

ESPERA REAL TIME



Espera provides Microsoft Skype for Business Response Groups with Real Time and Historical Reporting

Espera is a lightweight Microsoft Skype for Business plug-in that is an integrated part of the response groups and installed on a Skype Application Server. No additional infrastructure is required. Espera is a Microsoft 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

Configuration

Log on

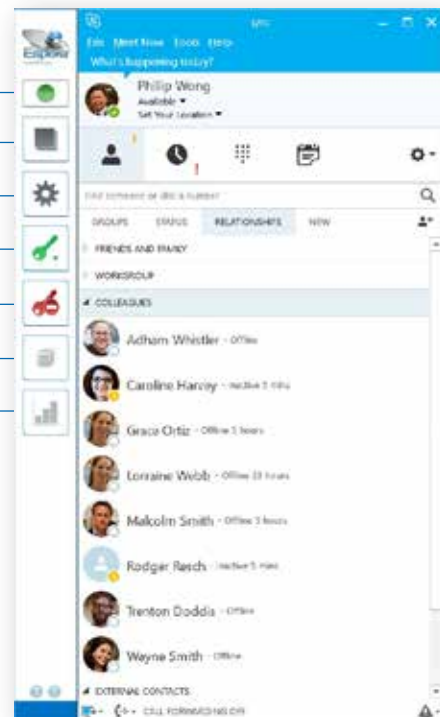
Log off

Wrap up code

Supervisor screen

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

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 large 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



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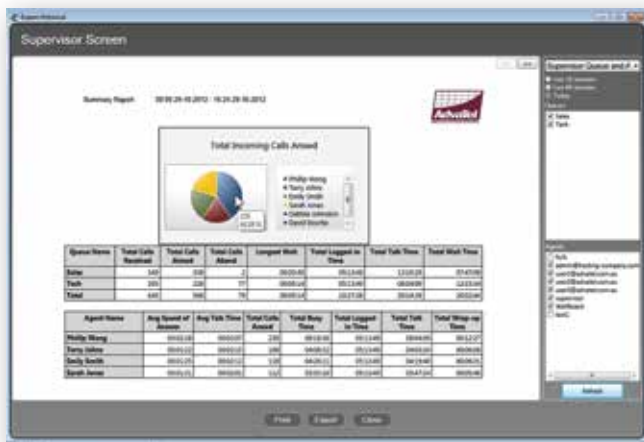
1 Espera Reporter provides full historical reporting for agent, queue and wrap-up.

3 Reports can be automatically distributed to nominated recipients via e-mail.

2 Espera includes a range of Standard and user defined reports in tabular and graphical formats.

4 Supervisors have current dynamic statistics on screen for last 10 minutes, last 60 minutes and today.

5



Espera Call Wrap-up Report

Default Dictionary: AdvaTel

Select Category:

- Reception
- Sales
- Service
- N/A

Select Code:

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

Submit

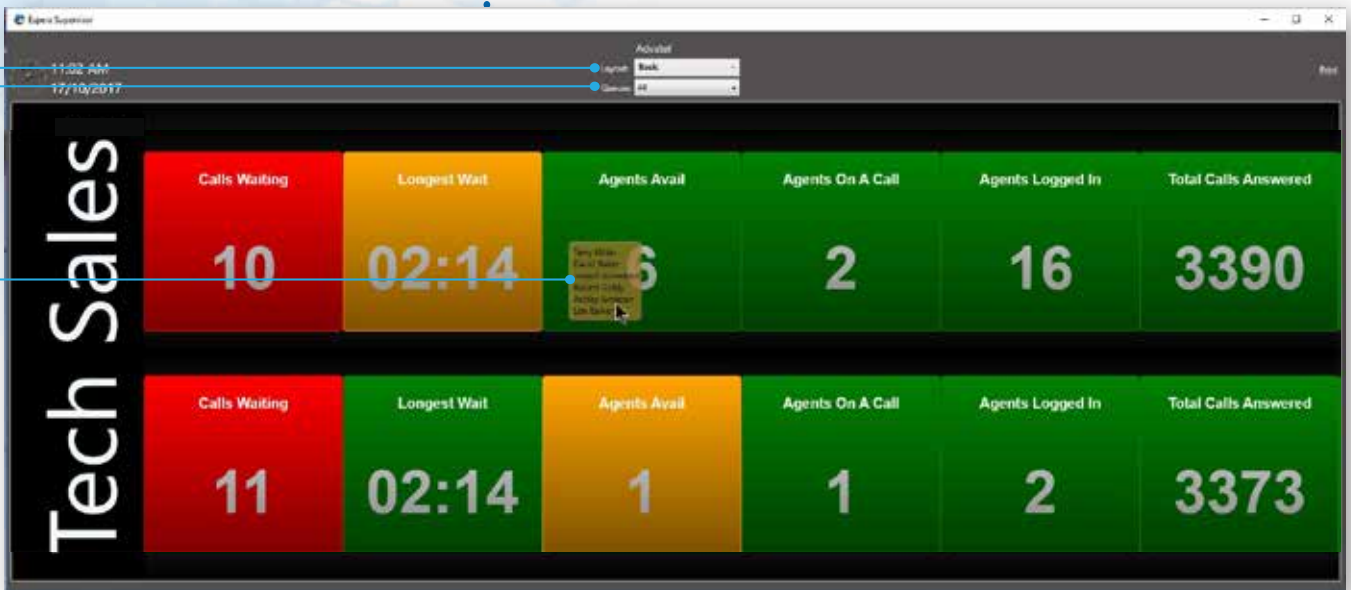
Wrap Up: Allow agents to specify the reason for the call and associated outcome. Incoming callers and response to specific advertising can be noted from wrap up reports.

ESPERA Supervisor Client

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Supervisor view 1. -Basic Wallboard view



Hover over Agents datafield to view all agents

Select queues to be displayed

Select view required

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Supervisor view 2. -Agents



Summary screen of agents
Realtime status

Trend History of the Maximum
and Average calls waiting for the
last 10 and 60 mins.

Summary of todays
performance statics

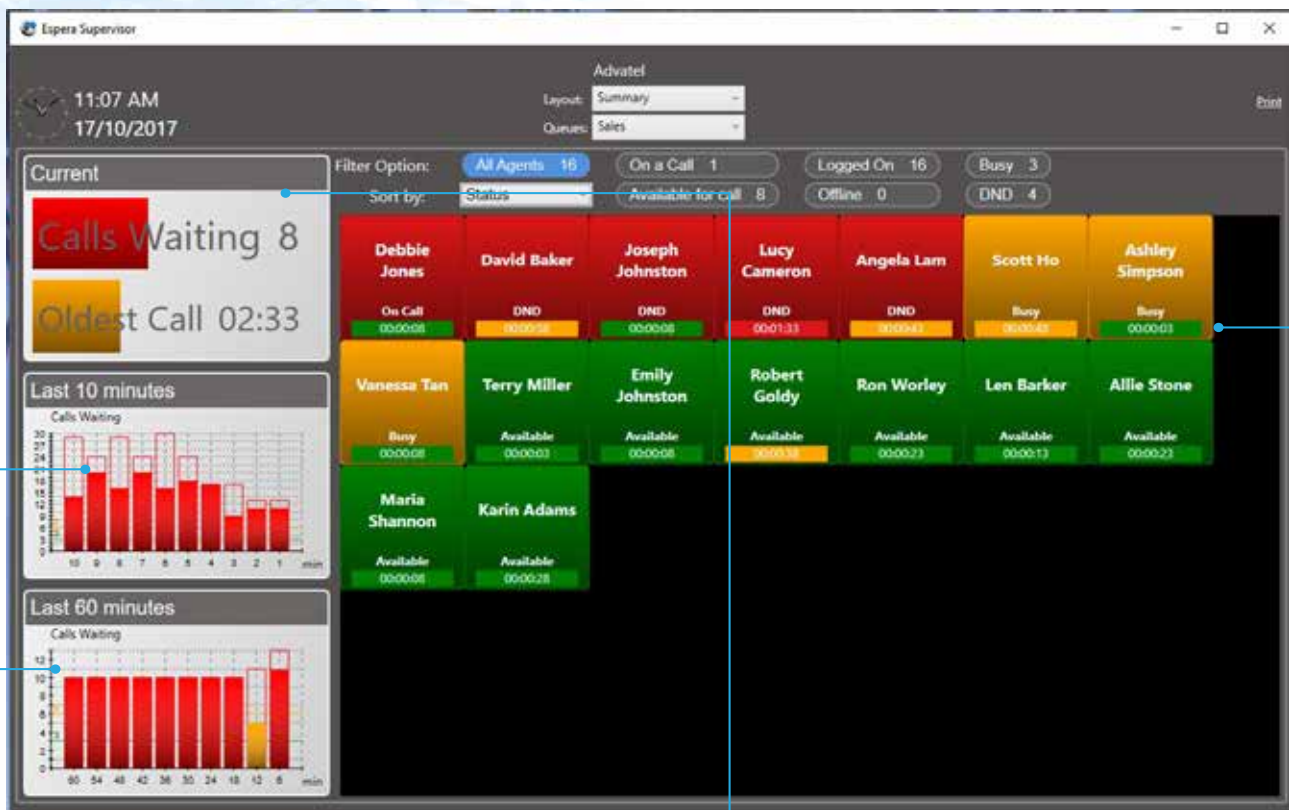
Wallboard displaying
realtime data

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Supervisor view 3. - Summary



Maximum and Average number of calls Waiting for the last 60 mins.

Call waiting and Longest waiting for the selected Queue

Maximum and Average number of calls Waiting for the last 10 mins.

Realtime Agent Status, showing current stat and duration, can be sorted by Name, State and Duration.

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Supervisor view 4.- Extended



Realtime Agent Status, showing current state and duration. Can be sorted by Name, State and Duration

Wallboard view for Response Groups displaying Call Waiting Statistics and the current number of agents available in answering calls

ESPERA

10 Major Benefits



- 1** **Espera adds Realtime and Reporting Analytics** for Skype for Business Response Groups as a cost effective plugin while using the existing Response Group infrastructure
- 2** **Enhanced Customers Experience** - If there are a number of calls waiting (the duration the callers have been waiting will be displayed), staff will know to be more "efficient" on their current call so they can then quickly move to the next waiting caller.
- 3** **Allows the agent to work upsell** - If there are no (or very few) calls waiting, then staff can confidently enhance the relationship with their current caller knowing that other callers are not being delayed. Staff can cross-sell or up sell or just put callers on a product announcement list etc.
- 4** **Allows the agent to work smarter** - If a caller has been waiting much longer than normal, then Espera notifies the agent prior to them answering the call (flashing red display). The agent can then offer additional empathy by answering; "I'm very sorry you had to wait so long.." and so diffuse any tension that the caller may understandably have. Espera will ensure a better client relationship per call.
- 5** Espera Supervisor provides four enhanced views which will allow the supervisor to see the performance of the Response Group and Agents groups at a glance.
- 6** **Remote Agents** - Espera delivers its important calls waiting information to remote agents logged on Skype for Business users (via their existing SIP tunnel) and so allows for flexibility in staff's geographical locations in special circumstances.
- 7** **Empowered Agents** - With Espera, staff will determine for themselves and for the Group the most suitable time to take a break, and when to stay logged on therefore getting the balance between staff entitlements and customer service just right – all with minimal supervision as Espera Real Time encourages correct decision making by staff.
- 8** **One Click Login/Logout** - Espera allows Skype for Business Formal agents to log-on and log-off with a single click of a button and so relieves them of the tedious Skype for Business task of progressing through various screens to achieve this frequently required function.
- 9** **Espera Reporter** allows supervisors and managers to easily customize and schedule reports either on demand or emailed each day, week or month without having to spend hours to collate information manually.
- 10** **Espera Wrap-Up** provides an option which allows agents to click to specify the reason for the call and the associated outcome. Incoming callers' patterns and the response to specific advertising can be noted from the wrap-up reports.



ESPERA BY ADVATEL

133 Moray Street, South Melbourne, VIC 3205, Australia

Ph: +61 3 8695 8695

sales@advatel.com.au www.advatel.com.au