



Epygi's Licensable Features: ACD and EAC

Epygi offers two great features which will enable businesses to have more sophisticated and multifunctional call center solution. Both, the Automatic Call Distribution (ACD) and the Epygi ACD Console (EAC), are licensable features activated by a feature key. The ACD feature can be used on its own, whereas EAC relies on ACD and works only if ACD is active. The ACD feature is an inbound and the EAC is both an inbound and an outbound call solution.

The ACD allows creating queues and adding agents to the queues. The maximum number of calls waiting in the queue and the wait time can be defined for each queue, along with the agent ring timeouts in a queue. Additionally, several call distribution types are supported: ring all agents, round robin, longest idle, less busy over the last hour, random hunting and skills based routing. Other capabilities include the ability to customize the status codes, define wrap-up codes for each queue, create custom announcements (initial, periodic and repeat) and play background music between announcements. Callers can be redirected on timeout or by using the Zero-Out option. Additionally, the agent wrap-up time allowance can be set for each queue and a direct ACD overflow to voice mail or to another ACD queue can be configured as well.

EAC allows call center agents, supervisors and administrators to monitor the queues and agents, to watch the call statistics and to update the agents' status through an easy to use web-based application.

Unlike any other call center solution, which requires a separate database, Epygi's solution is unique since the database is self-contained. The advantage is a solution which is more secure, easier to configure and does not require an external server for the database.

Requirements

System Requirements

- The ACD and EAC features are available on Epygi QX50, QX200, QX500, QX2000 and QX3000 running firmware version 6.1.2 and higher.
- Google Chrome, Mozilla Firefox, Microsoft Edge or Opera are the recommended WEB browsers when using the EAC on a PC.

Network Connectivity

For Agents using the EAC application, the Agents PC and the Epygi QX should be visible to each other.

Agent Features

- Receive calls directed to the agent's extension or mobile number
- Log-in and log-out to/from one or multiple queues
- Change/update agent status from EAC application
- View in-call progress shown on Dashboard
- Make calls from the EAC application
- Make blind transfers to agents or to other numbers from EAC application
- View the graphical and numerical count of calls and call durations
- Have an ability to tag each call with a wrap-up code
- Have an ability to add a comment on each call
- View personal call statistics over specified timeframes
- View directory and click to dial for all extensions and agents
- Chat with supervisors/agents and keep chat history

Capacity	Simultaneous Calls	Recorded Calls	EAC Sessions
QX50 Scenario 1	12	12	12
QX50 Scenario 2	16	4	16
QX200 Scenario 1	15	15	15
QX200 Scenario 2	30	0	30
QX500 Scenario 1	24	24	24
QX500 Scenario 2	60	0	60
QX2000	300	150	300
QX3000	500	200	500

Supervisor/Administrator Features

- Barge-In
- Monitor each queue and agent for live and statistical details
- Monitor critical performance metrics
- Generate and download statistical reports for queues and agents for predefined time period
- Send team banner alert messages
- Chat with individual members or the entire team
- Change an agent's status
- Increase or decrease available agents for each queue

Please Note: Supervisor has full permission within the scope of the specified queue.