is known as a blind transfer. The operator drops the caller to a ringing tone which frees them to handle next call. If the call is not answered it will go to the recipient's voicemail or be returned to the original agent. The call returns with information about the original intended recipient which enables the operator to respond quickly and appropriately, improving caller experience.

### Real-time and historical reports with enhanced performance monitoring

The browser-based Supervisor console provides supervisors with real-time information on any device, enabling them to assess the situation and take any required actions.

Our customisable dashboard allows for a combination of key performance indicators (KPIs) such as:

- Time to answer
- Average and longest queue time
- Total number of calls to each queue
- Call handling time
- Operator availability

Supervisors can also monitor their team of operators through extra functionality:

- Busy codes
- Activity codes
- Listen in
- Call recording

### Centralised and multi-location contact handling

Calls can be centralised for switchboard or merged with calls for specific departments.

Information presented to operators, such as call routing and queue settings, is customisable, based on the needs of the organisation.

Our remote working functionality supports operators to work from any location. Calls are distributed as required to operators throughout the organisation or across multiple sites.

### Benefits of Contact Centre Switchboard

- Improved versatility of operator's time and skills
- Available from any location
- Easy to contact all staff, including those using pagers
- Lower average handling time (AHT) per call
- Increased team productivity
- Full visibility of contact centre performance
- All calls may be recorded and monitored
- No need for dedicated hardware consoles
- Web-based interface allows any PC running Internet Explorer 10 onwards or the latest versions of Google Chrome and Mozilla Firefox



Visit [www.netcall.com/liberty](http://www.netcall.com/liberty) to discover more, or call us on 0330 333 6100 and say "Transforming Engagement".



### Netcall is one of the UK's leading providers of end-to-end Customer Engagement Solutions.

Our software product suite provides compelling solutions that are transforming customer engagement, including Multichannel Contact Centre, Workforce Optimisation, Proactive Outbound Applications, Customer Self Service, IVR & Speech Recognition, PCI IVR Payments, Case & Document Management and Customer Service Business Process Management. Our tailored solutions are available on-premise, cloud or a hybrid blend of both.

Netcall's customer base contains over 700 organisations in both the private and public sectors, including over 70% of the NHS Acute Health Trusts, major telecoms operators and leading commercial organisations across many sectors. We help organisations to transform customer experience and deliver operational efficiencies, building brand loyalty and profitable growth.

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