

# MY CALL CENTRE FUNCTIONALITY PROVIDES HIGHLY VISUAL WALLBOARD DISPLAYS AND AUTOMATIC CALL DISTRIBUTION.

## Call centre

### Wallboards

My call centre functionality means that businesses that have a customer service offering, however big or small, will benefit from immediate visibility of call numbers, answer times, user availability and much more.

Typically displayed on a large, wall mounted monitor, visibility is improved and collaborative working is enhanced.

### Automatic Call Distribution (ACD)

My Automatic Call Distribution (ACD) points inbound calls to specific agents and allows you to select recordings, queues or diversions.

Callers will never face the frustration of reaching an engaged tone and you can take the opportunity to use recordings to get across important sales messaging or out of office information.

## Key benefits

- Real-time statistics**  
 My wallboard functionality draws through live statistics so that you can view number of calls, average answer time and number of dropped calls as they happen.
- Customisable view**  
 You will have the freedom to create your own bespoke view with a customisable layout. This can be controlled using my intuitive portal.
- Happy customers**  
 By using my ACD to direct callers to recordings, alternative agents or into a queue where they receive comfort messaging, customers can be reassured that their call is being attended to.
- Sales opportunities**  
 If you have important and timely messaging, you can use my ACD recorded messaging to reach your audience.



Core



Collaboration



SIP



Security



Call centre



Integration



Call handling



Number management



Multi-site



Call recording