

cloudCALLCENTER | for superior customer care

Customers expect their calls to be answered quickly and their issues to be resolved promptly. Whether your call center has a few or even hundreds of agents, meeting this demand requires specialized software.

Appia delivers call center features tailored to your unique requirements and budget. Regardless of which solution you choose, using the cloud saves licensing and maintenance costs, eliminates the need to manage software upgrades, and provides business continuity. And because it is cloud-based, your agents can work from anywhere: save space costs, use flexible scheduling, and offer work-from-home as a benefit of working for your organization.

See the table below for an overview of the features.

Basic and Advanced Contact Center

- For smaller call centers that need routing, queueing, and reporting
- Agents can belong to multiple call queues, and have a web interface to monitor their performance
- Supervisors can actively monitor calls, either coaching the agent or entering the call, if required
- Key performance indicators can be monitored by both agents and supervisors and can be displayed on a wallboard
- A large number of reports can be run on either scheduled or as needed basis.

Silver, Gold and Platinum Contact Center

- For more advanced, customized applications
- Capabilities such as intelligent skills-based routing, customized reporting, and workforce management provide the tools to run and manage a contact center effectively
- Includes voice, email, social media, and chat
- Interactive Voice Response functionality allows customer self-service for common requests.

We also offer Cisco's Contact Center Express. Please ask us for details.

Call Center Feature Overview	Basic	Advanced	Silver	Gold	Platinum
Data Center Features					
24x7x365 Data Center Monitoring	x	x	x	x	x
Geographical Survivability	x	x	x	x	x
Automatic Software Updates	x	x	x	x	x
TDM and VoIP - Network Agnostic	x	x	x	x	x
Core Component System Redundancy	x	x	x	x	x
High Availability Server Architecture	x	x	x	x	x
On Demand Scalability	x	x	x	x	x
Queues					
Automated queuing of abandoned calls					x
Blended agents (inbound/outbound)					x
Call back request visibility				x	x
Change call priority or queue of call in real-time			x	x	x
Change callback priority, retry period in real-time				x	x
Email queuing					x
In queue caller ID/name display visibility			x	x	x
In queue priority call back requests				x	x
In queue voicemail to email			x	x	x
Inbound Voice Queues	x	x	x	x	x
Queued/automated outbound calls				x	x
Social media queuing (Twitter/Facebook)					x
Universal ACD (multi-channel/modal queues)					x
Voicemail queuing					x
Webchat queuing					x
Call Center Group Features					
Agent Logged into Multiple Queues	x	x	x	x	x
Agent Visual Login Indicator on Phone			x	x	x
Agents Behind SIP Trunks			x	x	x
Agent Unavailable Reason Codes Customizable			x	x	x
Agent Unavailable on Phone with Visual Indicator			x	x	x
Agent Wrap Timer	x	x	x	x	x
Agent Wrap Up (Manual)	x	x	x	x	x
Allow Call Waiting			x	x	x
Automatic Agent Logout (Unanswered Calls)			x	x	x
Configurable Alerts			x	x	x
Configurable Zero Out Key	x	x	x	x	x
Departments / Workgroups	x	x	x	x	x
Disposition / Wrap Up Codes (Customizable)- Call Level	x	x	x	x	x
DNIS Support	x	x	x	x	x
Max Agents in Queue	x	x	x	x	x
Max Calls in Queue	x	x	x	x	x
Max Time in Queue	x	x	x	x	x
Multiple ACD Groups	x	x	x	x	x
Multiple DID Per Queue	x	x		x	x

Multiple Language Support	x	x	x	x	x
Priority Queuing			x	x	x
Re-Queue Calls Unanswered by ringing agent	x	x	x	x	x
Route Calls In Queue when agents log out				x	x
Screen Pop - CRM Integration	*	*		x	x
Service Levels Configurable			x	x	x
Set Max Queue Length	x	x	x	x	x
Zero Out of Queue	x	x	x	x	x
Supervisor Capabilities					
Alerting - Customizable			x	x	x
Barge-In	x	x	x	x	x
Configurable thresholds for real-time display and email/sms alerts			x	x	x
Configure contact center settings			x	x	x
Customizable agent statuses	x	x	x	x	x
Email Notification when Thresholds are Met			x	x	x
Graphical Statistics Dashboards	x	x	x	x	x
Login restrictions			x	x	x
One-click business continuity capability				x	x
Real-time Statistics Display	x	x	x	x	x
Role based & granular access levels			x	x	x
Schedule IVR dial outs					x
Schedule mobile agents				x	x
Silent Monitor	x	x	x	x	x
Supervisor Real-Time Dashboard	x	x	x	x	x
Supervisor Web Client	x	x	x	x	x
Traffic Analysis				x	x
View Agent Private Line Calls			x	x	x
View Agents in Multiple Queues Simultaneously	x	x	x	x	x
Whisper / Agent Coaching	x	x	x	x	x
Quality Management					
Call recording tagged with dispositions and agent notes	x	x		x	x
IVR survey (in queue, agent transfer, or auto transfer)					x
Agent chat logs			x	x	x
Web Chat Logs				x	x
Secure recording, reporting & CDR transfer	x	x		x	x
Agent Capabilities					
Agent ACD Pass code			x	x	x
Agent Available / Unavailable	x	x	x	x	x
Agent Login / Logout	x	x	x	x	x
Call History - Dialed, Received, Missed	x	x	x	x	x
Conference In Supervisor	x	x	x	x	x
Log into multiple Groups Simultaneously	x	x	x	x	x
PC Desktop Agent Client			x	x	x
Web Client - Agent	x	x	x	x	x
Phone Book Directory			x	x	x

Logged in agent directory and presence	x	x	x	x	x
Pause / Restart Call Recording	x	x		x	x
Agent Productivity					
CRM integrated screen pop	*	*		x	x
IVR data and call info screen pop (API Integration)					x
Agent scripting tool				x	x
Inter-agent presence view	*	*	x	x	x
Inter-agent chat	*	*	x	x	x
Integrated agent view of queues/wait times			x	x	x
Global daily statistics view	x	x	x	x	x
Personal agent statistics view	x	x	x	x	x
GUI call transfer (agent, queue, external)			x	x	x
Configurable hot keys			x	x	x
Ergonomic features (minimum keystrokes, body neutral posture)			x	x	x
Reporting					
After Hours Calls	x	x	x	x	x
Agent / Supervisor Activity	x	x	x	x	x
Agent Activity	x	x	x	x	x
Agent Performance		x	x	x	x
Agent Summary	x	x	x	x	x
Agent Utilization Report	x	x	x	x	x
Call Detail by Time Zone		x	x	x	x
Call Duration Summary	x	x	x	x	x
Call Leg Detail		x	x	x	x
Call Log	x	x	x	x	x
Calls Abandoned	x	x	x	x	x
Calls By Day	x	x	x	x	x
Customized Reports					x
Daily Traffic	x	x	x	x	x
Email Reports - Scheduled	x	x	x	x	x
Export Reports	x	x	x	x	x
First Call Resolution		x	x	x	x
Frequent Caller Summary		x	x	x	x
Group Call Statistics		x	x	x	x
Hourly Usage	x	x	x	x	x
Inbound Number Statistics	x	x	x	x	x
Outbound Calls		x	x	x	x
Private Line Calls		x	x	x	x
Queue Performance Analysis		x	x	x	x
Queue Summary	x	x	x	x	x
Scheduled Reports	x	x	x	x	x
Service Level Report		x	x	x	x
Short Calls Report		x	x	x	x
Summary by Account		x	x	x	x
Threshold Adherence		x	x	x	x

Time Allocation	x	x	x	x	x
Routing Capabilities					
After Hours Routing	x			x	x
Call Delivery Circular	x		x	x	x
Call Delivery Next Available	x		x	x	x
Call Delivery Uniform	x		x	x	x
Call Delivery Weighted Call Distribution				x	x
Emergency Treatment			x	x	x
Forced Forwarding	x		x	x	x
Holiday Routing	x		x	x	x
Overflow Calls	x		x	x	x
Overflow Secondary			x	x	x
Overflow Number			x	x	x
Re-Queue if unanswered	x		x	x	x
Skills Based Routing			x	x	x
Intelligent Routing					
Identity Routing (by CLID, DNIS, CRM)					x
ANI or Geography-Based Routing					x
Routing by DNIS			x	x	x
Routing by Type of Day	x			x	x
Routing by Time of Day	x			x	x
Queue priority routing			x	x	x
Agent priority routing			x	x	x
CRM-Based Routing					x
Configurable Outbound Caller ID (by team, agent, call)			x	x	x
Announcements					
In Queue Announcements	x		x	x	x
Dynamic Announcements - Queue Position / Estimated Wait Time			x	x	x
Entrance Message			x	x	x
Estimated Wait Message			x	x	x
Music On Hold Message	x		x	x	x
Periodic/Multiple Announcements	x		x	x	x
Whisper Message				x	x
Advanced IVR					
IVR Design Studio			x	x	x
Self-service IVR with data dips (read/write)					x
Call in prompt recording				x	x
Prompt file uploads				x	x
IVR bulletins				x	x
Queue bulletins				x	x
Multi-lingual support				x	x
Outbound IVR notification with reconnect to queue option					x
Directory Integrations			x	x	x
Personal Directory	*			x	x
Logged in agent directory and presence	*		x	x	x

Group Phonebook			x	x	x
Call Recording					
Call Record Always	Option			x	x
Call Record on Demand	Option			x	x
Workforce Management			x	x	x
Forecasting					x
Schedule optimization					x
Adherence (real-time & reporting)					x
Vacation Automation					x
Agent shift-trade marketplace					x
Adherence (real-time & reporting)					x
Vacation automation					x
Agent shift-trade marketplace					x
* Requires Accession softphone.					