

## DATEL Software Solutions' Call SWEET! Live—

### The All in on Solution for Small to Medium Call Center Environments

Would it make your life easier to have more of your adjunct telephony applications housed under “one roof”? Would your day run smoother if you had fewer applications to switch between (and less servers required to house them)? That has been the feedback users of Call SWEET! Live--DATEL's Call Center Management application--have provided, and DATEL has listened!

Originally, Call SWEET! Live provided small to medium call center “environments” with both live views into the status and daily statistics of their agents as well as extremely robust historical reporting capabilities. Granted, many organizations such as medical practices, insurance companies, local utilities, and others, as well as business's internal help desks, may not necessarily think of themselves as a “call center”. However, their need to quantitatively understand how they are serving their customers is indeed similar to a traditional call center's needs. Therefore, these types of organizations can be thought of as call center “environments”. Within these environments, certain needs inevitably exist. Such needs include, among others, being able to ascertain the amount of time it takes a staff member to answer a call, and the ability to see the phone numbers of callers who hung up before having their call answered. Additionally, staffing concerns and fine tuning are also more easily addressed when a quantitative understanding of how people are spending their phone time on different types of calls, as well as call distribution and volume, exists.

Fellow customers who need this quantitative knowledge to better manage their organizations frequently also have needs for other processes such as call recording, automated outbound dialing, and the ability to gain a more granular understanding of their call types. For example, if it is discerned that 20% of the calls an organization receives could be answered by a simple pre-recorded explanation, then these calls could be eliminated by adding an option such as, “Press 3 for Directions”, or, “Press 5 for Flu Shot Details and Schedule”. Minor changes like these can save an organization real dollars in staffing decisions as well as give a clearer understanding of concerns such as “did this marketing campaign, the calls of which were all funneled into X hunt group, yield actual sales or just inquiries.”

DATEL Software Solutions recently added a series of advanced functionality options for its Call SWEET! Live solution on the IP Office platform. The purpose of these additions is to expand the functionality of this solution beyond contact center management and call accounting reporting to meet additional adjunct needs of customers with small to medium call center environments. These new additions have made the Call SWEET! platform much more comprehensive, thus eliminating the need for product bundling in many cases.

Below are brief descriptions of the new features that are offered with Call SWEET! Live:

**Voice Recording:** Grants simple, parameter driven access to the audio recordings captured by the IP Office. Users can search for historical call audio based on a multitude of different metrics, thus making it possible to, among other things, listen to a call record's audio as it appears in the historical reporting. Voice recording can be added to DATEL's Call SWEET! call accounting solution alone or to Call SWEET! Live. All other features listed are only available with Call SWEET! Live.

**Outbound Dialer:** Users can import a database of phone numbers and have it automatically called through by a group of agents at a user-defined pace. Abandoned calls can also be automatically added to the dialer list to ensure a prompt callback.

**Click-2-Dial:** Allows users to highlight any 10-digit phone number from any open application and press a custom-defined hot-key to initiate a call. Click-2-dial eliminates the time consumption and human error that are inherent to manual phone dialing.

**Disposition Codes:** Enables users to label a call by its specific outcome with user-defined "dispositions". Agents can mark a call with a disposition up to 60 seconds after the call is terminated, thus allowing them the luxury of fully ascertaining the call's outcome. By labeling calls by disposition, managers can now get much more granular when observing historical call reporting.

**Agent Tray:** A smaller, less obtrusive way for users to view their contact center's real-time metrics. The Agent Tray rests in the corner of a user's desktop and supplies them with most of the relevant data that can be found in Call SWEET! Live's widgets. Agent Tray effectively eliminates the need to navigate through the software.

**Reason Codes:** Allows users to report on why agents went into various states throughout their day. Custom-defined reasons can be required for when an agent goes offline, busy-wrap up, or do not disturb. This function again provides for greater granularity when observing reporting on a specific agent or hunt group's activities.

These are just some of the features that make Call SWEET! Live a truly comprehensive solution for contact center environments. For more information on these features or Call SWEET! Live, contact your Carousel representative to schedule a "live" demo!