

# Call Center



## CALL CENTER

**The Evolved Office: Call Center** enables businesses to unify and simplify their call center operations with a hosted solution that includes advanced ACD and PBX features, voice and data services, multiple integration and upgrade options, and 24x7 management. Operate your call center without geographical boundaries and the IT hassles of on-going system maintenance. Fully integrated with Evolve IP's Unified Communications and HPBX services, the Evolved Call Center is designed to provide an enterprise-class solution for Call Centers anywhere in the world – with no hardware, software or up-front capital expenditure.

### Documentation

- [User Guide: Supervisor Web Client](#)
- [User Guide - Unity Agent Best Practices](#)
- [User Guide - Call Recording Portal](#)
- [User Guide: Call Center Enhanced Reports Guide](#)

### Integration

- Review our [API Integration documentation](#)

### Downloads

- [Unity Software Download](#)
- [Call Center - Software](#)

### Webinars

- [Call Center Unity Agent Training](#)
- [Call Center Supervisor Training](#)
- [Call Center Reports Training](#)
- [Call Center Administrator Training](#)

### Recent Articles

[Call Center - Unity Agent](#)

updated Dec 22, 2023

[view change](#)

[OSSmosis Call Center: Announcements](#)

updated Aug 09, 2023

[view change](#)

[Call Center](#)

updated May 09, 2022

[view change](#)

[User Guide - Unity Hoteling](#)

updated Dec 07, 2021

[view change](#)

[User Guide - Unity Agent Best Practices](#)

updated Dec 07, 2021

[view change](#)

## Call Center Features by Product

| Call Center Feature                    | Handset | OSSmosis | Unity Agent | Web Agent | Supervisor |
|----------------------------------------|---------|----------|-------------|-----------|------------|
| ACD Join/Unjoin                        |         | X        | X           | X         | X          |
| ACD Login/Logout                       | X       | X        | X           | X         | X          |
| Agent State Control                    | X       | X        | X           | X         | X          |
| Call Handling                          | X       |          | X           | X         | X          |
| Escalation                             |         |          | X           | X         | X          |
| Presence/IM                            |         |          | X           |           | X          |
| Real Time Reporting                    |         |          |             | X         | X          |
| Enhanced Reporting                     |         |          |             |           | X          |
| Queue Statistics Display               |         |          | X           |           | X          |
| Barge-In                               |         |          |             |           | X          |
| Silent Monitoring (Agent and/or Queue) | X       |          |             |           | X          |
| Supervisor Forced Agent State          |         | X        |             |           | X          |
| ACD Call Prioritization                |         |          |             |           | X          |