Product Datasheet

inConcert Allegro Contact Center

Supervision Console

Achieve your operational goals with the help of an interactive real-time supervision panel.

inConcert Allegro Supervisor increases your productivity and ensures the achievement of your service goals with monitoring, control, alarms and coaching functions.

Overview

Get ahead of problems by controlling your operations in real time.

Maintain control over your contact center's operations even when you're not at your desk. The inConcert Allegro Supervisor web interface monitors your operations and adherence to your service metrics in real time, allowing preventive and corrective action when necessary from wherever you're located. Rapidly visualize your agents' status, service levels, response times, call abandonment rates, and waiting queues for each of your campaigns, as well as the status of calls in progress using visual indicators, audio alarms and a fully equipped control panel.

Help your agents meet KPIs.

inConcert Allegro Supervisor allows you to silently listen contact center calls in progress, including providing rapid access to the audio of recorded calls. An advanced alarm system can be configured to trigger notifications that help keep your operation within agreed-upon service levels. Agents can also be assisted by supervisors—or solicit help—via private chat while the call is in progress. It's also possible to send emergency messages to all agents on one or various campaigns at the same time, as well as forcibly change agent status, including removing agents from service if necessary.

Changes in real time.

With inConcert Allegro Supervisor you can move agents in real time and with just a few clicks, from one campaign to another, including sharing agents between various customer service work teams, allowing for fast responses during critical situations, successfully complying with your service metrics, and optimizing the use of your agents' time.

Key Features

Note: The implementation of some features may require professional services

■ Information in real time:

- Calls on hold.
- Call with the most time in wait queue.
- Abandon rates.
- Total number of calls.
- Total calls abandoned.
- Levels of service.
- Agents connected, speaking, free, and on break.
- Average response times.
- Average abandon times.
- Time agents spend talking.

■ Control:

- Re-assign agents in real time.
- Privately chat with agents.
- Conference call with agent and the customer.

■ Configuration:

- Configurable alarms:
  - Time spent in conversation.
  - Break time.
  - Wrap-up time.
  - Free time.
  - Time spent on pause.
  - Level of service.
  - Inbound and outbound abandon rates.
  - Inbound calls on hold.
  - Inbound abandoned calls.

- Views filtered by:
  - Campaign.
  - Agent.
  - Agent status.
  - Work group.

■ Monitoring:

- Silent mode.
- On-site or remote.
- In real time.
- Listen to call recordings.

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CONTACT CENTER TECHNOLOGY

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