



# Softphones

Support remote workers to make and receive calls wherever they are located on their computers or handheld devices



## When is a phone not a phone?

Pre-2020, less than 5% of agents worked from home. Now its reported that at over 87% of agents work from home.

This rapid workplace transformation affects more than just how an agent accesses the organisations' software. It adds complexity and cost to telephone calls. What devices are used, and who pays for the call charges?

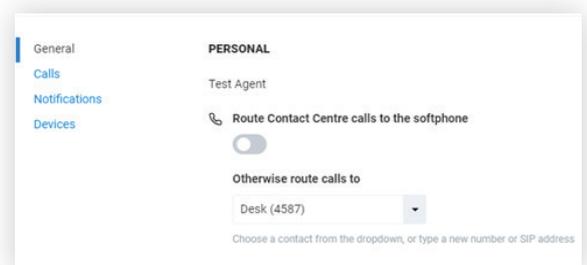
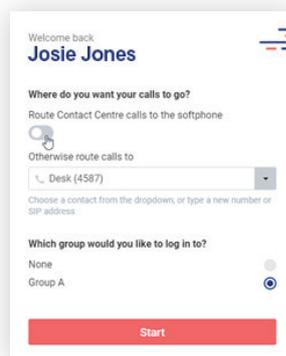
We have added a softphone to our Liberty Converse contact centre solution. This is a very useful way to solve the challenges of mobile device contracts, issues with BYOD and data protection concerns.

Converse offers its contact centre users the ability to make and receive calls direct on their MS Windows based laptop or desktop device, natively within the WebAgent application. There's no need for additional software. They stay connected, supporting customers no matter where they're working.

## What does a softphone do?

These software-based phones present the phone interface on the user's computer. It natively integrates calls with the contact centre functionality to:

- ✓ Accept calls
- ✓ Hang up
- ✓ Auto answer
- ✓ Make outbound calls
- ✓ Call transfer
- ✓ 3-way conference calls



## Features at a glance:

Fully integrates with the agent application as their end-point for calls

Seamless user-friendly design, everything is within the interface

Setting up is fast, easy and you can test the device at any time to check that calls can be heard

Supervisors can allow auto answer, minimising the time to answer - the call simply beeps in the agent's ear and they move onto the next call

Inbound call card - notification pops up to answer and the ring also sounds on the computer speaker

There is no supervisor admin, once the platform is licenced and the agent is running the correct version then calls can be optionally routed

Licensed functionality in Liberty Converse



**Benefits at a glance:**

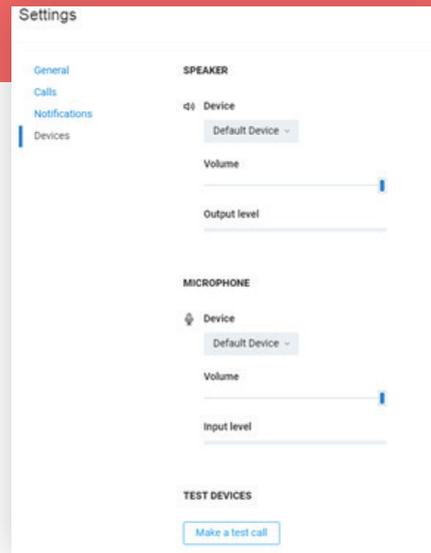
Your team can work and call from any connected remote location, answering incoming and making outgoing calls

No more missed calls, wherever their laptop goes, that's where the call is routed

Avoid staff using personal mobiles (you don't need to provide phones, contracts or refunds minutes used on their mobile)

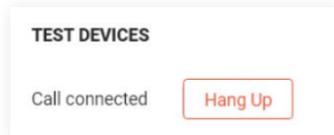
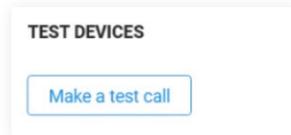
Ergonomically easier as agents don't reach across for a phone - it's all in a single interface

Cost savings by removing external VOIP, additional SIP licences to PABX, desk phone devices and calls to mobiles - achieve immediate substantial savings



**Test the connection**

Once a licence is enabled and the agent is logged on as a webagent, they will see options allowing them to select which microphone and speaker devices they wish to use, for example enabling them to connect to headsets and external speakers.



**See the full picture**

See for yourself how easy it is to support remote working with calls on their computers or handheld devices wherever your agents are located.

Our complete contact centre solution lets you track and manage agent performance, connect all of your communication channels and create seamless customer journeys. Book a demo to let us show you how.

**Talk to us.**

Contact us today for a demo visit  
[netcall.com](http://netcall.com)

Or call us on **0330 333 6100** and say  
"Transforming Engagement"

