



DATASHEET

THE INFORMAL CALL CENTER SOLUTION

FOR NEXT-GENERATION WORKERS



WELCOME TO THE TEAM

Workplaces are changing. Today's teams can include IT help desks, technical support groups, sales support and service departments, to hospital administrators and university staff. They often work in remote locations and have to simultaneously field calls, juggle projects and make key decisions. These teams need an easy way to manage calls without the expense or complexity of a full-blown contact center.

Welcome XM TeamQ™ – a new informal call center solution that facilitates collaboration among next-generation workers. With support for up to 250 agents, XM TeamQ empowers agents to control their workflow.

ESSENTIAL FEATURES – AFFORDABLE PRICE

XM TeamQ delivers high ROI by giving teams access to vital call center features at a fraction of the price of other call center solutions. Its features include: Uniform Call Distribution (UCD), Automatic Call Distribution (ACD), Agent Desktop Control with Informative Screen Pops, Supervisor Interface, Call Recording and Reporting.

And there is no ACD or CTI connection required on your telephone system – making it a very cost-effective and easy-to-install call center solution.

“Contact center solutions with big features come with big prices and are typically more than these new generation of workers need. XM TeamQ brings top notch features economically priced.”

–Blair Pleasant, President & Principal Analyst of COMMFusion LLC and a Co-Founder of UCStrategies.com

TAKE CHARGE – WORK SMARTER

With the XM TeamQ dashboards, agents can view all calls in the queue, decide which call to pull first, indicate when they are done, reserve a call, redirect a call and decide when they are ready to take their next call. XM TeamQ puts your agents in control, even if they are mobile; calls can be delivered to any device including desk phones, mobile, and softphones.

THIS IS GOING TO BE EASY

XM TeamQ supports all major PBXs, whether TDM or IP. Alcatel-Lucent®, Avaya®, Broadsoft®, Cisco®, Microsoft®, Mitel®, NEC®, Ribbon Communications®, Unify – you name it, we've got you covered. Plus, XM TeamQ can be deployed as a standalone application or as an add-on to XM Connect.



SIMPLE



Connects to all major PBXs:
Alcatel-Lucent, Avaya, Broadsoft,
Cisco, Microsoft, Mitel, NEC,
Ribbon Communications, Unify, etc.



EASY

XM TEAMQ



XM CONNECT
+ XM TEAMQ

Flexibility to deploy XM TeamQ as
a standalone application or add-on to XM Connect



AFFORDABLE



A fraction of
the price of other
call centers and no
CTI link required

FEATURES AND SPECIFICATIONS

AGENT FEATURES

- › Control and full view of call activity:
 - Decide which call to pull first
 - Indicate when available to take next call
 - Reserve a call in the queue
 - Redirect a call
- › See the status of other agents on the team
- › Flexibility to answer calls in a way that fits your business process:
 - Receive the next call in the queue automatically (push)
 - Select specific calls to answer from the list of queued calls (pull)
- › Informative screen pops
- › Call information presented to agents, such as who's calling, why, wait time, etc.
- › Perform other actions on calls in queue, such as:
 - Re-route a call to another team or extension
 - Instruct a caller to leave a message
- › The option to view call-specific information in a web browser, CRM, etc.
- › Customized notifications related to incoming calls and calls that have been on hold for an extended period
- › Login remotely from any Windows desktop client

- › Work locally using a telephone system extension or remotely using an external telephone number
- › Delivers calls to desk phones, mobile, and softphones
- › Agents can be members of multiple teams
- › Specify a reason code when entering busy status

ADMINISTRATOR FEATURES

- › Manage users; assign permissions
- › Manage call-flow options for all queues
- › Create new teams and agents
- › Force terminate call
- › View all team, call and agent activity
- › Specify a reason code when entering busy status
- › Call recording – all calls or specific teams/agents

SUPERVISOR FEATURES

- › Manage teams and agent accounts
- › Manage log files
- › Manage busy codes
- › Force sign-out of an agent
- › Run reports with up-to-the-minute live data

CALLER EXPERIENCE FEATURES

- › Inform callers of their position in queue
- › Ask callers to enter a callback telephone number
- › Ask callers to enter an identification number, such as an account number
- › Ask callers to indicate the reason for their call
- › Play customized announcements to callers while waiting in the queue
- › Send calls to an overflow team based on wait time or number of calls in queue
- › Periodically give callers the option to leave a message or remain in queue
- › Redirect calls exceeding a maximum hold time to a different team or ask callers to leave a message

CAPACITY

- › Up to 50 teams
- › Up to 25 agents per team (maximum 250 agents total)