



## OnviCall

### Complete call handling in one easy-to-use integrated platform

Contact centers and telephone answering services benefit from OnviCall features that automate call handling and simplify procedures to deliver a superior customer experience.

Provide more services, handle larger call volumes and offer customized solutions with OnviCall integrated call handling, telephony services, database management, web access and message dispatch features – all in one integrated, easy-to-use platform!

OnviCall brings together multiple call handling components into a single, cost effective solution for contact centers and teleservices providers. OnviCall works seamlessly with OnviCord and OnviScript as part of the OnviCenter suite of contact center applications.

#### **Flexible, Inbound Call Handling**

OnviCall is a full featured CTI-enabled Automatic Call Distributor (ACD) that handles calls directly from a telephone Central Office or through a PBX.

OnviCall ACD routes calls to an almost unlimited number of local groups, remote groups or mixed groups of agents. Groups can be assigned to accounts with a designated DNIS, ensuring that every call is handled optimally for each client. OnviCall ACD optimizes the capability to distribute inbound calls to agents via skills-based routing so that calls are delivered to operators or groups based on their expertise and levels of experience.

OnviCall CTI automatically populates custom answer phrases in an account screen triggered by the ANI or DNIS, projecting a transparent environment to callers.

OnviCall Interactive Voice Response (IVR) option automatically answers calls without a live operator, then filters and sends them through the ACD for routing.

#### **Easy to Implement, Blended Call Handling**

Blended inbound and outbound environments are easy to implement with OnviCall, enabling agents to accept incoming calls and still auto-dial scheduled outbound calls.

High volume contact centers can rely on OnviCall's optional Predictive Dialer to assure accurate dialing, reduced dial times, and allow agents to process more calls as quickly as possible. Contact centers using OnviCall Dialer experience increased productivity and generate higher revenues from increased automated efficiency.

#### **Effortlessly Manage, Record, Analyze and Protect**

Real-time status displays viewable in OnViews Management Dashboard easily monitor agent activity, recording activity, call queues, and call status, along with message and dispatch counts.

OnviCall Message Server option efficiently delivers messages to pagers, fax machines and email. Each dispatched message contains a history that includes the number of times a message was dispatched, which operator handled the message and when it was successfully delivered.

To maintain quality assurance and fulfill compliance requirements, OnviCall incorporates OnviCord feature-rich digital voice recording and quality assurance. Optional screen capture capabilities record the onscreen activity at workstations for a comprehensive view of all agent transactions. Both voice and data activities can be monitored live. OnviCord Quality Assurance enables supervisors to easily score agent performance with automated templates and rules-based recording.

### **LDX, SBX, MSX Platforms**

Scalable call handling platforms provide low-cost solutions that are optimized for small to medium contact centers. OnviCall utilizes industry standard Microsoft Windows and XP Professional based servers and mySQL database. Built on a modular, client server architecture that can add capacity and optional features as needed:

- Inbound Call Handling
- Outbound Call Handling
- Automatic Call Distribution (ACD)
- Computer Telephony Integration
- Database Management
- Digital Voice Recording

#### OnviCall Options:

- Interactive Voice Response
- Dispatch & Messaging Services
- Web Integration
- Voice Mail
- Unified Messaging

OnviCall works seamlessly with OnviCord and OnviScript as part of the OnviCenter suite of contact center applications.

### **OnviCall Dialer**

Intelligent predictive dialing for outbound call handling features customizable call management rules, call queue controls and call switching for call forward functions.

Special statistical reporting functions include averages for on-hold time, call wrap-up time, talk time and dropped calls.

Customized settings include agent call time limits, call assignment method, agent privileges and permissions, minimum initial contact time, maximum connect wait time, maximum calls in queue, and ring options.

### **OnviCall Message Server**

Contact centers can add messaging capabilities to OnviCall using this stand alone server. Send messages by alpha fax, digital paging, text messaging or email.

### **OnviCall VMIII**

Unified messaging features for voice, fax and email make it possible for messages to be viewed and archived directly from a networked PC or forwarded to an email address.

OnviCall VMIII provides end-users with a variety of options for receiving messages such as pager, email, cell phone, home or office phone and fax.

#### Features include:

- Auto Attendant
- Multi-User Greetings
- Scheduled Greetings
- Call Screening
- Group Partitions
- Fax Messaging

### **OnviCall Portal**

Portal is a cost-effective unified messaging platform with standard voice mail and IVR capabilities with web integration utilizing PCI technology for digital and analog circuits. Acting as a stand-alone system or interconnected with a PBX, Portal integrates easily with existing services.

Like OnviCall VMIII, Portal unified messaging features for voice, fax and email make it possible for messages to be viewed and archived directly from a networked PC or forwarded to an email address.

Portal offers a variety of options for receiving messages such as pager, email, cell phone, home or office phone and fax.

A virtually unlimited number of mail boxes makes Portal an ideal solution for enterprise-sized applications.

#### Features include:

- Auto Attendant
- Multi-User Greetings
- Scheduled Greetings
- Call Screening
- Follow Me
- Trunk to Trunk Transfer
- Group Partitions
- Fax Messaging

### **OnviCall Web**

OnviCall Web is where end-users can interact with your contact center. You can grant them permissions to update their own account information and notify schedules, view messages and listen to call recordings.

### **Delivering Exceptional Customer Value**

OnviSource backs up OnviCall with superior customer care. Our commitment to your satisfaction begins at the very first contact.

To experience our service first-hand, contact OnviSource at **800-311-3025**. Schedule a no-obligation online demonstration.

We'll be happy to review your call handling needs and discuss how easily and cost-effectively you can implement OnviCall into your organization. View the OnviCall solution at [www.onvisource.com](http://www.onvisource.com).

### **About OnviSource**

OnviSource develops proven, integrated solutions comprised of system and software applications, hosted application services, telecom access services, and business outsourcing services in sales, marketing, customer service and support and business operations processes. OnviSource contact center products have demonstrated a superior degree of reliability combined with an outstanding set of features and capabilities that deliver revenue-bearing solutions to contact centers. The company provides solutions to thousands of customers and business enterprises worldwide. OnviSource Inc. is a Delaware Corporation headquartered in Plano, Texas with Operations Centers in Enid, Oklahoma. For more information, visit [www.onvisource.com](http://www.onvisource.com).