Focus Contact Center
by Focus Telecom

FEATURE LIST 2015

SELL MORE , SERVICE BETTER
THANKS #1 APPLICATION FOR MULTICHANNEL COMMUNICATION

Feature	Description
Dialing modes	
Plain	The Agent has access to the entire database records that are currently possible to dial. Agent selects the record which he want to work with.
Shared base	The Agent has access to the entire database records, even those, whose calls have been already made. The agent selects the record which he want to work with.
Preview	The Agent has access to a specific campaign pack of records. Among them he choose the record which he want to work with. After exhausting one pack, the other is assigned.
Half progressive	The records are handed over to agent one by one, agent initiates the call.
Progressive	The records are handed over to agent one by one, system automatically initiates each call.
Predictive	The system fully automatically initiates the call and transfers already waiting person on conversation to the agent.
Automatic recall rules	
Limiting call attempts including call disposition	The system allows to differentiation status in a failed call and determine the number of times that the status must be repeated in a row to close the record by the system.
Limiting call attempts (call disposition not included)	This rule allows to the same settings regardless of the call status. Distinction is made between situations for successful and unsuccessful contact.
Billed call attempts limit	Determine the number of successful attempts to contact, after which the system will close the record.
Automatic recall if call is no answer, busy or failed	The system automatically sets the recall on record if the call status is no answer, busy or failed.
Campaigns	
Switching between roles	Three access levels: Administrator / Supervisor / Agent. Each user can have selected access levels. Available ability to block part of the functionalities, within individual levels. Within the FCC platform, user can switch between panels.
Multicampaigns	Opportunity to work across multiple campaigns at once, without having to manually indicate, from which campaign the record will be supported.
Campaigns priority	Opportunity to determine priorities of service records for campaign. Prioritization by: - validity of the campaign, - validity of the record.
Blend	The combination of campaigns with inbound and outbound calls.
CLIP	Presentation Settings Number: - unique number campaign, - number of the selected area code, - number of agent without caller ID.
CLIR	Ability to hide phone number from which agent call to the customer.
Automatic Call Distribution and Advanced Call Distribution	Automatic Call Distribution: Types of possible queues to configure: - Linear call distribution - forwarding incoming calls by a well-defined list and order of agents. - Random call distribution - randomly determined order of agents for each call. - Fewest calls - in the first place system will attempt to transfer the call to the agent who has handled the least amount of calls. Next order

	determined randomly. - Ringall - incoming calls are transmitted to all of free agents at the same time. The agent who first answers the call will be able to converse. - Round robin - an effect similar to linear queue, except that ringing sequence is terminated on the agent that connection received. Another connection system first try transfer agent next in line. Advanced Call Distribution - Skills based routing - routing calls to agents on the basis of their skills and abilities required by the record. - Profit based routing - routing calls to groups of agents on the basis of abilities required by the record. Each call has defined parameter of record which determines priority with which it has to be handled. The higher priority, the faster transferred call to the agent. - Overflow - special kind of queue defined to handling emergency situations, for example to long waiting time or to many concurrent calls.
HLR (Home Local Register)	Opportunity to check the activity of a GSM number in Home Local Register databases of mobile operators.
Records blocking	Defining records available for use in the campaign. Determining the availability of the record by privacy history of contacts.
Maximum wrap-up time	The maximum time in which the agent can handle the record at the end of a phone call or use email, SMS. Possible to define.
Private records	Opportunity to assign the record to a specific agent. Only the agent assigned in a such way can handle the record.
Contact dispositions	Describes the result of a call. Determination stages of the conversation with the customer through a set of classifiers to define a possible campaign.
Do not call lists	Configuration of specific numbers which will not be able to make calls. The limitation applies to the whole platform or for selected campaigns.
Customizable records fields	Defining fields, from which will consist of a record in campaign, for example First Name, Last Name, Address.
Agents skills assignment	The ability to assign level of skills to each agent.
Alerts and thresholds	Ability to define alerts that inform of events that take place during the agents' work.
Customizable agents evaluation forms	You can create your own forms and evaluation criteria to review agent. You also have the option of filling out evaluations while listening to recordings.
Channels prioritization	Ability to define the priority of communication channels.
Records prioritization	Ability to define the priority of records which will be handled.
Copying the campaigns	Ability to copy selected campaign. Copied campaign has the same setting beyond the list of records, the number of inbound and code of chat widget.
Sending messages to users	Messages are for internal communication between the Administrator or Supervisor and Agents. The administrator or supervisor can define messages to agents about, for example meetings, conferences or training. This message Agent can read on his panel.
Web Forms	
Receive data from web form	Ability data collection to campaign from forms placed on web pages.
Records handling priority	Ability to define the priority of records which will be handled created via a form.
Scripter	
One call script in many	Ability to use the same call script in many campaigns.

campaigns	
Different scripts for outbound and inbound calls	Ability to use different scripts for outbound and inbound calls in one campaign.
Customizable script form fields	Record data replenished directly based on data entered into form fields. The fields in which you can define which data are to be collected from the customer. The possibility of creating forms are endless. The user can define any number of fields of different types. You can determine which ones are needed and whether it will be for them given a default value that Agent may change or be left unchanged.
Visual call scripts builder	Ability to create pages of script, displayed content and grouping fields.
Script flow designer	You can configure a script by scenario conversation with the customer. A well-written script can make an effective conversation with the customer.
Contact disposition merged with script flow	Script form is filled with data saved on the record.
List of orders	Ability to define the product order form for the customer. In the column "source" you can define product groups.
External data source integration	Ability to integrate script with external data of records.
Scripts paging	Ability to create pages of script. Pages are used to define stages of the conversation with the customer.
Voice Mailing	
Customized calling date/hours	Ability to select fields at certain times, indicates when the survey is to be a dialup. Hours are available to edit.
Survey Setup - Restrictions	Ability to select dates on which automated polls campaign will not be realized.
Voice messages import from file	Ability to set your recording previews.
Survey builder	Ability to set previews and types of responses available for the customer.
Inbound calls handling	
Calls queuing	The queue is to maintain incoming calls on the line until the agent will get a call. The numbers of agents with which the system will try to connect are assigned to queues.
Queue prioritization	- Skills based routing - routing calls to agents on the basis of their skills and abilities required by the record. - Profit based routing - routing calls to groups of agents on the basis of abilities required by the record. Each call has defined parameter of record which determines priority with which it has to be handled. The higher priority, the faster transferred call to the agent.
Overflow queues	Overflow - special kind of queue defined to handling emergency situations, for example to long waiting time or to many concurrent calls.
Advanced call-backs	Enables saving information about a failed attempt to contact. The system will automatically call back the call after a defined period of time. Possible configuration: - For each contact failed - the system automatically calls back after a specified period of time to each contact who has not received a call from an agent. - Set by the caller - the caller can decide whether he wants to be called back to.
Waiting call list	The agent is informed on an ongoing basis about the number of waiting calls: - Fromall campaigns in which it can work,

	- Split on campaigns and queues, where it can work.
Post Call Surveys	The ability to create automatic survey that will gather information from the client about the services: - Immediately after the call with agent, - After a period of time of the call.
Call disposition	The classifier determines what is the effect of the conversation and whether it will need another contact.
Inbound queues monitoring	A set of statistics enabling monitoring of customer service by agents in campaigns Inbound / Blend. Monitoring also enables monitoring of current calls in IVR or historical data.
Queuing	
Linear	Linear call distribution - forwarding incoming calls by a well-defined list and order of agents.
Random	Random call distribution - randomly determined order of agents for each call.
Round robin	Round robin - an effect similar to linear queue, except that ringing sequence is terminated on the agent that connection received. Another connection system first try transfer agent next in line.
Ring All	Ringall - incoming calls are transmitted to all of free agents at the same time. The agent who first answers the call will be able to converse.
Fewest Calls Answered	Fewest calls - in the first place system will attempt to transfer the call to the agent who has handled the least amount of calls. Next order determined randomly.
Skill Based Routing	Skills based routing - routing calls to agents on the basis of their skills and abilities required by the record.
Profit Based Routing	Profit based routing - routing calls to groups of agents on the basis of abilities required by the record. Each call has defined parameter of record which determines priority with wich it has to be handled. The higher priority, the faster transfered call to the agent.
Overflow Queues	Overflow - special kind of queue defined to handling emergency situations, for example to long waiting time or to many concurrent calls.
IVR	
Visual IVR creator	Multi-level and fully user-defined IVR possibly: - Transition path selection by the caller, - Authorization redirection with overflow, - forwarding depending on the date and time (including defining such exceptions. Holidays), - the greeting, - define operations for incorrect option by the caller, - voicemail, - music played while waiting for a call (Music On Hold).
Authorization based on PIN code or dialing number	System transfers data the authorization of the caller to verify (telephone number and / or code entered from the keyboard).
Overflow call diversion	When the queue is full, the system redirects call to voice mail or disconnects. Dependent on the duration of calls and the amount of calls.
Working hours	Ability to set working hours of campaign - availability of campaign.
Voice messages	Ability to set your recording previews from file.
DTMF Menu	Menu available for the calling customer.
Call-backs	Enables saving information about a failed attempt to contact. The system will automatically call back the call after a defined period of time. Possible configuration:

	- For each contact failed - the system automatically calls back after a specified period of time to each contact who has not received a call from an agent. - Set by the caller - the caller can decide whether he wants to be called back to.
Text2speech	Ability to change text to speech in previews.
Voicemail	Ability to redirect or record on voicemail.
Customizable music on hold	Music played while customer is waiting for a call.
Source number routing	You can define the source number routing.
Destination number routing	You can define the destination number routing.
Mail	
Outgoing e-mails configuration	Ability to conduct outbound, inbound and blended campaign mailing.
External e-mail account	Ability to conduct outbound, inbound and blended campaign mailing.
Mails routing	Filtering messages based on the subject or content and forwarding them to the appropriate queue.
Setting default outgoing e-mails account	Ability to set default outbox.
Sending delay	Ability to set delay of sending e-mail.
E-mail templates	Ability to create templates, e-mails, for use in campaigns. It contents supplemented by data stored in the record.
Setting default e-mail template	Ability to define and set default e-mail template.
Adding an attachment	Ability to add an attachment to e-mail - from file, from library and inline.
E-mail forwarding	Ability to forward the message to another recipient.
Maximum mail status time	Configurable maximum time status mail.
Quoting the e-mail message	Ability to quote message in text editor.
Fax2mail	Shipping and receiving faxes via a web panel. Received faxes can be sent to the specified e-mail addresses.
Mail queue management	The administrator and supervisor can monitor the status of each waiting in a queue incoming and out coming e-mail messages. Agents are visible in the list in a queue to receive e-mail by agents' logged time . Agent which mail will be forwarded to, is moved to the end of the queue. Within the mail queue management you can preview the e-mail message, delete the message, mark it as spam, change the priority, assign an agent to a message, direct to the first available agent or redirect to another queue.
SMS	
Defining sender name or number	You can set a sender name and number by defining its in settings.
Sending SMS from random or dedicated number (sender name)	You can send SMS setting a sender name as random or dedicated number.
Handling incoming SMS	If you want, you can handle incoming SMS by checking an option "Incoming message reception" in campaign settings.
Maximum SMS status time	Configurable maximum time of SMS status.
SMS message templates	Ability to create templates, for use in campaigns. It contents supplemented by data stored in the record.
Chat	

Displaying agents photograph	You can set an agents' photograph, which will be displayed on chat widget.
Show chat widget on click	Chat will appear when the customer will click on widget on the website.
Show chat widget after specified time	Chat will appear for the customer after specified time.
Defining title of the minimized chat bar	Define the name of minimized chat bar. It will appear on the website when the widget will be minimized.
Defining title of the chat bar	Define the name of maximized chat bar. It will appear on the website when the customer will click on widget.
Show information if your request is queued	Define the information for customer when he will be in chat queue.
Setting a chat widget color	Choose the color of your chat widget.
Setting a position of chat widget	Choose the position of the widget on the website.
Personalized chat logo	You can set a file with logo, which will be displayed on chat widget.
Before chat survey designer	It is used to identify the system for the person who starts a chat. If the database is a matching record, it instantly displays the agent.
Quality survey designer	You can define a questionnaire for the customer to fill after the chat. Evaluation of the quality of communication with the agent.
Custom CSS code	In the CSS you can enter a rule stipulating how this is to be displayed by the Web browser contents of the chat window. You can define the type of font, text color, margins, spacing interline or chat window position relative to other elements on the website.
Customizable greetings	You can set a welcome text to the customer after opening his chat.
Customer identification based on before chat survey	System recognizes the customer after his data completed in a before chat survey.
Customer identification based on cookie file	System recognizes the customer by cookie files.
Up to six concurrent chats handled by one agent	The agent can chat with six customers at the same time.
Off-screen agent notification	When the chat is minimized, agent will get a voice and color notification.
Active chat interactions monitoring	The supervisor can monitor the status of each agent and see all the currently active interactions.
Focus Desk	
Customizable ticket types	Depending on the content and type of ticket is assigned its type, for example. A failure, fault, complaints.
Customizable ticket statuses	Depending on the stage of realization the ticket is assigned a status.
Customizable ticket priorities	Depending on the validity of the ticket, is assigned a priority.
Customizable SLA Policies	SLA policy documents the target level of service and defines the duties of the IT service provider and the recipient.
Business hours	You can set the availability of agents within a given SLA. Set days of the week, in which the level will be available. Then define the hours of availability You can also define exceptions of the agents work, for example holidays.
Automatic ticket creation	You can select the option "E-mail shall be treated as a ticket". Then each e-mail message sent by the client will be treated as a ticket.
Automatic ticket assignment	You can set the rules and workflows for every created ticket. Based on this tickets are automaticaly assigned to right agent or group of agents.
Autoresponder	Within the tickets you can define an automatic response. This functionality is used to send automatic replies to the client on his

	request.
Tickets list viewing	In the ticket list the user can see information about all existing tickets in the database.
Tickets to agents assigning	You can select tickets from the list and assign them to the agent.
Manual tickets creation	As an administrator, supervisor or agent you can add a new ticket to the database.
Public ticket notes	Public ticket note means that it is visible for the customer - defined message in a text editor will be sent to the clients' e-mail.
Private ticket notes	Private ticket note means that it is invisible for the customer - the customer will not see the private note. It is visible only for the administrator, supervisor or agent.
Ticket attachments	The administrator, supervisor or agent can add an attachment to the ticket from the library or from a file. Added attachment will be displayed on the list of attachments.
Alerts and thresholds	Ability to define alerts that inform about events that take place during the agents' work on tickets. It concerns SLA policy and amount of tickets per agent.
Reporting and monitoring	You can download the report from the list of tickets in XLSX format. You can also monitor the work of agents as a supervisor.
Merging of tickets	You can merging two or more tickets together and keep the communication streamlined.
Tagging of tickets	You can apply tags to tickets. Tags are simply words or combinations of words you can use to add more context to tickets.
Connected with available communication channels	You can use Focus Desk with other channels available in Focus Contact Center.
Time Tracking	While working on ticket system silently keeps track of the time that you spend.
Macros	Possibility to record frequently performed actions and then execute it with just one click.
Canned responses	Possibility to create pre-formatted replies to ensure quick responses to common questions.
Orders module	
Customer orders registration	Ability to define form fields orders in script supplemented by an agent during a call.
Customizable order form	As an administrator, you can create a script in which the customer can place an order for products and their suppliers.
Customizable products and price lists	While editing a script with orders, you can define what products agent could choose in the order form.
Customizable suppliers lists	While editing a script with orders, you can define suppliers of added products.
Price discounting	You can give the customer a percentage discount on products. The value of the order will be automatically converted by the entered value discount.
Orders details available from record window	The order details are available in the agent panel from the window record.
Unlimited orders history	The history of orders is available in the preview window records, and in the agent panel addition from the window record.
Orders reporting	Reports of orders can be generated in terms of assortment, price and suppliers during the given period. These reports are available in the admin or supervisor panel. The files of the report can be downloaded to disk in XLSX format.

Focus miniCRM	
Central data store of all records	Focus MiniCRM is a data mart for all campaigns.
Adding single record	As part of Focus MiniCRM you can add a single record to the database. Adding a single record are not different with the addition of such a record for the campaign.
Uploading records from XLSX file	You can upload records from XLSX file.
Deleting records	The ability to remove the selected records from the database or matching filter. Deleting a record from the campaign in Focus Contact Center does not remove it from Focus MiniCRM - just removing the assignment to the campaign. Deleting the record from Focus MiniCRM removes this record from all campaigns in which it was assigned.
Assigning records to the campaigns	You can assign selected records from the database to the campaign.
De-assigning records from the campaigns	You can de-assign selected records from the campaign.
Record data automatically synchronized between campaigns	Focus MiniCRM is fully synchronized with the Focus Contact Center system. That means that if you make changes on record that belongs to Campaign A at Focus MiniCRM, these changes will be visible in the campaign in the Focus Contact Center system. Similarly, if you make changes on record that belongs to Campaign A at Focus Contact Center, these changes will be visible in the campaign in the Focus MiniCRM.
Records database management	In Focus MiniCRM you can edit the record. You can view and edit the data record. There are displayed all the information collected in the fields of the record - contact details, contact history, in which campaigns is assigned this record and information about orders from the customer.
Exporting records	You can export of records as a xls(x) and open your report in Excel.
Customizable database structure	You can create database or modify its structure to suit your needs.
Records segmentation	You can create group of records by adding them to the segment. You can create segment first and then add records or add records from file and then assign them to the new segment.
Duplicate records detection	During adding the records from file you can set whether the system should detect duplicate records. You can choose whether the system has to search duplicates in the contact data or record fields. You can also set not searching for duplicates.
Recordings server	
Playback of calls recording	You can listen to recorded calls agents with clients.
Downloading recording	You can download selected recordings to file. Recordings server enables to download any number of recordings from the FCC platform.
Deleting recordings	You can delete selected recordings.
Creation of recordings pack	You can select few recordings and create a pack of recordings with selected files.
Downloading recordings pack	You can download the selected package. For the first download, the status of pack and records with this pack will change on "Downloaded".
Viewing recordings pack	You can view recordings pack. You can listen these recordings, download or delete selected pack.
Evaluation of agents based on recorded calls	Enables for evaluate calls between the agents and clients. When you fill the form on the server records for each call will bw calculated the average value, which is displayed at the evaluated recording.

12 months recording archivisation	You can archive recordings in recordings server for 12 months.
Help Center	
Chat with Customer Support	If you need help, you can chat with our support.
Video tutorials	If you need help, you can watch our video tutorials.
Remote help	If you need help, we can connect via team viewer.
Agents monitoring	
Activation/Deactivation agents account	You can change the activity of agents.
Force call recording	You can turn on or turn off recording if in your campaign recording is switched on or switched off.
Sending agent to a break	You can send an agent to a break. Within this option you can choose the type of break from the list and you can send a message to this agent.
Call listening	You can listen to the agent call during a conversation with the customer.
Whispering mode	You can whisper to the agent during a conversation with the customer.
Force agent logout	You can log out selected agent from panel.
Station preview	Current monitoring of station where the agent is working.
Wallboard	
Viewing of global statistics	The supervisor has the ability to prepare and display a set of global statistics from agents work, updated live.
Viewing detailed statistics	The supervisor has the ability to prepare and display a set of detailed statistics from agents work, updated live.
Agents Calendar	
Viewing of planned contacts - view of day, week and month	Agent has the ability to view records for which was set the racall. Agent can switch on view daily, weekly and monthly. If the administrator allowed, agent can call any recall or change the date of recall.
Reporting	
Reports preview	You can view reports from the agents' work.
Reports generator	You can generate reports from the agents' work.
Reports downloading	You can download generated reports from agents' work to file.
Access to the system only from specified IP addresses	
Access to the system only from specified IP addresses	This functionality gives you the ability to restrict access to the platform of the FCC persons authorized by IP address.
Customizable break types	
Customizable break types	-Breaks requiring confirmation - ability to define break that need to be confirmed by the supervisor. Employee reports need to go for a break, and the leader can agree it or not. - Forced breaks - supervisor can force agents to break - Conditional availability break - ability to define cases in which a break is available and / or when it need to be confirmed by the supervisor.
Hot desking	Functionality that provides a lot of flexibility and agent mobility actions, by binding to agents' telephone number with currently occupied workplace.
Users management	Administrator permissions to creating, modifying or removing users of any acces level.
Agents groups	Ability to create agents group, which can be assigned to a campaign or

	a queue. Each group can have the required set of skills.
Agents groups including skills	Ability to assign skills to each agent that determine agent's skills and their level.
API	Expanded programming interface that allows downloading and uploading data to any system (based on REST).
VPN IP Sec	
VPN IPSec	VPNs based on IPSec allows you to create a secure connection and exchange of encryption keys between computers.
Four system roles	
BPS user	Ability to handle incoming and outgoing calls.
Administrator	The highest level of access rights to view and manage the system.
Supervisor	The level of access that allows to supervision and control of the agents' work.
Agent	Ability to joining the queues and work in the campaigns of incoming, outgoing calls, e-mails and sms or chat. Except for the external agent (FCC Basic) that can operate only in incoming calls.
Business Phone System	
Inbound and outbound call handling	Managing inbound and outbound calls in VoIP technology (SIP v2).
Unlimited DDI numbers	Ability to make calls within the virtual PBX using shortened numbers. Size and length of the extension number possible to configure through the service.
Direct and Group Call Pickup	Pick up an incoming call on the number of another user by entering the relevant code and the number to which you want to pick up the call.
Call diversion	Ability to set call forwarding to the indicated number on any other phone number or voicemail.
Unconditional call diversion	Forwarding all incoming calls.
Call diversion when no answer	Forwarding in case of miss the call.
Call diversion when busy	Forwarding when a user is currently involved in a call.
Call diversion when unavailable	Forwarding when the number is currently unavailable, for example the phone is turned off.
Do not disturb	Automatically reject incoming calls.
Autoprovisioning	Autoconfiguration of Yealink devices - ability to automatically downloading settings from the FCC server of Yealink devices (phones, secretarial panels).
Customizable basic IVR	Definable one-level IVR of possibility: the transition path selection by the caller, redirects depending on the date and time, the greeting.
IVR - working hours	You can define date and time, when the campaign will work.
IVR - queues	Ability to set working hours of campaign - avaliability of campaign.
IVR - announcements	Ability to set your recording previews from file.
IVR - DTMF menu	Menu available for the calling customer.
Hunting groups	A hunting group is a list of employees that should be called when a caller chooses a group number.
Voicemail	Enables you to receive voicemail messages in emails and listen to them on the go.
Sales Performance Management	

Sales forecast for each campaign	You can create sales forcast for each campaign.
Targets - Campaign monitor	Monitoring of the achievement of the targets of campaigns - dayly, weekly, monthly and global campaign forecast.
Reporting	You can view and export report of the achievement of the targets of campaigns or agents.
Targets for each agent	You can defini targets for each agent.
Targets - Agent monitor	Monitoring of the achievement of the targets of agents.
Configurable bonus thresholds	You can define bonus rules that set a different award rate for agents.
Knowledge Base	
Customizable article structure	You can determine which fields are available to users as they create new article.
Import articles from XLSX file	You can import articels from xls(x) file.
Manual article creation	You can manually create knowledge articles as needed.
Article management	You can add, edit and delete articles to suit your needs.
Extended search engine	Search engines allow us to find and filter out relevant information. You can search articles by the article title, or keyword by using databases in your subject area in knowledge base.
Searching in last search results	You can search in last search results.
Limiting search to specific categories of articles	You can limit search results for specific categories of articles.
Personalization	You can personalize your knowledge base to suit your needs.