



# Switchvox<sup>®</sup>

Contact Center Features



Switchvox<sup>®</sup>

Deliver **Exceptional**  
**Customer Service** at  
an **Affordable Price**

**SANG****MA**

# ELEVATE

## Your Customer Service

Switchvox provides the features necessary for a sophisticated contact center or customer service department, while remaining affordable and easy to use.



## Boost Revenue with Great **CUSTOMER SERVICE**

Businesses that receive inbound sales or support phone calls can use contact center features to keep their customers and potential customers happy. These features focus on delivering the best customer experience while others focus on efficient call flow.

The Switchvox business phone system is a fully-featured Unified Communications (UC) platform which includes advanced built-in contact center functionality designed to help small to medium-sized businesses take care of their customers, improve their operations, and, ultimately, increase their bottom line.

## Switchvox Contact Center **FLEXIBLE DEPLOYMENT OPTIONS**

Switchvox can be deployed in multiple ways, each with the same all-inclusive feature set.



### **CLOUD**

Switchvox Cloud is the optimal solution for delivering the best customer service with little or no upfront costs.

- No onsite hardware to maintain and control
- Simplify access to communication tools for sales, support, and agents
- IP phone rentals available



### **ON-PREMISE**

Deploying Switchvox on your business premises represents a low total cost of ownership and allows your staff to maintain and control the system.

- Maintain full control of your solution
- Dedicated PBX appliance backed by Sangoma
- No racks of specialized equipment



### **VIRTUALIZED**

Switchvox offers the option of virtualization for organizations that already host a virtual environment, such as VMware or Hyper-V, or seek to do so.

- Optimized for VMware® and Hyper-V
- Leverage failover for High Availability options
- Save on stand-alone appliance costs



# Why Switchvox?

## Best Value for Your Money - All Features Included

All Unified Communication (UC) and advanced contact center features are included for all users at one low price.

## Remote Worker Friendly

Operate your customer service environment, virtually, with access to every communication tool from wherever you are, with very little setup required when transitioning from the office to working remotely.

## Virtual Operator Panel

The Switchboard interface is a virtual operator panel providing call control for support and sales staff and for managers to control call queues and monitor agent performance.

## Integration With Your Existing Tools

Enable click-to-dial and screen-pop notifications from within the tools you are already using, such as Microsoft Teams and Outlook, Salesforce, Zendesk, and supported web browsers.

## Advanced Call Queues

A robust set of features help process inbound calls more efficiently while enhancing the customer experience with priority caller, call-back support, and much more.

## Enhanced Softphone and Mobile Communications

The Switchvox Softphone app, available for desktop and mobile devices, offers chat, video calling, and screen-sharing to enable staff and managers to collaborate efficiently while on phone calls with customers - whether working from the office or remote.

## Powerful Reporting

Advanced call reports can be created ad-hoc or scheduled directly from the web client and detail granular information in graphical format, making it quick and easy to know how well your business is helping customers.

## Hot Desking

Changing work locations has never been easier with Hot Desking, allowing Switchvox users to log into any Sangoma IP phone and have their extension, features and personal settings following them, automatically.

## Flexible IVR

Route inbound calls more efficiently and reduce agent call administration time, while providing customer features, such as multilingual options, custom music on hold to play special announcements and priority routing.

## Training Tools

Features such as whisper, barge, and call recording enable supervisors to coach agents on their calls, ensuring the best customer service.



# Operate Your Contact Center WHEREVER YOU WANT



Enjoy the benefits and flexibility of running your customer service department from wherever your sales and support teams are located. With web-based clients, your agents require very little setup time and have instant access to everything they need to communicate with you and your customers.

## Switchboard - The Virtual Operator Panel

With a completely web-based dashboard, Switchboard is your contact center agents' and supervisors' command center, accessible from anywhere, without any special software or license keys required. With a simple **point-and-click interface**, **agents can:**

- **Login and out of their queues**
- **View calls waiting in queues**
- **View performance metrics**
- **View call statistics on a dedicated Wallboard to help maintain their performance**

The Switchboard is **widget-based**, which makes it easy to customize the look and feel for the **most comfortable working experience**.

**Wallboard**

**Sales**

Calls Waiting: 4, MAX WAIT TIME: 2:33, LOGGED IN: 8/10, BUSY: 8, TAKEN: 278, MISSED: 7, ABANDONED: 36, AVERAGE WAIT TIME: 0:48

**Queue Calls Waiting - Sales**

| CALLER          | PHONE        | WAIT | ASSIGNMENT |
|-----------------|--------------|------|------------|
| 1 Jack Horowitz | 202-555-3515 | 2:33 | Normal     |
| 2 Melissa Banks | 256-555-4504 | 1:38 | Normal     |
| 3 Allen Hart    | 256-555-4506 | 0:12 | Normal     |
| 4 Gregory Hawes | 724-555-1527 | 0:05 | Normal     |

**Queue Member Activity - Sales**

| MEMBER NAME         | LOGIN | CALLER          | DURATION           |
|---------------------|-------|-----------------|--------------------|
| 1 Laura Jackson     | 120   | Joey Grand      | 202-555-3512 5:39  |
| 2 Sara Tramel       | 121   | -               | -                  |
| 3 Elwood Monroe     | 122   | Paula Diaz      | 619-555-2503 18:44 |
| 4 Joe Jackson       | 123   | Donald Dahl     | -                  |
| 5 Adam Cole         | 124   | Matt Strand     | 973-555-4516 9:23  |
| 6 Daniel Zetlicci   | 125   | -               | -                  |
| 7 Brian Hassan      | 126   | Orson Carte     | -                  |
| 8 Chris Larsson     | 127   | Harold Richmond | -                  |
| 9 Denis Griffin     | 128   | -               | -                  |
| 10 George Ketilsson | 129   | Nathan Spicher  | -                  |

**Queue Overview**

| QUEUE   | CALLS | TIME | IN | OUT | TAKEN | MISSED | ABD | AVG  |
|---------|-------|------|----|-----|-------|--------|-----|------|
| Sales   | 4     | 2:33 | 8  | 8   | 278   | 7      | 36  | 0:48 |
| Support | 0     | -    | 7  | 6   | 234   | 439    | 140 | 2:22 |
| Billing | 0     | -    | 1  | 0   | 0     | 0      | 0   | -    |

**Queue Calls Waiting - Support**

There are no queue calls waiting.

**Queue Member Activity - Support**

| MEMBER NAME               | LOGIN | CALLER          | DURATION           |
|---------------------------|-------|-----------------|--------------------|
| 1 Heather Czerwinska      | 470   | Bill White      | 256-555-4507 3:57  |
| 2 Ben Lee                 | 471   | Mona Kensington | 252-555-3513 15:39 |
| 3 Jenny Mouet             | 472   | -               | -                  |
| 4 Barb Seals              | 473   | -               | -                  |
| 5 Kolby Hulme-Moir        | 474   | -               | -                  |
| 6 Riley Cathcart          | 475   | Claud Rodriguez | 724-555-1529 8:42  |
| 7 Rafael Fernandes        | 476   | -               | -                  |
| 8 Michael Giordano        | 477   | James Coleman   | 516-555-3523 1:36  |
| 9 Nicholas Christoffersen | 478   | Laurie Smith    | 619-555-2500 6:21  |

The Switchboard also **provides supervisors** the ability to maintain an efficient contact center or sales/support team:

- **Manage calls waiting in queues: move a call to the top, assign it to a particular member, or answer the call**
- **Monitor, whisper, barge, and record calls**
- **Access real-time stats for each agent**
- **Enable thresholds for maintaining customer expectations**

# Feature Rich Supervisor Tools

## Real Time Visibility

See who is on the phone, their login status, call duration, if they are on a queue call and who they are talking to all in a single view.

|    | MEMBER NAME      | LOGIN | CALLER         |              | DURATION |  |
|----|------------------|-------|----------------|--------------|----------|--|
| 1  | Laura Jackson    | 120   | Laurie Smith   | 619-555-2500 | 4:27     |  |
| 2  | Sara Tramel      | 121   | -              | -            | -        |  |
| 3  | Elwood Monroe    | 122   | Allen Hart     | 256-555-4566 | 6:39     |  |
| 4  | Joe Jackson      | 123   | Bill White     | 256-555-4567 | 7:35     |  |
| 5  | Adam Cole        | 124   | Jack Horowitz  | 202-555-3915 | 2:06     |  |
| 6  | Daniel Zetticci  | 125   | -              | -            | -        |  |
| 7  | Brian Hassan     | 126   | Paula Diaz     | 414-555-0522 | 24:02    |  |
| 8  | Chris Larsson    | 127   | Michelle Graff | 256-555-4565 | 5:14     |  |
| 9  | Denis Griffin    | 128   | -              | -            | -        |  |
| 10 | George Ketilsson | 129   | Katie McKay    | 414-555-0521 | 0:32     |  |

## Recording & Monitoring

With permissions, easily record or monitor calls for training and quality assurance purposes.

|    |                  |     |               |
|----|------------------|-----|---------------|
| 3  | Elwood Monroe    | 122 | Monitor       |
| 4  | Joe Jackson      | 123 | Record        |
| 5  | Adam Cole        | 124 | Whisper       |
| 6  | Daniel Zetticci  | 125 | Barge         |
| 7  | Brian Hassan     | 126 |               |
| 8  | Chris Larsson    | 127 |               |
| 9  | Denis Griffin    | 128 |               |
| 10 | George Ketilsson | 129 | James Coleman |

## Call Manipulation

Reprioritize callers based on your preference. Move them to the top of the queue or immediately assign to your best rep.

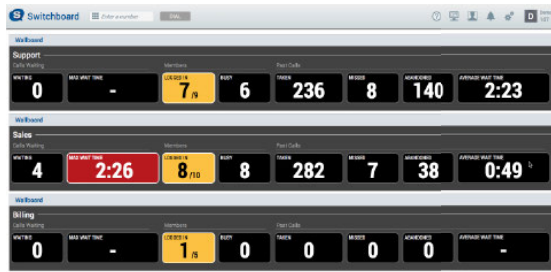
|   | CALLER           | PHONE        | WAIT | ASSIGNMENT |
|---|------------------|--------------|------|------------|
| 1 | Frank Mangarelli | 619-555-2501 | 0:04 | Normal     |
| 2 | Joey Grand       | 973-555-6517 | 0:04 | Normal     |

|   | MEMBER NAME   | LOGIN | CALLER       |                       |
|---|---------------|-------|--------------|-----------------------|
| 1 | Laura Jackson | 120   | Laurie Smith | 619-122 Elwood Monroe |

## Wallboards

Create a wallboard layout to display to your teams for accountability.



**New Queue Threshold Exceeded**  
A Queue wait time is 01:00  
a few seconds ago

**Queue Alert**  
10.24.30.196  
A Queue wait time is 01:00

## Alerts

Setup thresholds to trigger alerts to ensure you can exceed your customer's expectation.

# Switchvox Desktop Softphone and Mobile Clients



The Desktop Softphone Client

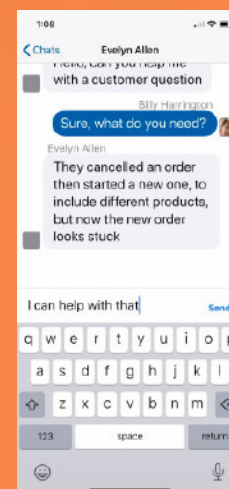
## With the Desktop Softphone, Agents can:

- Work flexibly in office or remote and receive calls directly from their workstation
- Chat and screen-share to expedite an issue
- Use advanced call control features, such as call merging, hold, transfer, and call recording, delivering the most efficient communication
- Use presence control to efficiently transfer or park calls for other departments

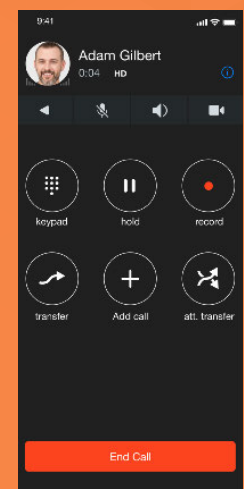
**Agents can communicate with customers wherever they are. Switchvox gives every user a desktop softphone and mobile client, without any license restrictions.**

## With the Mobile Apps for Android and iOS

- Agents can chat with colleagues and supervisors while on live customer calls for increased first time resolution goals
- Supervisors can stay connected with agents while on the go



Mobile Chat App



Mobile Softphone Client



## Intuitive IP Phones Designed for Switchvox Contact Center

Sangoma's award-winning IP phones offer the tightest integration possible with Switchvox phone systems, delivering simple setup and provisioning with plug-and-play installation. This frees up IT resources that would otherwise have been dedicated to manually provisioning and managing endpoints.

Sangoma phones are perfect for sales and support agents with log-in/log-out call queue buttons and full-screen displays to view inbound caller information such as caller-ID, department and customer priority types, and more. Dedicated buttons for transfer, call-conference, mute, and hold enhance agent productivity, which ultimately keeps your customers happy. Sangoma phones are also great for supervisors, enabling them to access call statistics on the fly.

| Call Queues   |           |         |         |
|---------------|-----------|---------|---------|
| Queue Name    | Status    | Waiting | Members |
| All Queues    | -         | -       | -       |
| Sales Queue   | Logged In | 4       | 2/4     |
| Support Queue | Logged In | 0       | 2/6     |

Log In Log Out Pause Resume

The on-board Queues App lets agents and supervisors:

- Log in and out of queue(s)
- View the list of active queues
- View queue statistics
- View caller waiting in queue

Sangoma IP phones are flexible and can be used in the office or remote. They can even be moved between locations with minimal hassle.

### Hot Desking

Users can work flexibly by logging into any Sangoma IP phone and have all their extension settings, features and preferences follow them, automatically. Perfect for anyone transitioning to and from the office, teachers who frequently change rooms, contact center agents, and just about anyone!



## H-Series Wireless Headsets

Sales and support agents can roam up to 325 feet away from their desks while staying connected with customers.

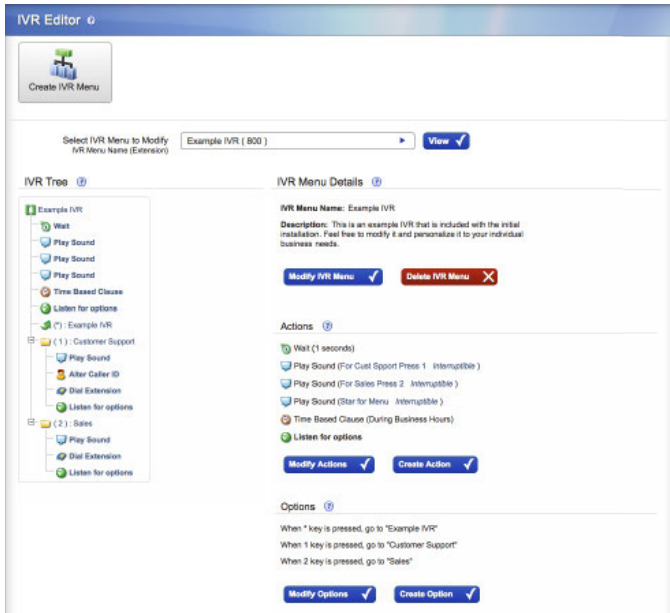
Various models include USB connectivity for use with the Switchvox Desktop Softphone, allowing staff to communicate remotely, without requiring a dedicated deskphone.





# The Digital Receptionist

The Interactive Voice Response (IVR) is the first point of contact for your customers when they call the main phone number of your business and are greeted with voice prompts to direct their call. An efficient IVR can reduce administration time for your support and sales agents, improve service levels, and lower overheads.



## The Switchvox IVR enables you to:

- Automatically answers all inbound customer calls and direct them to their correct departments
- Create as many departments as you need to get your customer to the right people
- Create multi-language IVRs for customers in their native language with the option to make your own recordings
- Enable callback for customers to optionally disconnect the call while waiting for a representative, keeping their place in line, and be called back when they are next up to speak with someone from your team
- Create custom Music-On-Hold (MoH) and record special announcements that highlight new products and promotions or inform them of potential steps that they can take to resolve their issue before reaching an agent

And since Switchvox is remote worker friendly, your IVR can deliver inbound calls to wherever your agents are operating from.

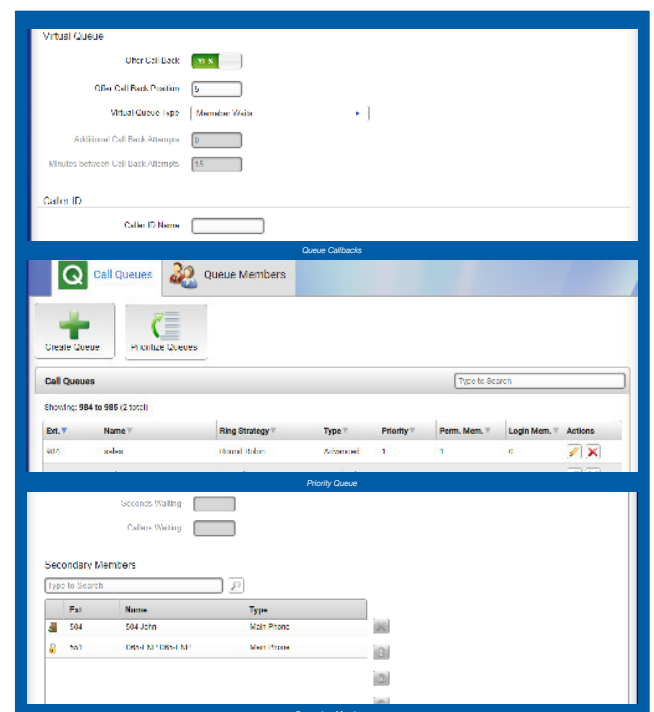
## Call Queues

Your sales and support agents are there to answer customers' calls to help boost your business revenue and keep your customers happy at the same time. When your customers call your business, they are placed into queues which eventually connect callers to your staff. Processing inbound calls as quickly and efficiently as possible is key, and your call queues are the engine for success.

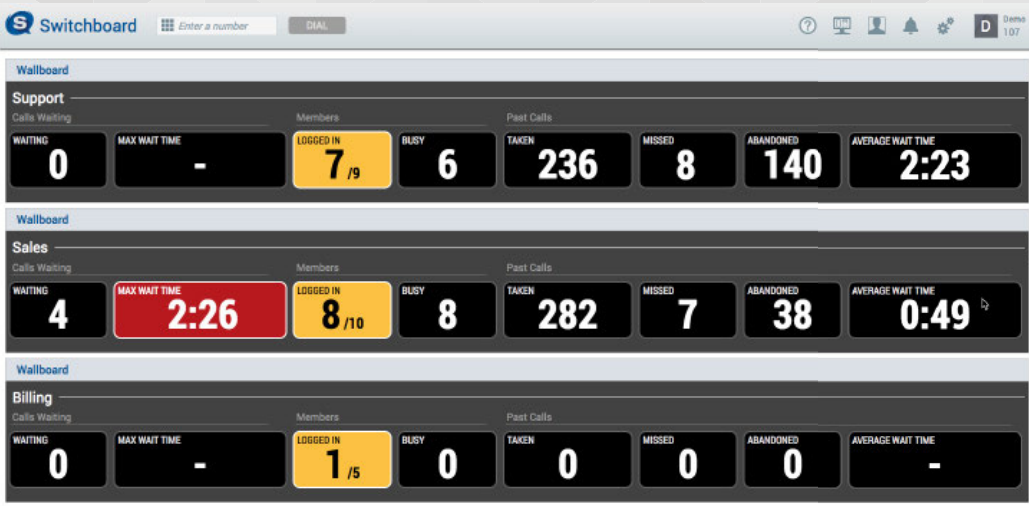
### With Switchvox Call Queues you can:

- Choose how you want your inbound callers to reach your agents
- Choose to have all agent phones ring at once, randomly, least-rang, and many more
- Improve call efficiency with Queue Autofill, getting caller to agents as fast as possible
- Enable pre-set time for agents to wrap up call details before allowing the next call to ring them
- Agents have the ability to cancel Agent Wrap up enabling them to handle the next call immediately
- Create multiple priority-groups so that the caller with the highest priority and earliest arrival time of all the queues is tended to first
- Respect callers' same wait time even when transferred between queues
- Define a set of agents ready to jump in and help for those times when it's really busy

Best of all, call queues are built into Switchvox **without any additional cost**



# The Wallboard



The Switchvox Wallboard enables agents and managers to monitor call statistics for sales and support departments in order to drive performance. It can be displayed on large screens within an office environment or on agents' monitors while working remotely.

The Switchvox Wallboard shows real-time statistics for all the call queues agents and managers are members of, including:

- Number of answered and missed calls
- The number of requested callbacks
- Average talk time
- Agents with Busy status
- Average waiting time

## Powerful Reporting to Boost Success

Measuring your contact center performance is vital to your bottom line and requires robust reporting. These reports can help pinpoint inefficiencies with your call routing, help understand when peak demand times are, and help decide when to hire more agents and how to organize agents across departments.

The Call Reports interface allows users to generate reports based on specific criteria. The 'Report Criteria' section includes fields for 'From Date' (2/21/2018) and 'To Date' (2/22/2018). Users can choose to 'Ignore Weekends' (NO) and select a 'Report Breakdown' (By Date). A dropdown menu for 'Please choose a type' offers options: Overview, Phones, Call Queues, IVRs, Providers, and Incoming DID. At the bottom, there are buttons for 'Chart Report', 'View Report', 'Output to XLS', and 'Output to XML'.

Switchvox reporting and analytics can provide detailed information on:

- Call statistics
- Queue metrics
- Agent performance and productivity

### Reporting Criteria & Fields

Run ad-hoc or schedule reports easily. Simply choose your breakdown, report fields, and date range. Once finalized choose HTML, XLS, or Chart format.

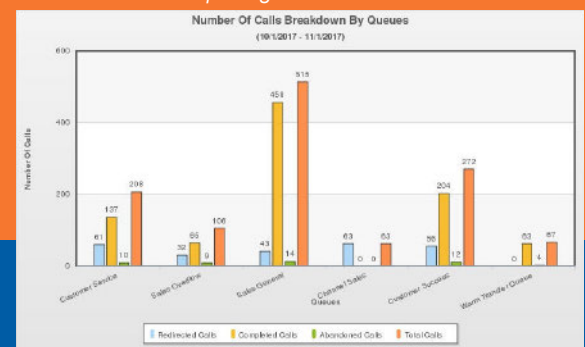
### Chart View

You can use the chart view to see graphical trends.

### Detailed View

Use the detailed view to see a more granular comparison.

### Reporting Criteria & Fields



### Chart View

**Call Report**  
Breakdown by Phones (11/13/2017 12:00 AM through 11/13/2017 5:00 PM excl. weekends)

| Full Name               | Calls Incoming | Outgoing   | Talk Time  | Call Time           | Avg Talk Time per Call | Avg Call Time per Call |
|-------------------------|----------------|------------|------------|---------------------|------------------------|------------------------|
| Brian Smith <6053>      | 13             | 11         | 2          | 56m, 38s            | 1m, 11m, 55s           | 4m, 21s                |
| Daniel Kraft <6073>     | 6              | 5          | 1          | 25m, 01s            | 26m, 34s               | 4m, 18s                |
| Cheri Bunn <6075>       | 27             | 11         | 16         | 2h, 14m, 15s        | 2h, 56m, 25s           | 4m, 56s                |
| Edwin Lopez-Vega <6131> | 18             | 8          | 10         | 1h, 29m, 46s        | 1h, 48m, 48s           | 5m, 25s                |
| Ashley Basso <6138>     | 41             | 19         | 22         | 2h, 12m, 03s        | 4h, 39s                | 3m, 11s                |
| Danette Swazey <6139>   | 25             | 17         | 6          | 2h, 17m, 26s        | 3h, 10m, 25s           | 5m, 29s                |
| Judith Smith <6151>     | 9              | 4          | 5          | 21m, 35s            | 1h, 29s                | 2m, 23s                |
| Jessica Campos <6152>   | 26             | 6          | 20         | 1h, 59m, 26s        | 2h, 19m, 53s           | 4m, 26s                |
| Jamie Brown <6170>      | 15             | 8          | 7          | 42m, 25s            | 1h, 39s                | 2m, 49s                |
| Larry Brown <6171>      | 1              | 1          | 0          | 0s                  | 45s                    | 0s                     |
| Erica Beck <6202>       | 32             | 16         | 16         | 1h, 37m, 20s        | 1h, 55m, 5s            | 3m, 2s                 |
| Karina Eason <6204>     | 18             | 8          | 8          | 1h, 13m, 16s        | 1h, 38m, 2s            | 4m, 33s                |
| Mike Watts <6281>       | 12             | 3          | 9          | 42m, 37s            | 55m, 36s               | 3m, 33s                |
| Sivill Smith <6253>     | 12             | 2          | 10         | 21m, 29s            | 58m, 14s               | 1m, 47s                |
| Marcus Houston <6287>   | 8              | 8          | 0          | 36m, 36s            | 33m, 58s               | 3m, 49s                |
| <b>Total</b>            | <b>259</b>     | <b>125</b> | <b>134</b> | <b>10h, 50m, 2s</b> | <b>23h, 56m, 18s</b>   | <b>5m, 14s</b>         |
| <b>Average</b>          | <b>17.3</b>    | <b>8.3</b> | <b>8.9</b> | <b>1h, 7m, 52s</b>  | <b>1h, 35m, 45s</b>    | <b>3m, 36s</b>         |

### Detailed View



# Make It Your Own

Switchvox provides the flexibility to integrate other software into one seamless view.

## Salesforce Lightning & Zendesk

Integrate your Salesforce or Zendesk CRMs so that you can collect data while delivering the best customer service at the same time.



### Make More Phone Calls

Save time when dialing a record's phone number using Click-to-Dial.

### Know Who's Calling

Screen pops help you quickly know who is calling, so you can engage your customers with context.

### Never Forget to Log a Call

Finished a call but forgot to log it? Access your Switchvox Call Logs directly.

### Log In & Out of Queues

Log in, log out, or pause from one or all of your queues.

### Share Your Status

Keep your coworkers up to date on your availability by managing your status in-app.

## Microsoft



### Integrate Outlook with Switchvox

Switchvox for Outlook enables users to dial an Outlook contact's phone number using your Switchvox phone. And any time an incoming call matches an Outlook contact record, Switchvox for Outlook will provide a screen popup with information about that contact.



### Integrate MS Teams with Switchvox

Click a contact's phone number or extension and the outbound call will be through your main Switchvox phone extension.



# TRUST SANGOMA TO ELEVATE YOUR Contact Center Experience

**Sangoma Technologies** is a trusted leader in delivering value-based Communications as a Service (CaaS) solutions for businesses of all sizes, service providers and OEMs. Sangoma's products and services are used in leading PBX, IVR, contact center, carrier networks, and data communication applications worldwide.

Sangoma's offerings include Unified Communication (UCaaS) and Call Center as a Service (CCaaS) business phone systems, both on-premise and cloud, Communications Platform as a Service (CPaaS), SIP trunking services (TaaS), and telephony hardware which can also be deployed as a service. [To learn more, visit us at www.Sangoma.com](http://www.Sangoma.com)



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