

# ESPERA REAL TIME



by AdvaTel for Lync

Espera provides Lync Response Groups with Real Time and Historical Reporting

Espera is a lightweight Lync plug-in that is an integrated part of the response groups and installed on a Lync application server. No additional infrastructure is required. Espera is a Microsoft Lync ISV qualified solution.

**?** Should agents continue to converse with valuable clients and start offering additional services, or should they effectively and politely complete the call and move promptly onto the next call?

- Online/offline
- Bring to Front
- Real Time Display

**!** Espera ensures that agents make the right decision every time for every call resulting in better customer service, more empowered agents and less supervision.

• Configuration

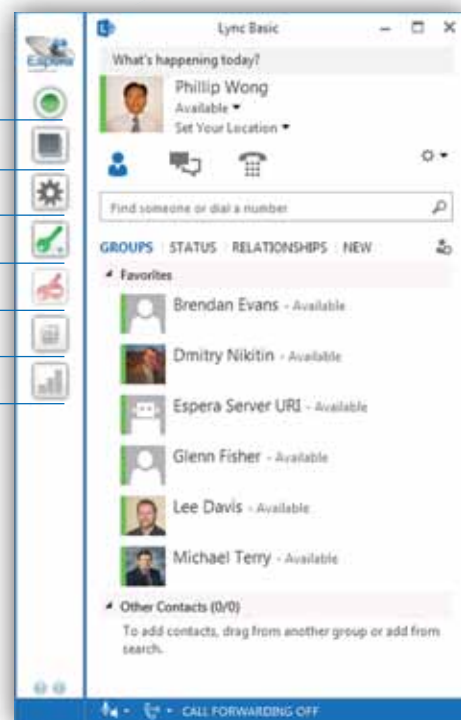
• Log on

• Log off

• Wrap up code

• Supervisor screen

**i** Agent fields have drill down information for supervisors e.g. agents logged on.



The Agents display can be sized and positioned on their PC screen according to the individual's requirements and also displayed on a flat panel screen(s).



## **BETTER CUSTOMER SERVICE**

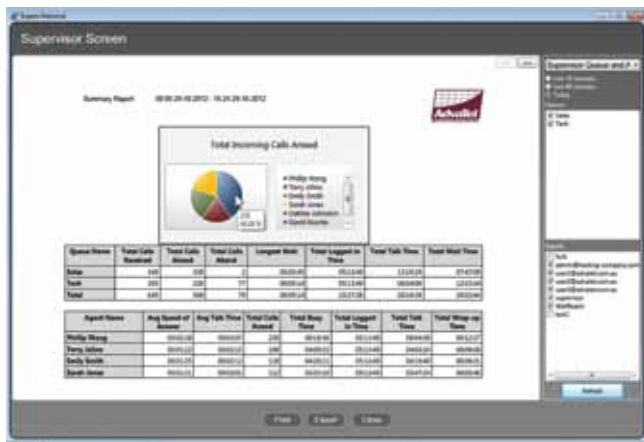
Espera Real Time ensures that agents know when to have the customer stay on line and cross sell or up sell and when to efficiently end the call and move onto the next caller promptly. The agent will also know the best time to take breaks and the important times to be logged on.

# ESPERA REPORTER



Espera provides Lync Response Groups with Real Time and Historical Reporting

1. Espera Reporter provides full historical reporting for agent, queue and wrap-up.
2. Espera includes a range of Standard and user defined reports in tabular and graphical formats.
3. Reports can be automatically distributed to nominated recipients via e-mail.
4. Supervisors have current dynamic statistics on screen for last 10 minutes, last 60 minutes and today.



Espera Call Wrap-up Report

Default Dictionary: AdvateTel

Select Category:

- Reception
- Sales
- Service
- N/A

Select Code:

- New Enquiry
- Existing Enquiry
- General Enquiry
- Campaign Enquiry
- Billing Enquiry

Submit

Breaches of thresholds can be alerted to the required parties via SMS and viewed on any Web enabled device from any internet connection worldwide - coming soon.



## ESPERA BY ADVATEL FOR LYNC

133 Moray Street, South Melbourne, VIC 3205, Australia  
Ph: +61 3 8695 8695 Fax: +61 3 9696 3626  
sales@advatel.com.au www.advatel.com.au