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 24×7 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
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OSSmosis Call Center: Announcements
updated Aug 09, 2023
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Call Center
updated May 09, 2022
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User Guide - Unity Hoteling
updated Dec 07, 2021
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User Guide - Unity Agent Best Practices
updated Dec 07, 2021
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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