



# Call Centre

## Agent User Guide





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# 1 Product Overview



## THE CATALYTIC HOSTED CALL CENTRE SYSTEM MAKES CALL CENTRE LIFE EASIER

If your business is serious about customer service, the Catalytic Call Centre solution gives you a highly flexible, feature-rich, fully integrated cloud-based contact centre system that:

- Is quick and simple to deploy
- Is incredibly easy to use
- Delivers results

Ranging from simple hunting and queuing for individuals and work groups, to sophisticated call distribution and routing, conditional announcements, agent availability states, interactive voice response, as well as monitoring and reporting, Catalytic works hard to make your call management easier.

There are three key components that make the Catalytic Call Centre solution your first choice.

### CALL CENTER IN THE CLOUD

Centrally manage your call centre policies and resources from a web browser without the need for hardware or third-party suppliers



### CALL CENTRE REPORTING

Allows you to make informed decisions about the performance of your call centre and staff to effectively manage your customer service deliverables

### WALL BOARD FEATURE

Provides live dashboard reporting to monitor queue and agent statistics in real time.

The premium call center is designed to provide the most advanced set of routing and call management options to support a formal call center environment. It supports such capabilities as multiple dialed number identification service (DNIS) numbers being assigned to a single call center, additional unavailable codes for when agents are not able to take calls, and disposition codes to associate with ACD calls, outbound calling, and silent monitoring of agents.



## 2 Using this Guide

This quick reference guide will help you gain the most out of your Catalytic Call Centre Service.

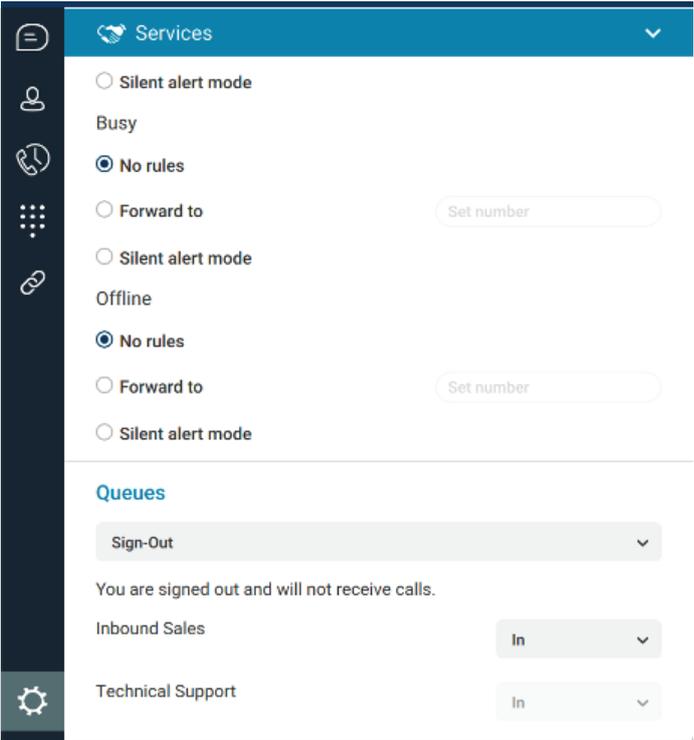
We'll cover basics to help you get started right away and we'll give you tips to leverage the range of features and benefits to your business advantage.

## 3 Call Centre Queues

As a call centre agent you will be assigned to one or many queues depending on the nature of your business. You will receive calls from the queues that you are assigned to.

A queue is defined by a unique inbound number, which external parties will call in order to address a specific requirement.

To view the queues that you have been assigned using the Catalytic Converge Desktop app, go to the **settings** tab, select the **services** drop down option and scroll to the bottom of the page of the to the **Queues** section.



**Note:** Depending on the system settings you may have the ability to assign and unassign yourself from queues. Please discuss with your supervisor for more information.

**Productivity Tip:** If you are using a desk phone you will not be able to view the queues that you have been assigned, but this information can be displayed on the wallboard service.

**Tip:** Enable the **Whisper** feature to notify the agent which queue they are receiving the call from. A prompt will play announcing the name of the queue before connecting the caller.



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## Signing In and Out of the Call Centre

In order to receive calls from the Call Centre queues to which you are assigned you must be signed in and set to an available state. When you sign out of the Call Centre, no new Call Centre calls will be delivered to your extension.

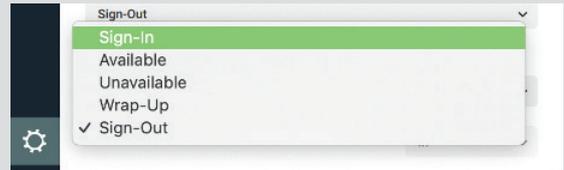
You can manage your Signed IN or Signed OUT status in the following manner:

### From the Catalytic Converge Desktop client:

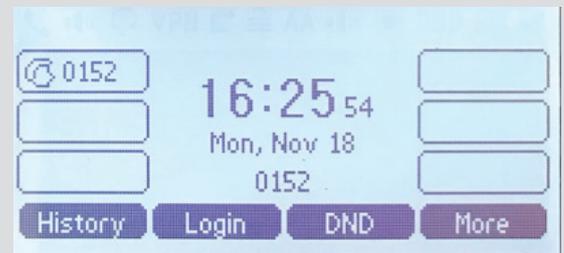
Go to the **settings** tab, select the **services** drop down option and scroll to the bottom of the page to the **Queues** dropdown.

### From a Yealink handset:

From a Yealink handset configured for specifically for a Call Centre you will press the **Login** soft button



Catalytic Converge Desktop client



Yealink handset

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## Understanding Availability States

Once logged into the Call Centre you have 3 different availability states:

**Available** - in this state you are available to receive calls from the queues you are in.

**Unavailable** - in this state you are not available to receive calls from the queue

**Wrap-Up** - In a wrap-up state you will not receive any calls for the duration of the wrap-up time after the end your last call. Thereafter your status will automatically change to available.

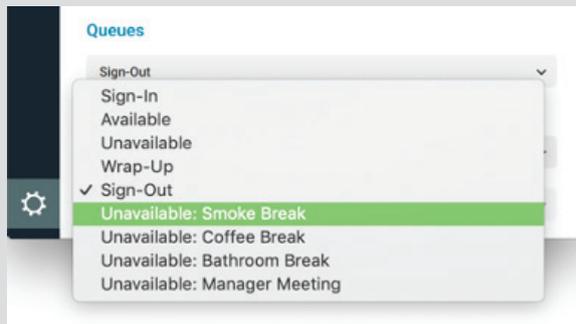
**Tip:** Use the Wrap-Up state to complete after call tasks such as updating a ticket or completing admin related to your last call. Please speak to your supervisor to determine the duration of the wrap-up time.



For the purpose of tracking agent activity, and specifically the reasons for not being available to answer calls you may make use of Unavailable codes.

You can specify your unavailability reason in the following manner

**From the Catalytic Converge Desktop client:**



**From the Catalytic Converge Desktop client:**



- 1) Use the Unavail soft button on the handset
- 2) You will then be prompted to enter the Unavailability code that corresponds to your status and press OK



When returning to your station you need to change your availability back to Available in order to receive calls from the Call Centre.



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## Managing Calls

Please review the relevant guides for the handset model or desktop app that you are using on how to perform the following call functions.

- Placing a call
- Answering a call
- Transferring a call
- Conference calling

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## Escalating to a Supervisor

In cases where you need to query an item with a supervisor or escalate a call to a supervisor you will either conference the supervisor into the call or transfer the call.

**Productivity Tip:** Using the Catalytic Converge Desktop client you can initiate chat message with your supervisor in order for them to assist with queries.

**Productivity Tip:** To monitor the call status of supervisors, use the Team Telephony feature in the Catalytic Converge Desktop client. This will allow you to know which supervisor is available to conference in or transfer to.



# *catalytic*

it's the *connection* that matters



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