call my way
Comunicación a mi manera

OMNICHANNEL CONTACT CENTER
OVER MICROSOFT DYNAMICS 365

SUPERVISOR FUNCTIONALITIES

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IsMy Contact®

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Introduction

Customer Service Centers, Collection Management Centers, Tele-Sales Units, Online Technical Support Centers, among others, require clear and dynamic tools and processes to increase their productivity and ensure the maximum service and service experience. .

In addition, the new trend is to provide supervisors with a remote work environment, from home or wherever they are, equivalent to traditional offices. The supervisors and heads of these work centers will be able to enjoy interfaces or dashboards with metrics that allow them to remotely manage their work teams in real time.

In order to achieve both objectives, IsMyContact, facilitates an Omnichannel Contact Center platform on Microsoft Dynamics 365 and / or SIP. In this way, the agent only has to access a single online interface, IsMyContact, which provides all the integrated resources to attend: calls, WhatsApps, and at the same time document the interaction with the client.

IsMyContact's Omni-channel environment is dynamic and will gradually incorporate new service channels to the platform under the same philosophy, including social networks among others.
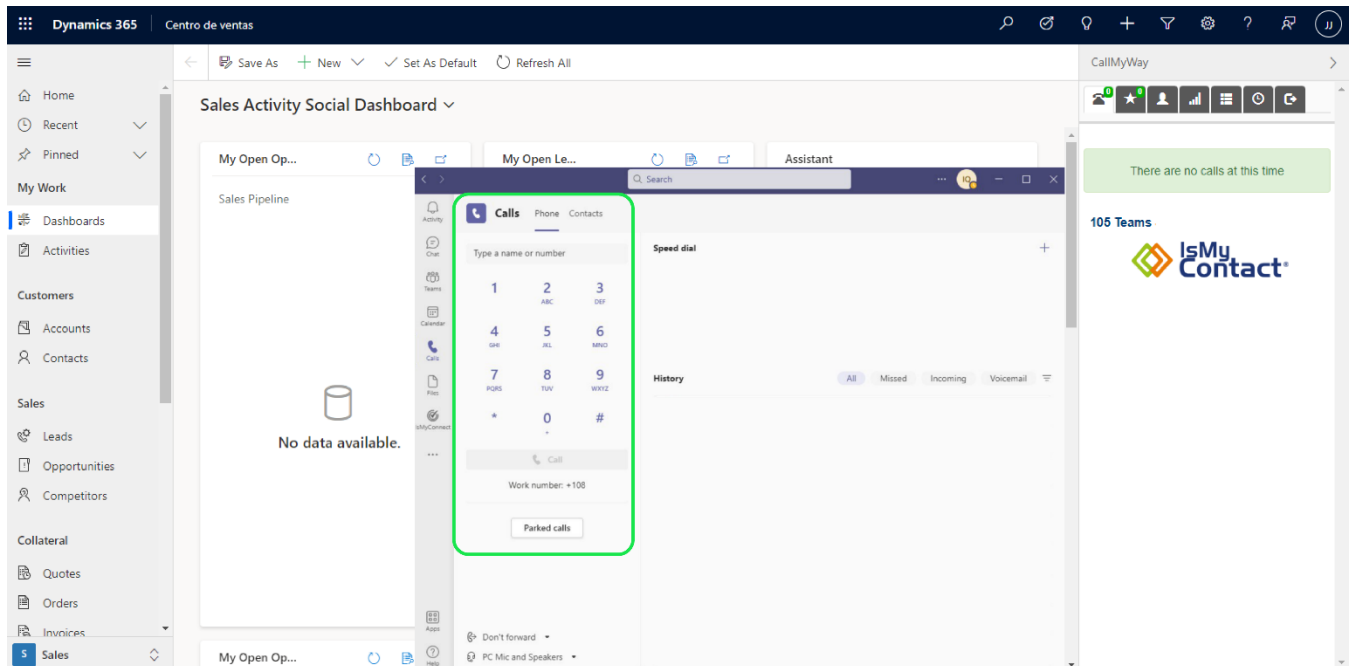
IsMyContact is offered on Microsoft Dynamics 365 In this way, the end customer obtains added value on their Office 365 licensing, by incorporating not only telephony but also their Customer Service Centers on Microsoft Dynamics 365.


The architecture of the service, IsMyContact, allows, if the customer so requires, to maintain their current telephone number or to acquire a new telephone number from CallMyWay in the countries that are available. CallMyWay has agreements in more than 60 countries worldwide in order to offer either portability (countries where it is active) or local numbering. In case portability is not available in a country, it is possible to preserve numbering by incorporating gateways or mediators.
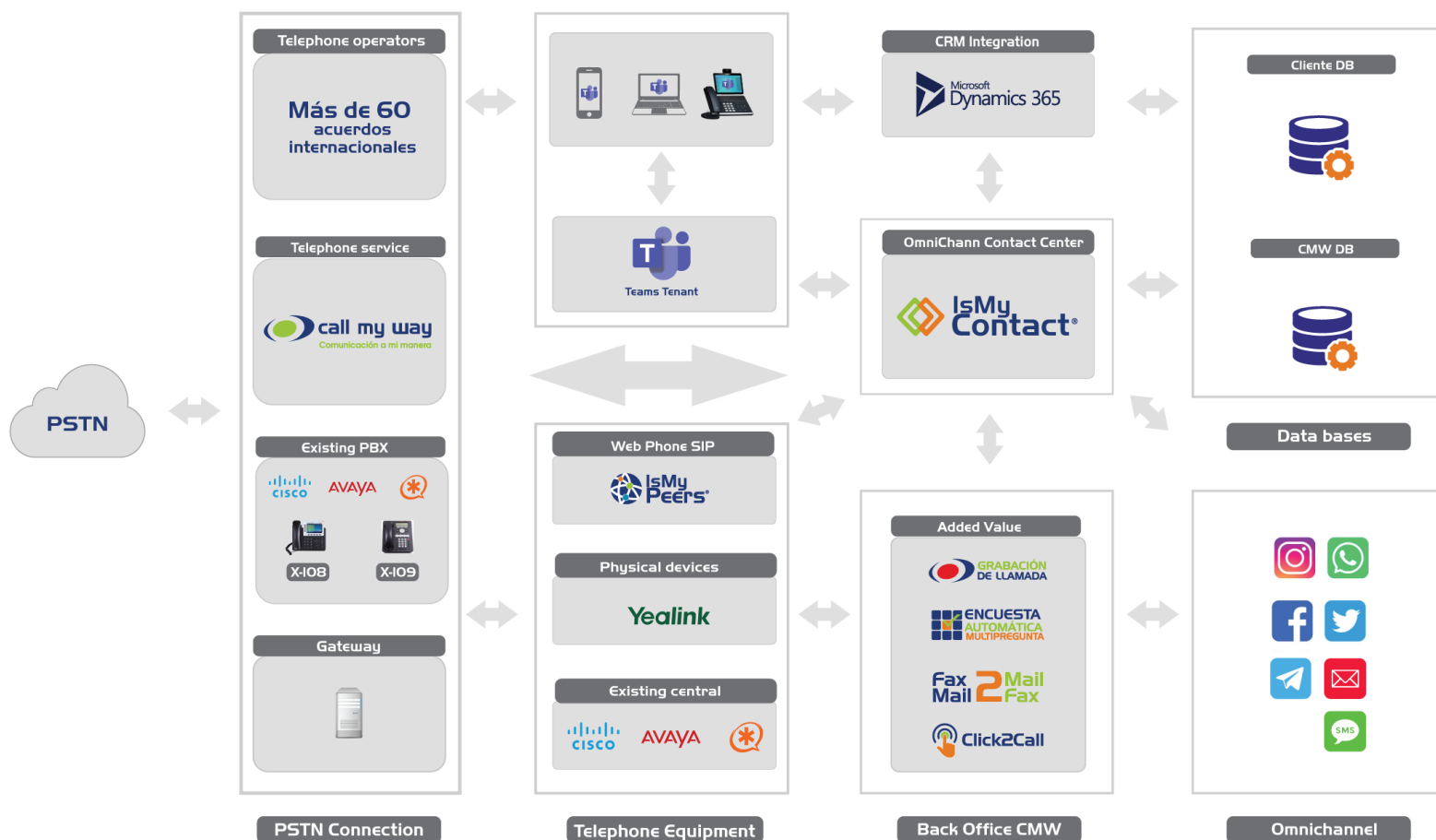
As seen in this architecture, the experience of IsMyContact users can be enriched by adding value-added services provided by CallMyWay, according to the preferences of each company, below, we list the Value Added services available:

1. **Call recording:** It allows you to record, filter, search, listen and score calls for quality control purposes.
2. **Click2Call:** Call button on the Website, which allows your customers to call you by means of a simple click on your website, calls are redirected to the required number.
3. **Fax2Mail:** It allows to integrate fax services to email and vice versa.

IsMyContact has open interfaces for its integration with Microsoft Dynamics 365, thus protecting the previous investment that the client would have made and the corresponding training for its agents on said functionalities. Today the interface with: Microsoft Dynamics and Salesforce is available. Future integrations will be published on the website: www.ismycontact.com

IsMyContact benefits

The main benefits of IsMyContact from the supervisor's point of view are:

a. *Easy measurement of Contact Center performance. (*). The supervisor can download productivity reports from a single interface and in this way, quickly identify areas of improvement for their agents, and make decisions just in time.*

b. *Agile agent reassignment. Based on the previously described productivity reports, the supervisor may make the decision to reassign agents from one contact center queue to another in order to ensure that the operations have the necessary resources to guarantee the SLA expected from the service center. This agent reassignment is done very easily from the same supervision interface.*

c. *Real-time agent monitoring. This allows the supervisor to identify in real time the attention of incoming and outgoing calls that his agents are executing and take immediate decisions and actions.*
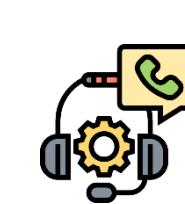
d. *Campaign Automation: One of the advantages of the IsMyContact solution is that it allows you to generate outbound call campaigns from a contact database. This campaign is automated on the platform, and you can send a recorded message to the people contacted or assign the outgoing call to the available agents. The supervisor is the one who uploads the contact base to include in the campaign and assigns it to the agents that will be associated with said campaign.*

e. ***Connector for business intelligence***. *The information that the agents are feeding into the system in their CRM (*) as well as the reports of incoming and outgoing calls, are generating a wealth of knowledge and business intelligence that will allow you to be much more assertive and competitive in your target market.*

(*) Please refer to www.ismycontact.com, site where the CRMs supported by IsMyContact are listed.

IsMyContact main features

Online Reports - Reports Panel.

The supervisor will always have the reports section at hand. This section includes a wide variety of reports. In the following image, it is shown in the right panel, to which the supervisor has access with the diversity of available reports.
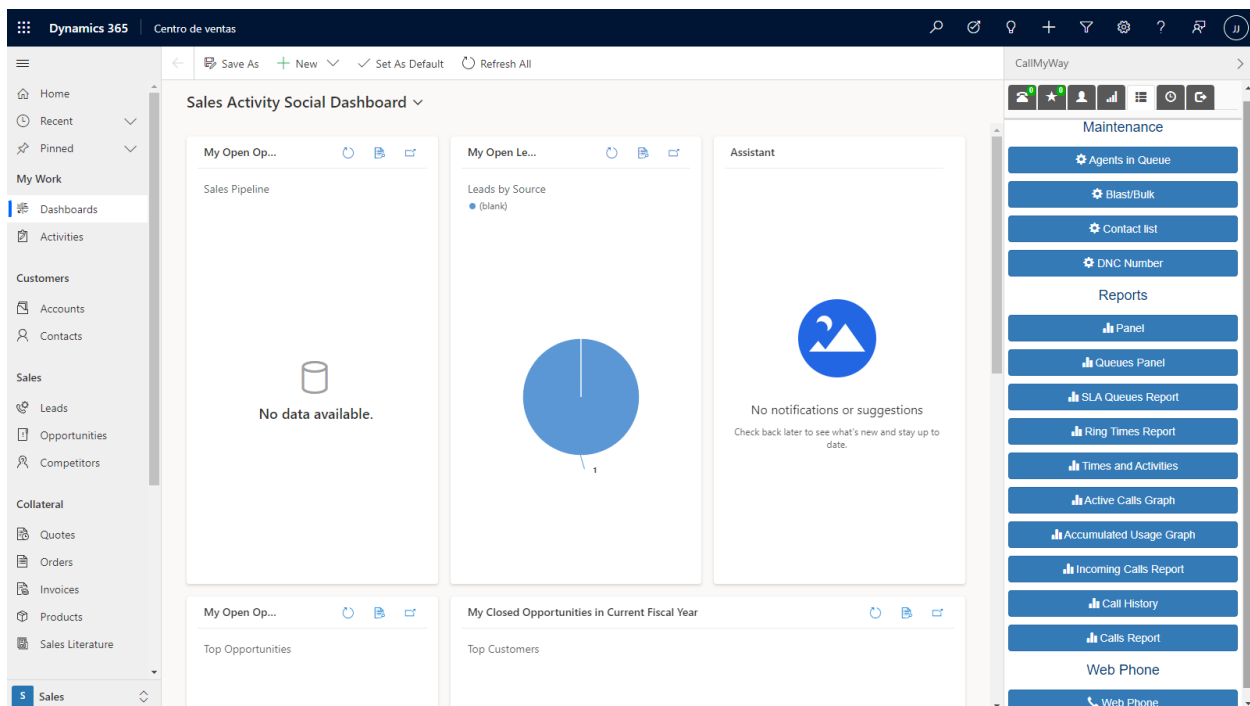
Next, the benefits of having this report panel and the characteristics of each report are developed.

Panel

IsMyContact promotes the development of Service Centers in a Telework environment since at all times, supervisors know the availability and activity of agents through a real-time panel that indicates whether they are active or paused.

In turn, the supervisor will know in which queues a specific agent is working. If the supervisor is interested in listening to an agent's ongoing call, this can be done easily by pressing the green icon on the left side of each agent's name. Please refer to the following image.

| | 1 Active | 0 Ringing | 0 In Queue | 0 In IVR |
| | 4 Logged In | 2 On Call | 0 Waiting | 7 Paused |

Agent	Endpoint	Pause	Activity	State	Incoming	Answered	Missed	Busy	Rejected	SLA (%)	Outgoing	Pauses	Successes
Anthon	26774		❚❚ Out of shift		0	0 (0s)	0	0	0	0	0 (0s)	0 (0s)	0
Cristia	72370		❚❚ Out of shift		0	0 (0s)	0	0	0	0	0 (0s)	0 (0s)	0
Demo	05741		❚❚ Out of shift		0	0 (0s)	0	0	0	0	0 (0s)	0 (0s)	0
Demos	52449	Pause	⤷ Logged Out 12h50m54s		0	0 (0s)	0	0	0	0	0 (0s)	0 (0s)	0
Gabrie	26540	Pause	⤵ Logged In	☎ On call 24s	14	13 (46m15s)	1	0	0	92.86	0 (0s)	1 (21m30s)	0
Gustav	73479		❚❚ Meeting 4h25m59s		1	1 (15m27s)	0	0	0	100	18 (3m8s)	1 (4h25m59s)	0
Heiner	73482		❚❚ Out of shift		0	0 (0s)	0	0	0	0	1 (13m20s)	0 (0s)	0
Ignacio	28309	Pause	⤷ Logged Out 12h50m54s		0	0 (0s)	0	0	0	0	0 (0s)	0 (0s)	0
Juan C	55249	Pause	⤷ Logged Out 12h50m54s		0	0 (0s)	0	0	0	0	0 (0s)	0 (0s)	0
Juan E	55248		❚❚ Out of shift		0	0 (0s)	0	0	0	0	0 (0s)	0 (0s)	0
Juan J	73492	Pause	⤵ Logged In	☎ On call 18s	0	0 (0s)	0	0	0	0	5 (3m23s)	1 (52m34s)	0
Monica	73483		❚❚ Meeting 1h59m25s		2	2 (4m38s)	0	0	0	100	1 (26s)	2 (1h59m25s)	21
		Pause all			17	16 (1h6m20s)	1	0	0	100	25 (20m17s)		21

Queue panel

The queues panel allows, through real-time reports, to measure the performance of the customer service queues.

The supervisor will be able to observe the calls that have been abandoned and in turn the calls that entered a particular queue and how many of them have been answered. This information is shown in the following image.

SLA queue report

Through reports that accumulate historical behavior, the supervisor is able to review,the level of response per queue, as well as the amount of dropouts that may be appearing in them.

This SLA queue report has the advantage of providing a historical behavior in order to deepen the information that is observed in the queue panel in real time.

Below is an example of an SLA Queue report.

SLA Queues Report

Home   2021-10-01 ✎

End   2021-10-21 ✎

Queue   ▼

Result   ◉ Web ○ Excel

[Refresh]

AutoAttendant	Queue	Received	Answered	Abandoned	On Hold	Service level (%)	SLA (%)
CallMyway Cola Soporte	Soporte_R_Venta	125	110	15		94.4%(80%,20s)	88
AA_Conmutador_Prncipal	Soporte	368	316	52		91.58%(80%,20s)	85.87
AA_Conmutador_Prncipal	(2) Cola de Servicio al cliente	416	238	178		98.08%(80%,20s)	57.21
AA_Conmutador_Prncipal	Guardia						
AA_Demo_Colas_CRM_40004100	Cola_Demo_SAC_40004100	15	1	14		100%(80%,20s)	6.67
Campañas	Predictivo						
AA_Control_Pitanga	Soporte_Pitanga						
Molesta	Cola molesta	1		1			0
CallMyWay- Cobros	Cobro	8	3	5			37.5
AA_Cobro	Cola	5		5			0
AA_Nivel 1	Nivel 1						
AA_Nivel 2	Nivel 2						
AA_Nivel 3	Nivel 3						
		938	668	270	0	93.6%	71.22

Ring times

The Ringing Times report identifies the response time of the agents, and if they are complying with the time established as a metric or objective of the service center.

Below is an example of such a report.

Name	5s	10s	15s	20s	30s	40s	50s	60s	70s	80s	90s	100s	110s	120s	Other	Canceled	Busy	Rejected	No answer	Ok	Total	Duration	Duration Average	Ringing Average
		3 (100%)	3 (100%)	3 (100%)	3 (100%)	3 (100%)	3 (100%)	3 (100%)	3 (100%)	3 (100%)	3 (100%)	3 (100%)	3 (100%)	3 (100%)						3	3	2m8s	43s	7s
		1 (100%)	1 (100%)	1 (100%)	1 (100%)	1 (100%)	1 (100%)	1 (100%)	1 (100%)	1 (100%)	1 (100%)	1 (100%)	1 (100%)	1 (100%)						1	1	10m13s	10m13s	8s
	4 (44.4%)	6 (66.7%)	6 (66.7%)	6 (66.7%)	6 (66.7%)	6 (66.7%)	6 (66.7%)	6 (66.7%)	6 (66.7%)	6 (66.7%)	6 (66.7%)	6 (66.7%)	6 (66.7%)	6 (66.7%)				3		6	9	37m20s	6m13s	5s
	2 (100%)	2 (100%)	2 (100%)	2 (100%)	2 (100%)	2 (100%)	2 (100%)	2 (100%)	2 (100%)	2 (100%)	2 (100%)	2 (100%)	2 (100%)	2 (100%)						2	2	4m32s	2m16s	5s
	4 (66.7%)	5 (83.3%)	5 (83.3%)	5 (83.3%)	5 (83.3%)	5 (83.3%)	5 (83.3%)	5 (83.3%)	5 (83.3%)	5 (83.3%)	5 (83.3%)	5 (83.3%)	5 (83.3%)	5 (83.3%)			1			5	6	27m45s	5m33s	5s
		2 (50%)	2 (50%)	2 (50%)	2 (50%)	2 (50%)	2 (50%)	2 (50%)	2 (50%)	2 (50%)	2 (50%)	2 (50%)	2 (50%)	2 (50%)	1			1		2	4	7m35s	3m48s	7s
	1 (50%)	2 (100%)	2 (100%)	2 (100%)	2 (100%)	2 (100%)	2 (100%)	2 (100%)	2 (100%)	2 (100%)	2 (100%)	2 (100%)	2 (100%)	2 (100%)						2	2	18m26s	9m13s	6s
															1						1	0s		
		15 (83.3%)	16 (88.9%)	16 (88.9%)	16 (88.9%)	16 (88.9%)	16 (88.9%)	16 (88.9%)	16 (88.9%)	16 (88.9%)	16 (88.9%)	16 (88.9%)	16 (88.9%)	16 (88.9%)		1	1			16	18	1h18m40s	4m55s	8s
																2				2	2	0s		
																	1				1	0s		
	2 (66.7%)	2 (66.7%)	2 (66.7%)	2 (66.7%)	2 (66.7%)	2 (66.7%)	2 (66.7%)	2 (66.7%)	2 (66.7%)	2 (66.7%)	2 (66.7%)	2 (66.7%)	2 (66.7%)	2 (66.7%)				1		2	3	15s	8s	8s
	11 (21.2%)	38 (73.1%)	39 (75%)	39 (75%)	39 (75%)	39 (75%)	39 (75%)	39 (75%)	39 (75%)	39 (75%)	39 (75%)	39 (75%)	39 (75%)	39 (75%)	2	4	5	1	1	39	52	3h6m54s	4m48s	7s

Times and activity

Through the time and activity report it is possible to carry out an exhaustive analysis of the productivity of the agents in a Contact Center.

The supervisor will know how much time an agent spends on each break for the defined date range. This report highlights the productivity section with the indicator or metric for the corresponding agent. Please refer to the following image.

	Home	2021-10-15	✎
	End	2021-10-21	✎
	Agent		⌄
	Agents group		⌄
	Result	◉ Local screen ○ Excel	

[Search]

Agent	Bathroom	Coffee	Demo 2	Demo 3	Lunch	Meeting	Query	Technical Visit	Out of shift	Billable Total	Not Billable Total	On call	Free	Productive	Labored	Home	End
	21m11s				4h40m48s		37m15s		2d19h42m44s	37m15s	3d44m43s	5h33m55s	1d14h54m30s	1d20h50m49s (83.85%)	2d5h28m59s		
	15m14s	7m51s			3h52s	9h23m15s	14h13m27s	6s	3d10h22m9s	23h36m48s	3d13h46m6s	3h5m45s	22h17m30s	2d18m9s (68.44%)	2d22h34m19s		
									1d14h4m11s		1d14h4m11s	1h32m24s	2h2m7s	3h34m31s (10.93%)	1d8h42m25s		
												15m25s		15m25s (23.84%)	1h5m13s		
		40m47s			1h24m52s				11h49m2s	40m47s	13h13m54s	1h27m53s	1d22h27m24s	2d36m4s (74.67%)	2d17h5m14s		
Total	36m25s	7m51s	40m47s	0s	9h6m32s	9h23m15s	14h50m42s	6s	8d7h58m6s	1d54m50s	8d17h48m54s	11h55m22s	4d13h41m31s	6d1h34m58s (65.3%)	9d6h56m10s		
Average	7m17s	1m34s	8m9s	0s	1h49m18s	1h52m39s	2h58m8s	1s	1d15h59m37s	4h58m58s	1d17h57m47s	2h23m4s	21h56m18s	1d5h7m (65.3%)	1d20h35m14s		

Active calls graph

The Active Calls Graph allows you to review the hours in which call peaks occur in a customer service center, to make decisions about the allocation of resources or agents for each operating schedule.

According to the filter of choice, the supervisor will be able to observe a graph of the time bands where there is a greater volume of incoming or outgoing calls.

Please refer to the following image that shows an example of such a graph for a period of interest.

Active Calls Report

Date: 2021-10-25 ✏

Type: ☐ Incoming
☐ Outgoing
☑ Total

Search

Monday 25-10-2021
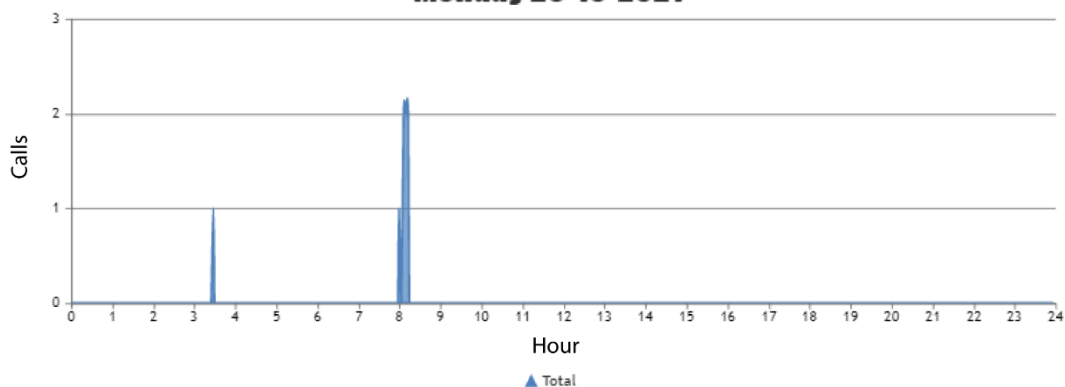
☰

▲ Total

Accumulated consumption graphs

Through the graph of accumulated consumption of outgoing telephone calls, companies, in a direct and agile way, can know their accumulated telephone consumption, and in this way manage their spending budget.

Please refer to the following image to review an example of a cumulative consumption graph.
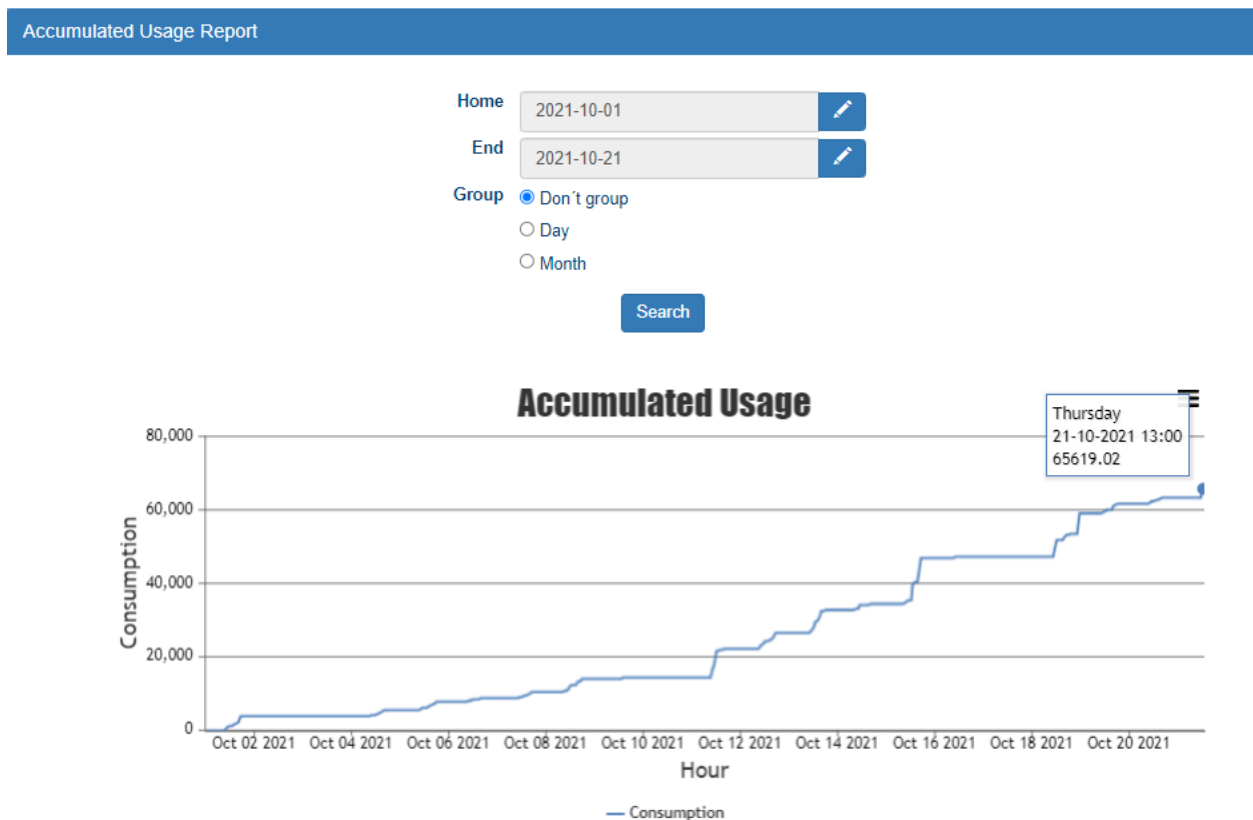
Incoming call report

Without a doubt, one of the objectives of a Contact Center Supervisor is to ensure that calls are handled in the most efficient way, and to avoid multiple call forwarding.
Through IsMyContact and the Incoming Calls report, the Supervisor can ensure this objective. Please refer to the following image in which this report is shown in detail.

Call sequence

Average Ringing Time:: 3.16s

Origin	Destination	Home	Duration	Ring time	Endpoint	Name	State	Queue	Queue error	Finished by
		2021-10-20 16:28:10	0	1			OK			Origin
		2021-10-20 16:28:10	0	1			OK			Origin
		2021-10-20 16:28:10	23	1			OK	(2) Cola de Servicio al cliente		Origin
		2021-10-20 16:28:26	69	8			OK	(2) Cola de Servicio al cliente		Origin
							OK			
		2021-10-20 16:40:31	0	0			OK			Destination
		2021-10-20 16:40:31	0	0			OK			Destination
		2021-10-20 16:40:31	27	0			OK	Soporte		Destination
		2021-10-20 16:40:46	0	9			OK	Soporte		Destination
		2021-10-20 16:40:46	0	9			CANCELLED			Origin
		2021-10-20 16:40:46	983	9			OK			Destination
							OK			
		2021-10-20 16:48:57	0	0			OK			Origin
		2021-10-20 16:48:57	14	0			OK	(2) Cola de Servicio al cliente	NO AGENT	Origin
		2021-10-20 16:49:10	0	1			OK			Origin
		2021-10-20 16:49:11	17	0			OK	Soporte_R_Venta		Origin
		2021-10-20 16:49:21	365	7			OK	Soporte_R_Venta		Origin
							OK			
		2021-10-20 17:49:27	427	5			OK			Origin
							OK			
		2021-10-20 18:48:26	0	1			OK			Origin
		2021-10-20 18:48:26	15	1			OK	(2) Cola de Servicio al cliente	NO AGENT	Origin
		2021-10-20 18:48:42	0	0			OK			Origin
		2021-10-20 18:48:42	15	0			OK	Soporte_R_Venta		Origin
		2021-10-20 18:48:52	0	5			CANCELLED	Soporte_R_Venta		Origin
							CANCELLED			

Call History

The call history is a report that allows the supervisor to observe the history of incoming and outgoing calls and even internal calls that have been made by agents.

An example of such a report is shown in the following image.

Home	Type	Finished by	Termination	Duration	Origin	Ext.	Destination	Ext.	Rate	Connection fee	Total charges	Code	Destination	Disposition
21-10-2021 12:50:36	Outgoing	Origin	Ok	1m14s		39			0.00	0.00	0.00			
21-10-2021 12:47:33	Outgoing	Origin	Ok	2m2s		39			0.00	0.00	0.00			
21-10-2021 12:44:37	Outgoing	Origin	Ok	1m15s		39			0.00	0.00	0.00			
21-10-2021 12:10:56	internal	Origin	Ok	10m13s		39		20	0.00	0.00	0.00		--	
21-10-2021 11:12:37	internal	Destination	Ok	2m1s		46		39	0.00	0.00	0.00		--	
21-10-2021 10:31:57	Outgoing	Origin	Ok	1s		39			0.00	0.00	0.00			
21-10-2021 10:27:29	Outgoing	Origin	Ok	2s		39			0.00	0.00	0.00			
21-10-2021 10:23:26	Outgoing	Origin	Ok	3s		39			0.00	0.00	0.00			
21-10-2021 08:21:50	internal	Destination	Ok	5m34s		48		39	0.00	0.00	0.00		--	
				22m25s						0.00	0.00			

Report of ignored calls

For those customers who integrate IsMyContact to Microsoft Dynamics 365, it is possible to have a Report of Ignored Calls.

This report shows the phone calls managed by the agent and indicates whether or not they were registered in the database of procedures made from IsMyContact.

Since we give the agent the possibility to record or not the calls in Microsoft Dynamics 365, a report has been enabled in which the supervisor will be able to view those calls in which the agent decided not to record it. Please refer to the following image.

Report Ignored Calls

Home	2021-10-21 00:00
End	2021-10-21 23:59
Endpoint	
State	
Number	

Search

Home	Origin	Destination	Duration	State	Endpoint	EndPoint name	Tipo contacto	Nombre contacto	Success
2021-10-21 13:38:02			221	Saved					Yes
2021-10-21 13:38:02			221	Pending					No
2021-10-21 13:34:55			121	Pending					No
2021-10-21 13:34:55			121	Saved					Yes
2021-10-21 13:33:40			253	Saved					Yes
2021-10-21 13:33:40			253	Pending					No
2021-10-21 13:33:30			267	Pending					No
2021-10-21 13:28:24			104	Saved					Yes
2021-10-21 13:28:24			104	Pending					No
2021-10-21 13:28:13			121	Pending					No
2021-10-21 13:11:30			991	Pending					No
2021-10-21 13:11:30			991	Pending					No
2021-10-21 13:09:53			78	Pending					No
2021-10-21 13:09:42			98	Pending					No
2021-10-21 13:07:01			82	Pending					No
2021-10-21 13:07:01			82	Pending					No
2021-10-21 13:05:37			67	Pending					No

SIP Telephony Option

If your company wants to activate some agents or supervisors through SIP Telephony, you can use the WebPhone developed by CallMyWay, called IsMyPeers, this option allows you to open a new window with IP telephony. Next, the experience and interface of an agent using SIP telephony is shown.
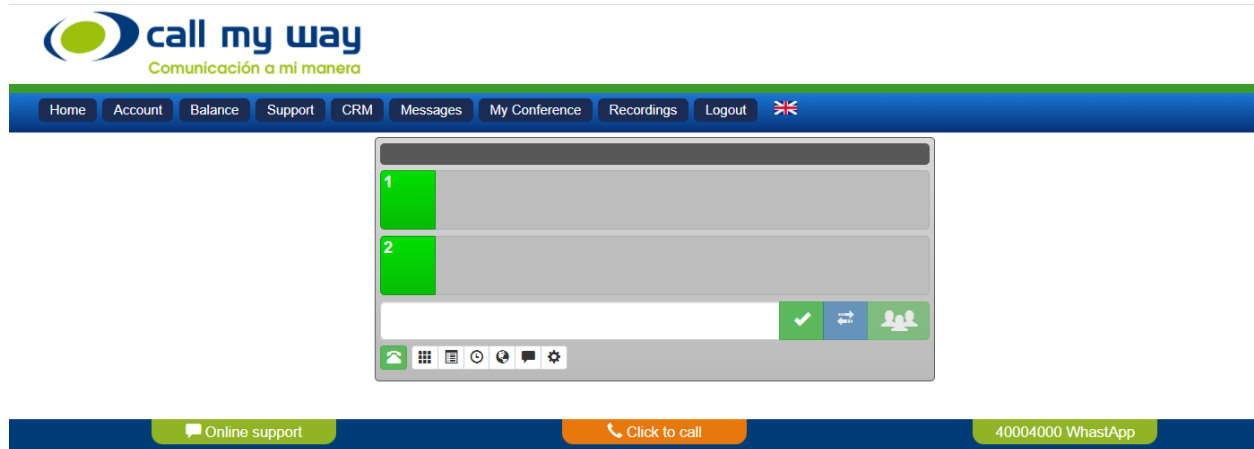
Conclusion

Through IsMyContact, the supervisor has all the tools at hand to monitor the productivity of his agents through a friendly platform.

It is very easy for the supervisor to review the reports, both in real time and through historical information, and make relevant decisions for the operation based on it.

The integration of IsMyContact with Microsoft Dynamics 365 generates a direct benefit of streamlining the operation of the Customer Service Center, since the agent only needs to interact with a single platform, and therefore the supervisor also has all the relevant information from this same platform.

As it is a service developed by the CallMyWay Innovation and Development team, it is always easy to customize the service according to the specific parameters and requirements of each client. Therefore, an update of this and future documents will be published in order to reflect the new functionalities or services available.

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