M2S
Integration

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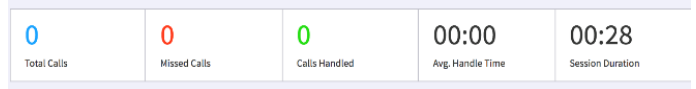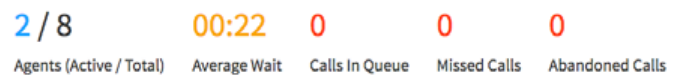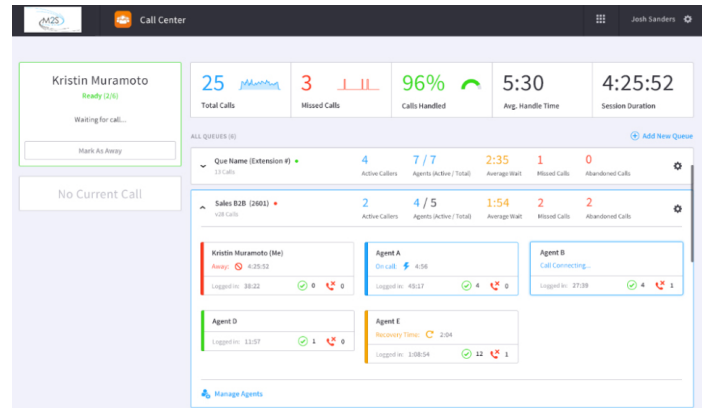
Call Center Operations

Features

Call Queues

Customer Service, Sales and other departments now can have the ability to have a queue behind them, meaning callers wait for a representative in the order which they're received; prioritized however you decide.

Detailed Views for Agents

Agent View is what agents will log onto daily. From there, they can:

Let's create a new queue.

First, you'll need to name the queue and assign a number or extension.

| Queue Name | Customer Support |
| Call-in Number Or Ext. | - Select a number - ▾ |

Next - Queue Configuration

Cancel Queue Creation

- Log in to their queues and start taking calls
- See who else is in their queue and what is occurring
- Log out or mark themselves as away
- See real-time statistics on their daily performance.

Office Management Suite

Our tools help provide you with an end-to-end business telephony solution utilizing features like:

- Call center and Call Queueing
- Call recording and integrated storage services
- Operator consoles to manage inbound call traffic efficiently
- An intuitive, personalized user portal
- Advanced conferencing services
- Voicemail and fax management
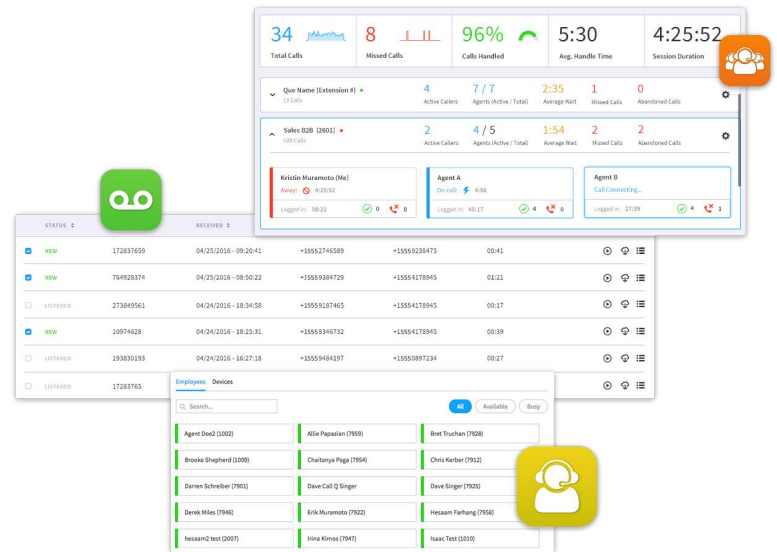
Empower Your Call Center Agents

Give your agents everything they need to deliver excellent customer experience.
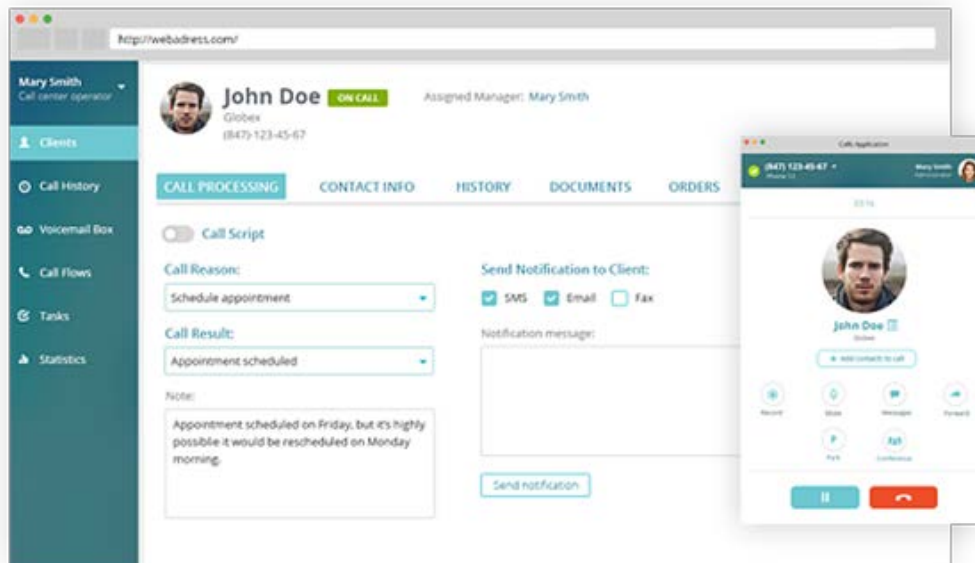
- Intuitive interface
- CTI screen pops to reduce call-handling times
- Advanced routing options to properly address customer needs
- Analytics and reporting to track key metrics

Technical Specifications

Agent Actions

- Login
- Mark as ready
- Logout
- Away duration

Visible Statistics

- Agents (active/total)
- Average wait
- Calls in queue
- Missed calls
- Abandoned calls

Queue Management and Configuration

- Queue name
- Call-in number or extension
- Queue routing strategy
- Round robin Least calls Least offers Most idle routing
- Configurable hold treatment
- Queue timeout with overflow
- Max queue size with overflow
- Per queue wrap up time
- Force away on rejected calls
- Timeout if empty and configurable redirect
- Per queue ring-timeout
- Extend or cancel wrap up

Queue Metrics

Now you have the ability to view each agent's missed and accepted calls. You can also view how many calls in a specific queue have been missed, abandoned and the average wait time for pickup.

More APIs to Empower Your Users

Call queues are API driven, so your developers can use and combine queues with any other part of the system.

Other

- BLF indications of current agent state
- Daily queue stats (abandoned / timeout / handled)
- Estimated and actual wait time tracking

How to Switch

Interested in switching to M2S Integration? Call **888.885.8233** or email **support@m2sVoIP. com** to receive a customized quote detailing the benefits of utilizing our innovative products and services. When you're ready, we'll install your new phone system with ZERO downtime, so you can get back to business.

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