

The NobelBiz Guide for

16 Must-Have Productivity Tools for your Contact Center



nobelbiz
Contact Center Technology

Table of contents

- 1. Predictive Dialer 1
- 2. IVR - Interactive voice response 3
- 3. ACD - Automatic Call Distribution Systems 6
- 4. Skill-based Routing 9
- 5. Real-Time Reporting 11
- 6. Call Recording Tools 13
- 7. Call Queues 14
- 8. Realtime Dashboards 16
- 9. Call Analytics 18
- 10. Omnichannel 20
- 11. Blended Media Handling 22
- 12. Remote Work – Virtual Call Center 24
- 13. Inbound Local Caller ID Management 26
- 14. Outbound Local Caller ID Management 28
- 15. Supervisor Agent Voice Monitoring 30
- 16. Agent Dynamic Scripting Designer 32
- Boost your overall performance with the NobelBiz productivity tools 33
- About NobelBiz 35

Introduction

More and more professionals are selecting cloud-based call center software to manage their campaigns, adapting to changing work patterns, predicting the end of analog lines, or leveraging the cloud. More than just a system for handling inbound and outgoing conversations, contact center software has evolved into real productivity and customer satisfaction booster. Because each call center must consider its individual goals and objectives when selecting when it comes to technology, some criteria cannot be missed.

Criteria such as:

+ Responding to the demand for swiftness: social media, SMS, email... Customers and prospects can now contact a firm through various channels, but the telephone remains the primary communication medium. It is, without a doubt, the quickest and most direct approach to receiving information or solving an issue. Companies must continue to provide their clients with high-quality phone reception...

+ Boosting agent productivity and customer satisfaction: A good call center solution is a tool that allows teams (often sales and customer service) to satisfy the needs of customers and prospects. Virtual call centers automate repetitive and low-value-added operations, freeing team members to focus on their goals.

+ Prioritizing collaborative teamwork: regardless of the method of communication, a good call center must provide quality and fluid experience to each client. This necessitates adequate data and information transmission between the various teams, requiring a call center solution with features that facilitate teamwork, such as the ability to share contacts and call history, assign a call to an agent, transfer to support, and so on.

+ Supporting call center growth: Flexibility is critical to a thriving SaaS-based call center. It must be capable of evolving alongside the firm and adapting to its demands in real-time. Traditional switchboards, in this respect, are no longer enough to fulfill the responsiveness demands of businesses.

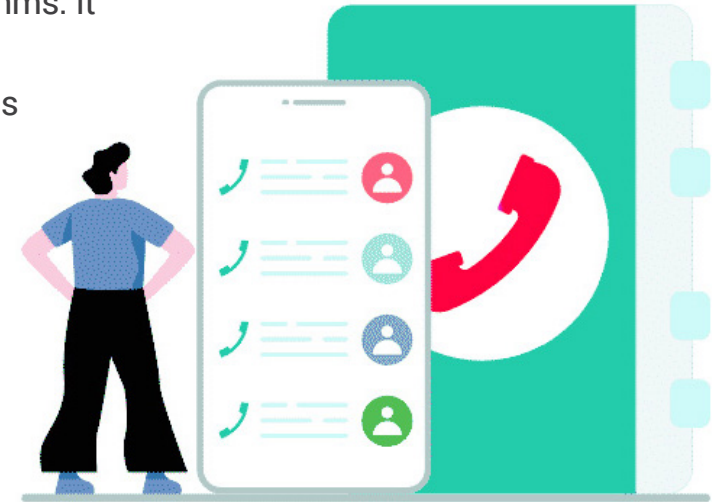
Taking these four criteria into account, we have identified in this eBook 16 productivity tools essential to your contact center's success.

1. Predictive Dialer

Predictive dialers forecast average call response times and cross-reference this data with the number of available agents. The number of dials to be produced is predicted by intelligent algorithms. It is also known as Rapid Dialer. Predictive dialers determine the correct numbers to get each agent on the line with fewer intervals between calls, knowing that a sure % of calls will be invalid.

The predictive dialer has the following advantages:

- + Significant boost in contact center productivity and income;
- + More calls per agent, more talk time, less or no idle time;
- + Scalable productivity tools;
- + Adaptable to business needs;
- + CRM connections are available to give customers the best possible experience.
- + It is possible to establish predetermined actions based on the call's outcome (i.e., Voicemail reached, no answer, the prospect is interested, appointment setting, etc.).
- + Decrease abandonment rates and increase agent productivity: A telephone number is a personalized identifier. It stands for the essence of each agent, and it would have a bearing on their attitude to a call.
- + Increase call engagement: Conversations with other human beings are complex and exciting. Each agent is different and unique, and these differences can be leveraged to manipulate the workforce to produce optimal service. A conversation may sound the same when a business representative reads the recording as when a live agent talks to a customer.





For example, if the call center data shows that the average call lasts 60 seconds, a predictive dialer can begin dialing after 50 seconds. Dialing behavior may be tailored to match the demands of the company.

Abandonment rate on predictive dialers

Because this dialer system employs numbers to keep each agent on the line, a person answering the phone may find that no agent is available to accept the call. As a result, the call is dropped.

Companies that want to boost income or sales may set the bar too high and implement exaggerated dialing methods. Call abandonment increases when the dialing rates are positioned incorrectly. Multiple calls on the same day from an unknown number may irritate people on the dial list.

Many nations restrict the abandonment rate to safeguard consumers from abusive predictive dialing methods. A maximum desertion rate of 3% is suggested. For some countries, the top rate of abandonment is 5%.

In many circumstances, the call is deemed abandoned if no agent engages within 2 seconds of the call being answered. As a result, the dialer is forced to play a pre-recorded message. This is an excellent opportunity to leave a professional audio message and introduce the company and its values.



2. IVR - Interactive voice response

Call Center IVR is a technology that allows you to classify and route incoming phone calls by engaging with the callers. The goal of using an IVR is to automate the processing of incoming calls.

Historically, an IVR might be set up by physically installing a PBX or IPBX on the company's premises. An IVR may now be readily placed on the Cloud and operated by the call center much more quickly and in real-time using a Web interface.

An interactive voice server has two primary functions. The initial step is to connect the caller with a company employee. The second is to automatically respond to him by broadcasting an audio message: opening hours, bank account balance, etc.

In general, an interactive voice server is coupled with a company's information systems (IS), such as a CRM or databases. This is referred to as CTI or Computer Telephony Integration.



Why should you have an IVR in your contact center?

With an interactive voice server, companies and call centers benefit from a flexible solution and can thus:



Manage call flows: The IVR enables you to optimize the management of incoming calls by qualifying them and then routing them to the right agent based on the request.



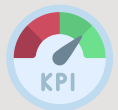
Save time and increase productivity: The IVR is valuable because it relieves your agents of low-value-added consumer demands. As a result, the incoming flow slows, allowing the agents to deal with those that want their assistance.



Improve the customer experience: There will be no unpleasant shocks for the buyer! They are routed immediately to an agent, allowing for improved control of consumer wait time. There is a twofold benefit: it increases customer satisfaction and provides them with a customized path based on their profile.



Profitability: A well-designed IVR system might be your contact center's most significant asset from a business standpoint. IVR may substantially cut expenses and enhance efficiency in your contact center by freeing up resources that would otherwise be used for human call processing by your employees. IVR may help boost lead conversion by promptly directing qualifying leads to your sales team.



Analyzing Performance: IVR software solutions, for example, enable you to measure data and KPIs ranging from customer happiness to call abandonment rates and service levels. This information is essential for assessing the performance and success of your contact center and agents.

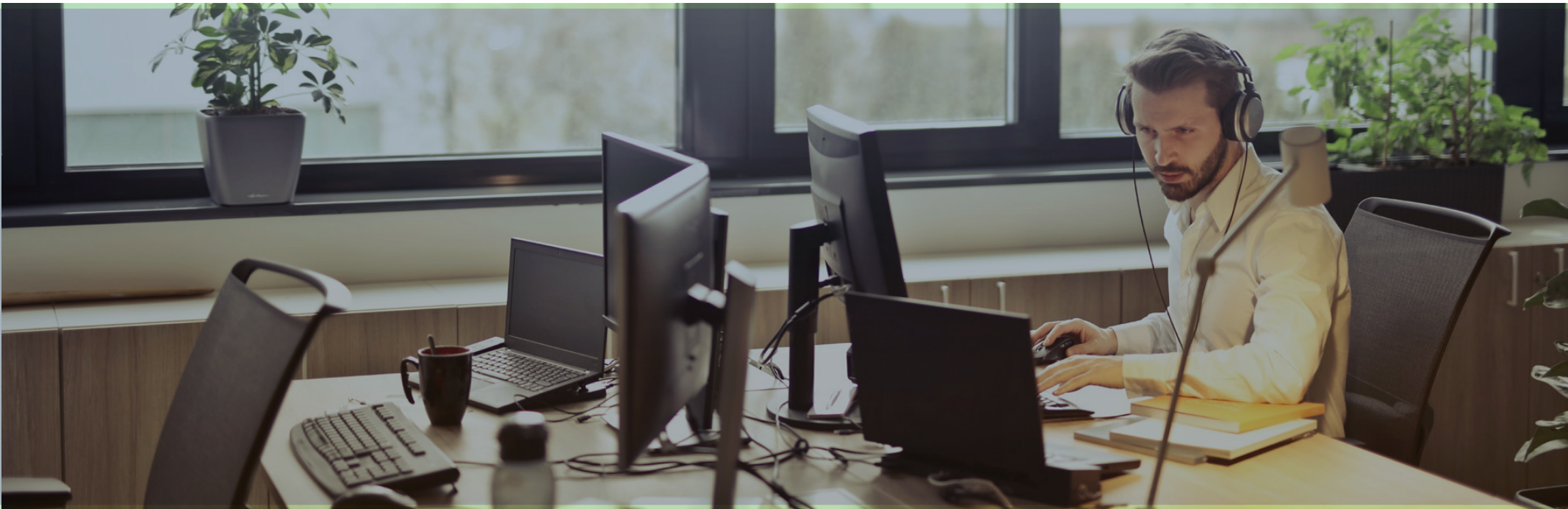


Improved Sales: The IVR system also provides the sales team with accurate details of the consumers they interact with. They can thus initiate more targeted sales activities, and better engage them.

Why is IVR suitable for your contact center?

Because IVR technology offers excellent benefits for your contact center, you might ask yourself: “Should I invest in an IVR or not?” IVR call systems work best for contact centers that deliver low-volume, low-cost calls. As a result, the IVR has a low impact on the overall operations of your company, and it may even enable you to reduce your workforce further.

As we have seen, IVR can be an effective productivity tool for your contact center. To find out if you are ready to invest in an IVR system or not, see if you can match its many advantages with your business’ requirements and your budget.



3. ACD - Automatic Call Distribution Systems

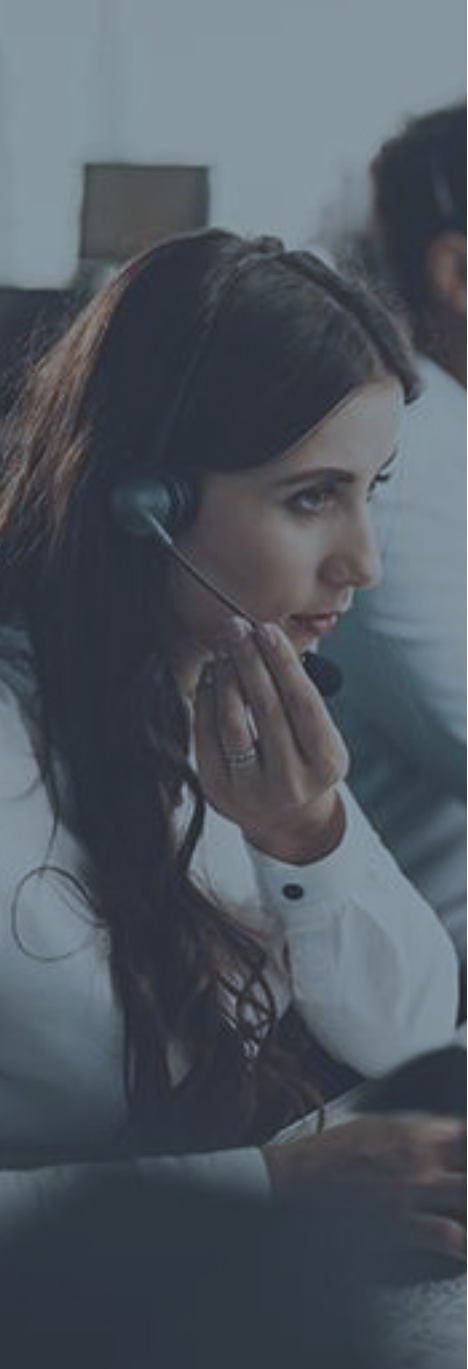
Automatic Call Distribution - ACD is a telecommunications system that “answers” calls and directs them to a specified department or agent inside a call center based on pre-defined distribution parameters. This technology simplifies communications by preventing phone system overload and guaranteeing that callers do not wind up in a perpetual loop or long backlog, improving their overall experience.

Above all, ACDs make it simpler for customers to communicate with the businesses that supply the products or services they use daily. While most individuals cannot provide a clear definition, the great majority of us have utilized (and profited from!) this system more frequently than we realize.

Automatic call distribution is based on criteria that have been specified based on the call center’s particular configuration or requirements.

For example, calls received after hours or during vacations are automatically sent to voicemail. Calls from specific prefixes can also be directed to agents who can assist callers in specific languages or who are familiar with a particular location.





Four main types of call distribution systems

- + **Scheduled distribution:** The call center determines the sequence in which calls are allocated to agents. This may be done depending on the agent's previous experience, language skills, etc.
- + **Round robin distribution:** Calls are delivered to all agents in the team in a consistent and organized manner. When the final agent accepts a call, the loop resumes with the first agent. This guarantees that no agent is overburdened with calls.
- + **Activity-based distribution:** The technology detects agents who are inactive or have a short call handling time. This strategy makes the best use of all agents' working hours.
- + **Weighted call distribution:** Each team member will be allocated a specified load. This load might be based on call-handling abilities or experience. Calls will be routed to agents based on the unique load assigned to each. This makes it easy to route calls to the appropriate agents.

The methods of call distribution listed above are only a few of the many available today. Some routing systems will adapt and become dominant as technology grows smarter and quicker as the demands and aspirations of businesses and customers develop. In contrast, others may become outdated within a few years.

Advantages of Automatic Call Distribution Systems:

ACDs can be used by small businesses to improve customer service and boost business efficiency. This can range from simple toll-free numbers for an exclusive residential clientele to complex long-distance line rental programs for big corporate customers.

The ideal call center can be small to medium-sized, with a dedicated team of professionals at the front. The platform must have powerful back-end technology to allow the implementation of, or backup for, the ACD system. Since this system can be implemented almost anywhere, it's ideal to guarantee coverage for a business's clientele regardless of location or facility.

ACDs consist of a series of logic modules that work together and a subscriber interface that connects all the modules. A CPE [communication devices for gateways] or (DSL) modem acts as the gateway or interface to the ACD network.

Advantages of ACDs:

- + Helping businesses cut down on direct costs, thereby reducing customer acquisition costs
- + Creating a direct, fast, and reliable connection for your callers to reach your customer service representative
- + Lessened wait times for callers
- + Improved customer satisfaction due to fewer disruptions
- + Adding flexibility to your business's phone system
- + Supporting low-cost systems, thus lowering your customer acquisition costs
- + Paired with web chat functionality, this system has the potential to be even more effective
- + Being compatible with the latest technologies in customer support
- + Direct customer access to the information they need
- + Cost savings for callers and businesses



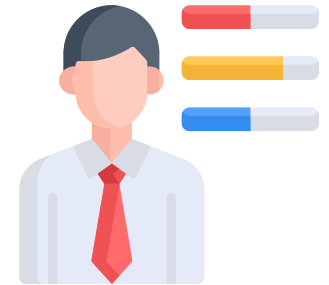
4. Skill-based Routing

Skill-based routing (SBR) is a call-assignment approach used in contact centers that may route inbound calls to agents who are most qualified or fit for the job rather than an idle worker who may or may not have the necessary skills to handle the scenario at hand.

Automatic call distribution systems (ACD) are frequently employed in call centers to manage skill-based routing.

There are five common types of skill-based routing:

Regular Skill-based routing: Each skill is assigned a level (between 0 and 1) to each agent. An incoming call may need (as an obligatory or optional condition) the response of an agent with a specific degree of proficiency in one or more abilities. Each agent has an unlimited amount of skills at their disposal. Language skills, technical expertise, and VIP service implementation are typical skill-based routing applications.



Most idle agent - Inbound requests are sent to the agent who has been inactive the longest, resulting in agents with balanced workloads. Idle time begins to accumulate when agents enter Idle, regardless of whether they are Ready or Not Ready.

Most Available Agent - The interaction is assigned to the agent who has been available the longest, considering the Available time (Ready, Call Waiting).

Last Agent Routing - If feasible, the call is routed to the agent who spoke with the caller the most recently (identified by the ANI, Automatic Number Identification).

Cascade routing - The call is assigned to a specific group of agents (teams), and within the group, according to a predetermined algorithm (mostly inactive, skill-based, etc.). If the interaction cannot be given to group members, the call is routed to the next group(s), in descending order of preference, until the call is provided or there is no longer a group. Each service can have numerous cascading rankings, and the cascading ranking utilized at any time can be altered. The Cascade with Skip Criteria functionality allows you to skip the cascade depending on the time in queue, service level, and queue size variations.

What are the key benefits of skill-based routing?

+ Improved customer satisfaction

Skill-based routing guarantees that clients speak with the most qualified agent, equipped with the most up-to-date tools and expertise. Customer happiness improves when a contact center has committed employees with great expertise. This guarantees that issues are sent to the most qualified agents for the topic.

+ Reduced agent training

You may decrease the agent training time by identifying the relevant abilities that a contact center agent already possesses and developing a routing plan based on that.

+ Increased first call resolution

Skill-based routing matches your consumer with the best possible representative. Calls are routed to agents with the necessary abilities, boosting their chances of quickly resolving difficulties. This enables contact centers to shorten handling times and improve first-call resolution.

+ Performance Management

Skill-based routing can also boost agent productivity and performance. Allowing a specific agent to handle more closely related requests to their expertise will help them spend less time on the phone with customers. This enables them to assist more individuals more effectively.

5. Real-Time Reporting

Call centers may use analytics to measure performance and assess whether they meet their objectives. These analytics solutions collect, analyze, and report key performance indicators for inbound and outbound contact centers. They evaluate if the time and effort invested in each interaction contribute to customer happiness and brand growth.

Measuring KPIs in real-time, in particular, is crucial for managing high call volumes to meet the demand. Call centers must consequently embrace both a short-term vision that allows them to adjust in real-time - via supervision - and a long-term vision that ensures quality - via real-time reporting systems - to maximize their productivity.



Why is Real-time reporting critical?

Unlike monitoring systems, real-time reporting may be utilized by supervisors and managers to make better judgments regarding your contact center's overall tactics. For example, suppose your first call resolution has been poor for a long time, resulting in a low net promoter score. In that case, you may boost the efficiency of your agents through training, particularly to develop their soft skills or technical abilities. As a supervisor, the real-time reporting offers you:

1. A better understanding of your key performance indicators (KPIs)



Metrics such as First Call Resolution, Average Handling Time, and Net Promoter Scores. The real-time call center KPI dashboard provides quick access to critical indicators as your agents take calls, allowing you to measure real-time data.

2. Maximizing agent performances



As a call center supervisor, you need complete visibility over your agents' performance. The real-time dashboard allows you to keep track of your agents' availability around the clock while keeping an eye on between-call times.

3. Real-time monitoring of your agents from anywhere



You don't need to be on-premise with your staff to evaluate the call center's performance because all monitoring data are available on a single screen. A real-time call center dashboard provides a 360-degree view of key numbers and KPIs, allowing you to monitor call center performance anywhere and anytime.

6. Call Recording Tools

You may use a contact center solution to benefit from [call recording features](#). This is a significant source of improvement in the performance of your voice agents. It may be necessary to use it for agent training, service quality monitoring, or legal purposes.

Why use call recording tools?

- + **Simplifying the onboarding of new agents:** Recorded phone conversations may be an excellent approach for new agents to understand the tactics utilized by your top agents. They can learn the important aspects of the company's discourse more rapidly and recall the common replies to callers' requests and/or complaints by listening to recordings of the most experienced agents.
- + **Training teams and improving productivity:** Agent training is critical to provide the best possible service to your callers. It is a continuous effort that needs to be addressed to both recruits and older personnel.
- + **Handling novel customer needs:** Because your consumers' demands vary, so must the responses you provide. Conversation recording enables you to deliver continuous training to your staff, discuss new call situations, and respond to new client needs, among other things. Use this functionality to provide your teams with positive and motivational coaching and training sessions.
- + **Evaluating agent performance:** Recording phone conversations provides supervisors with a clear and exact picture of each team member's unique performance. As a supervision tool, it provides for the rapid identification of areas for development, both individually and collectively. Analyze the responses provided by your customer support representatives and the sales strategies employed by your salespeople. Use this call data to offer suggestions for improving how they conduct phone calls.
- + **Improving your service quality:** As previously said, recording phone calls helps you to find areas for improvement in your service's quality. Reviewing phone conversations may discover consumer requests and complaints you had difficulty with and adjust your presentations to better respond to them later.



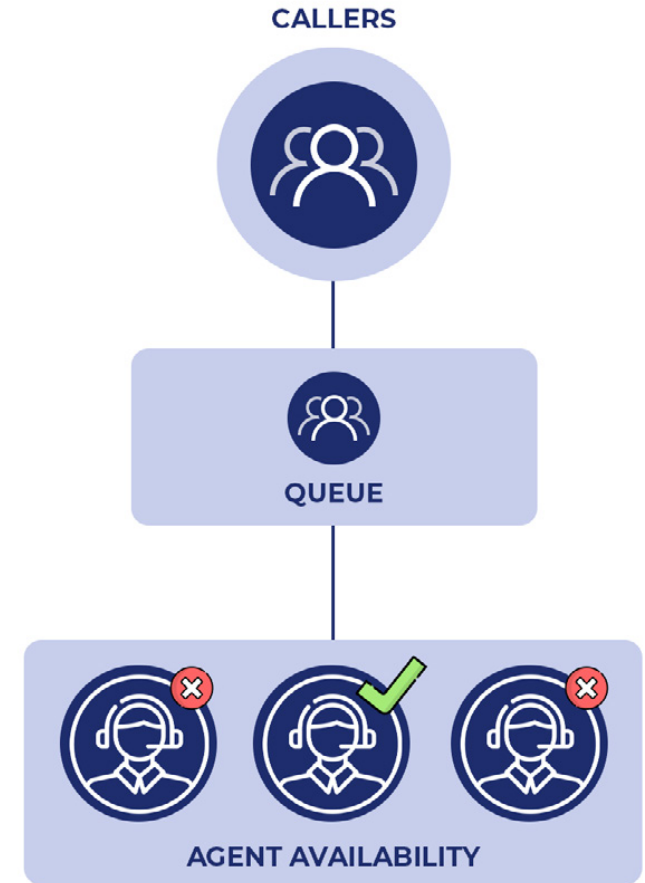
7. Call Queues

Call queues function by placing callers in a queue depending on when they dialed the contact center. Customers who call earlier are put higher into the queue, while those who call later are placed lower. Ideally, agents are freed up soon enough to service consumers waiting in line.

Callers often hear a greeting notifying them that they will have to wait to talk with a customer care employee while on hold. Many lineups also have music playing while consumers wait.

Depending on the technology, some lineups inform clients how long they will have to wait. Some also allow callers to leave their contact information so that a customer care representative can reach out later.

Queues assist contact centers in routing clients to an available agent more effectively than just placing them on hold. Customers don't have to wait for a specific line to be opened by a customer care professional. Customer happiness, abandonment rate, and first-call resolution rate may all be improved with good queue management.



The benefits of call queuing

- + **You can keep a caller waiting** until you can connect them to one of your agents. The caller would hang up if there were no queues. A queue protects your clients from unanswered calls.
- + **Call distribution is automated** based on your agents' availability and skill. Your agents will only get calls that they can answer. Your agents are more productive and focused on their primary task: answering your prospects' and customers' questions.
- + **A waiting queue gives your clients rapid access** to the relevant contact person. As a result, the customer experience is improved. The first annoyance of the consumer experience is waiting. This is why making the wait as pleasant as possible is critical.

There are various methods for encouraging callers to wait in line. The objective is to make the waiting experience as pleasant as possible. You can say something like "Hello, welcome to..."

You may also listen to waiting music. It is also feasible to reveal the projected wait time before speaking with a consultant and the number of persons waiting ahead of the caller.

- It is also possible to set parameters that allow different call treatments
- To avoid a long wait, offer the caller the option of being called back later
- Provide the option for the caller to leave a message on a voice mail
- Designate "VIP" callers who will be prioritized above other callers.

8. Realtime Dashboards

A [Real-Time Dashboard](#) is a valuable tool for managing your support staff, giving supervisors easy access to up-to-date information on your call center's current state.

A separate Real-Time Dashboard pane displays all accessible data. This data enables managers to make critical real-time choices, improving call center productivity and customer happiness.



A Real-Time Key Performance Indicator

Your call center supervisors have a handy dashboard with data accessible for both inbound and outgoing calls, shown by queue and agents. It's a valuable tool for managing your support staff; you can deliver more efficient customer service by identifying critical KPIs, changing work schedules, and standardizing automated call distribution.

The real-time dashboard provides the following information:

- + The number of callers waiting to speak with a live agent
- + The average wait times
- + The maximum wait times
- + The average abandoned call rate
- + Active calls
- + Call queue statistics (each of the above data is displayed per call queue)
- + Agent in standby (agent name, call queue, current call duration, last call time, total number of calls)



The real-time dashboard tool allows for monitoring the key performance indicators (KPIs) and optimizing inconsistent performance in real-time. A real-time dashboard may help you manage your customer care team. You will know exactly where to direct your efforts to deliver the best possible customer service.

9. Call Analytics

Establishing a contact center requires a dedicated group of employees who can prioritize your client's requirements and expectations. However, suppose your call center agents are overburdened with high call volumes and insufficient personnel. In that case, they will be unable to accomplish their primary task, resulting in extended hold times, lower resolution rates, and higher churn rates.

Why use call analytics?

You may avoid bad call center metrics by using [call center analytics](#) to predict when large call volumes are likely, such as during vacations or product launches. You will be able to adapt rapidly to shifting demand and have more people ready to answer all incoming calls.

You may also use call center analytics to analyze data from your customer interactions to uncover weaknesses in your systems and procedures. For example, if you discover that many of your customers are contacting your support teams through social media, you may change your staffing requirements accordingly.



As a result, your call center team becomes more efficient and can quickly adapt to meet your and customers' needs:

+ Improving the quality of call center agents: Call analytics tools enable call centers to deploy call recording technologies, providing managers with actionable data on how call center personnel handle consumer calls. This information allows contact center managers to train agents to improve their call handling abilities to increase customer satisfaction. In the end, this helps contact centers retain their most exemplary employees.

+ Enhancing Reporting: Call analytics make call flow data readily available in real-time. It employs call reporting capabilities such as call monitoring, call scoring, auditing, and others to assist call centers in providing consumers with timely replies while eliminating unnecessary phone expenditures.

+ Boosting call center productivity: Call center monitoring software can examine call records to assess whether call handlers adhere to call flow protocols. Analytics software may indicate which sorts of calls contact centers could enhance or eliminate from their call flows.

+ Process monitoring: Call centers must now implement call flow best practices to comply with specific industry requirements involving call monitoring. Monitoring software collects data on call types, time of day, call duration, and so on, allowing call centers to manage the complete customer experience throughout their lifespan.

+ Handling errors: Call analytics also makes it possible for contact centers to trace and respond to failed transactions from the very first moment a call fails. Call handlers can use automated error reporting tools to assess which errors occurred and how each step can be corrected. Errors can then be routed to other teams within the organization for follow-up.

+ Strengthening customer relations: Call analytics has become indispensable because it tracks and analyzes how a call is handled. More importantly, it helps customer service representatives by offering support through self-service, information about the whole journey, and direct action.

+ Fully-integrated solutions: Call analytics solutions come with ready-made modules and integrations with contact center software.

+ Easily scalable: a more comprehensive number of channels, such as web chat, text, and IVR calls.

+ Easily managed via Web application: which can be integrated into ERP, CRM, and other business systems.



10. Omnichannel

The customer journey - especially the notion of providing an ideal customer experience - is at the heart of [omnichannel tools](#). This implies that if a client calls following a previous chat interaction, the agent who responds will be able to see the messages they sent and their responses. The agent now has the information they need to help the consumer more successfully. This demonstrates the advantages of an omnichannel approach.

What are the benefits of Omnichannel for your call center?

- + Agent productivity:** Contact center agents do not have to waste time searching for communications across many platforms. All communications are available, and they receive all information more quickly. They may also identify which agents communicated with the consumer and call them if they require additional information.
- + More transparency:** Executives may have a complete picture of all digital channels. Contact data now include social media, text messaging, and other channels in addition to emails and phone calls. This enables management teams to make better-informed choices and decisions.
- + Customer satisfaction:** The above two points show customer service improvement. Customers may contact a firm not only through the communication channel of their choice, but they also receive superior service. Consequently, consumer loyalty grows, directly affecting their involvement with the brand and your bottom line.

+ Increase brand loyalty. Improving the customer relationship results in increased loyalty. Indeed, people remember a positive experience with you and are thus more likely to make a future purchase from your company.

+ Choice Diversity. The opportunity to receive a response through your “preferred” channel significantly speeds up the resolution process. As a result, you boost client satisfaction.

+ Cost-effectiveness: Setting up multiple channels necessitates the expenditure of resources. However, it is uncommon for all demands to be answered efficiently using only one channel. Minor concerns, such as order status checks, do not require personal involvement and are not worth the time of your contact center. This is undoubtedly an issue that a webchat can tackle.

Omnichannel Retailing Basics



More than half of consumers look at a product online and buy it in-store—and vice versa



Retailers who don't sell on multiple channels miss out on up to 30% of sales



Using 3+ channels increases order rates by 494%



47% of consumers are more likely to purchase online if in-store return is an option



80% of consumers who return a product in-store also spend their refund in-store

SOURCES: IMD | OMNISEND | SHOPIFY

 Fit Small Business

In 2022, using three or more channels raises the order rate by 494%

Marketing strategies span multiple communication channels and take a synergistic omnichannel approach to outperform single-channel initiatives. Omnisend says that marketing campaigns that employ at least three channels have a 494% greater order rate (0.83% versus 0.14%) than those that just use one channel.

11. Blended Media Handling

Blended Media Handling is a collection of tools and technologies that enables contact centers to deliver and receive information over various media channels, including but not limited to email, chat, websites, and the telephone. It provides end-to-end unification across multiple media, resulting in a single source of data, harmonized contact information across mediums, and clients who can enjoy a contextualized and seamless experience regardless of what medium they pick.

Blended interaction distribution considers agent skills, contact history, escalations, and priority regardless of the communication channel. Interactions can also be distributed personally or reprioritized based on back-end data.

What are the benefits of Omnichannel for your call center?

- **Time-boxing:** entails segmenting available agent time and allocating a set amount of resources to each medium's "time box."
- **Interleaving:** entails treating all contacts in the same way, independent of medium, and allocating interactions based on priority, agent availability, and expected value.
- **Multimode:** Agents perform the session primarily on one medium but use another medium when needed to end the engagement faster and decrease client effort.
- **Multitasking:** occurs when one agent works on several engagements across multiple mediums at the same time. This is most effective for non-voice sessions such as chat, email, or social media.

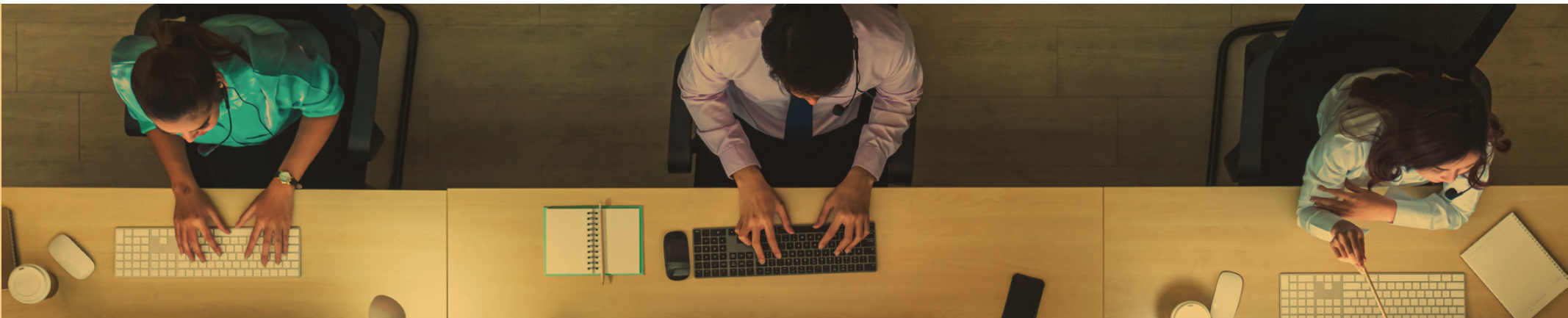


Using blended media handling, agents can now speak with the client from any medium without interrupting their conversation, changing to another channel, or creating unnecessary confusion. They can simultaneously read the information they want and the information they do not want from any channel while interacting with the client in their context.



Advantages of Blended Media Handling in call centers:

- + Minimizes meeting interruptions and thus minimizes wasted time
- + Maximises the retention rate for the channel
- + Eases media transitions and improves response rates
- + Seamless delivery of information leads to a significant increase in conversion rate
- + Satisfaction among customers is increased
- + Maintains consistency and convenience in dealing with the employees and clients





12. Remote Work – Virtual Call Center

A virtual contact center performs the same functions as a physical call center. Employees do not have to receive calls from their office or the customer relations center platform in a virtual contact center, i.e., in SaaS mode.

They may also join from home, using a simple PC and an Internet browser, and carry out their tasks as successfully as they were in the office. Similarly, supervisors may manage activities just as effectively as if all their teams were on-site.

A virtual contact center is very advantageous from several points of view:

- + The possibility of recruiting is expanded:** When agents may work from home, the prospect of recruiting grows. People with impairments or limited mobility can apply and be hired if they are just as competent or even more eager to accomplish these challenging duties.
- + The on-premise costs are highly reduced:** For example, companies that use virtual call centers can more easily adapt their office space or even reduce it. Very often, the company and the employee also save on the cost of transportation, whether it is the cost of public transport or the cost of using a personal or professional vehicle.

+ Remote work is a tool for increasing productivity: Indeed, since the start of the crisis, call centers that have been able to keep operating by having their staff telework have not seen a fall in output. On the contrary. The more happy your staff is with their working circumstances, the greater the quality of service they provide. This has an intrinsic influence on your client's perspective and satisfaction. In other words, adopting a Virtual Call Center would aid in increasing staff engagement and efficiency.

+ Promoting the well-being of employees:

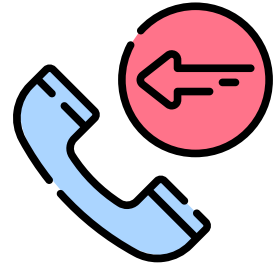
Organization and working circumstances can significantly influence employee well-being. Employees feel empowered by the ability to work from home, even if just partially. This autonomy, which may first intimidate an employer, has significant rewards. Employees waste less time and energy commuting and are less bound by schedules and household concerns. They can adjust their working hours or missions and are generally more focused. Consequently, they are more devoted to their task while also becoming more relaxed!

+ Absenteeism is significantly reduced:

Employees are more present than ever before with fewer diseases, less weariness, and fewer barriers (transportation strikes, poor weather, etc.)



13. Inbound Local Caller ID Management



Call identification is a feature that may be quite beneficial in managing your company's inbound calls. It lets you determine a phone call's origin, allowing you to anticipate and respond appropriately. The local called ID helps you track the number of calls and acquire information about the caller. This information might range from identifying the phone number calling you to know what buttons they touched on the options menu.

Caller ID might be crucial if your company receives a high volume of calls. The higher the call volume, the more critical it is to save time and maximize call reception.

What are the benefits of Caller ID?

The key benefit is that it allows you to anticipate so that you don't lose time sending calls. You can make more efficient distributions if you have information about each inbound call. And you won't have to answer the phone before you know what to do.

+ Caller recognition: This is the fundamental functionality of the identification. Caller ID can help you identify the name of the person or firm calling if you have one or more contact lists on your switchboard.

+ Identification of the country of origin of the call: Caller ID can identify the country or region from which the call is coming. This will assist you in determining which language to respond to the call first. If you have this information, the call will be immediately forwarded to an agent who can answer it in the appropriate language.

On the other hand, if your business is international and your company has several numbers with different prefixes, the identification can also let you know which number has been called.

+ Setting up a mask number. This function is helpful if you do not want your agents to see the number that contacts the company. It entails allocating the same phone number to all incoming calls. As a result, the agents will always have information about the call, but they will not know who that number belongs to.

+ Recording caller information: You may use the Caller ID to keep track of all calls received by the company. Caller ID will tell you the numbers the caller selected if you have a menu of alternatives. This allows you to determine whether the caller is a client, what they require, and which agent they should speak with.

With all this information, you will be able to have a history of calls received and an overview when accessing reports and statistics.

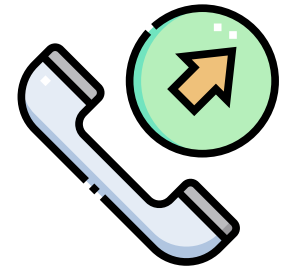
How do you use Caller ID?

You can use inbound Caller ID in several ways. Here are some examples:

- Caller ID may be helpful to prevent calls from unwanted parties. This will let you know who is calling. You may screen the call if you are unsure whether it is a potential client or an unwanted call.
- Incorporating Caller ID into your business is beneficial in enhancing the efficiency of the call center. The best thing about this is that it will help you identify which calls are coming in, rather than letting the agents answer them.



14. Outbound Local Caller ID Management



Using Local Virtual Numbers does not imply misrepresenting or spoofing phone numbers, which is a very risky path to go. Rather, it is about giving callers the assurance of a regional phone prefix they recognize at a look that is not coming from halfway across the nation or state. Consider it similar to establishing a virtual branch in a new place.

Even if a company is already well-known to the client, its presence in their area displays a special degree of attention and interest, which immediately helps overcome distance perception.

This is why real estate corporations, for example, go to such lengths to establish branches in every region where they intend to operate. Most people would be willing to travel a long distance to acquire such precious and unusual property. Still, the actual presence of the real estate agency in the heart of the community it serves is more reassuring.

Benefits of local virtual numbers

- + When making outbound calls from one location to another, virtual numbers provide a vital sense of connection and familiarity. Clients are nearly four times more likely to answer a call from a local number than from a foreign or toll-free one.
- + Toll-free calls are the least likely to be answered during a prospecting effort because they do not identify the incoming number. There is no easier way to signal that you are an unsolicited business caller with whom the receiver has no relationship and that you are calling to try to sell them something.

+ Your sales team may find satisfaction in persuading clients to purchase items or services they did not realize they needed, but this can only happen if the phone is answered in the first place. Unanswered calls not only have little commercial value but also disturb the agent's workflow and productivity, affecting their prospecting outcomes and efficacy in the long run.

+ As a result, virtual numbers open up the top of your sales funnel and allow your telephony system to handle more calls. This means that, even with the help of autodialers, your salespeople spend more time on the phone than on hold, and they receive a warmer welcome.










LocalTouch

The Local Caller ID Solution from NobelBiz

The major goal of LocalTouch from NobelBiz, local Caller ID management system, is to connect contact center agents with customers. When fewer tries are required to create voice connections, the consumer experience improves, agent productivity rises, and all of your KPIs rise.

-> [Learn more about Localtouch](#)

LocalTouch also includes:

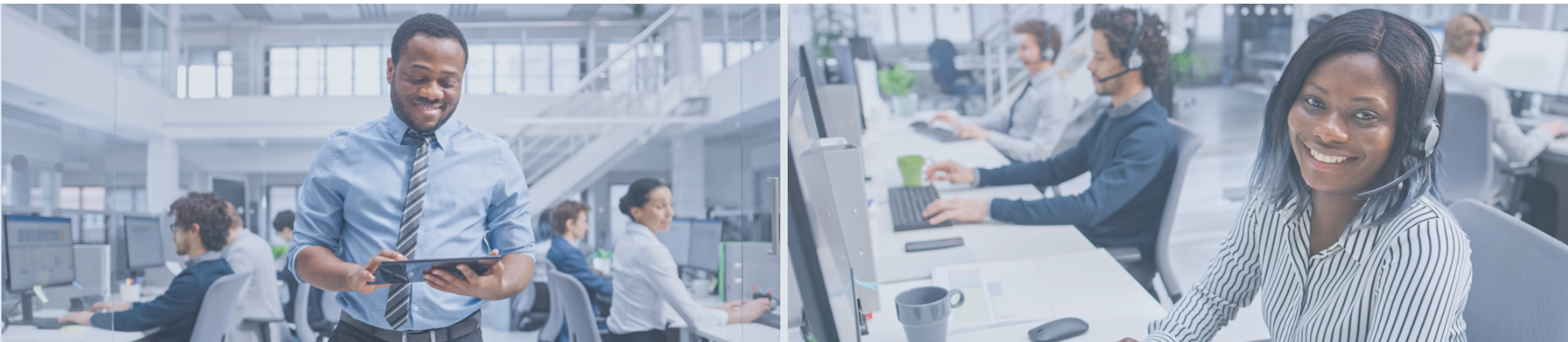
-  Simplified Campaign administration.
-  Completely TCPA compliant
-  Specified numbers and buckets
-  Geo-numbering is assigned automatically.
-  Routing of local phone numbers
-  Bucket rotation on autopilot
-  Completely legal

15. Supervisor Agent Voice Monitoring

To become acquainted with the customers, all agents undergo a training and adjustment phase. As a supervisor, you must regularly assess the newcomers' development under your supervision and provide constant assistance and learning opportunities.

Supervisors may include a feature in the call center software allowing them to be partially present during a call. This is known as call whispering.

It operates in a reasonably straightforward manner. Assume your fresh recruit receives a phone call. Call whispering allows supervisors to join any call without the caller knowing. This way, you may readily assist the new agent during challenging situations.



Why should supervisors rely on call whispering for monitoring?

The call whispering function might be helpful if you have a call center software for your inbound, outbound, or blend campaigns. There are several advantages to incorporating this feature, including:



+ Effective training: The most significant advantage of call whispering is that it allows you to practice on the field and be presented with real-world difficulties while remaining entirely autonomous. The trainee will feel more at ease knowing he is not alone when a problem occurs.

+ Facing adversity: In customer service, you may encounter irritated consumers, which can be challenging for an agent in training. The supervisor can assist the agent in trouble by offering guidance or engaging directly in the conversation to find a solution through call whispering.

+ Measure the efficiency of your agents: with the supervisor mode, you have access to all of your call center's data, allowing you to remedy any disparities and change your sales or communication strategy based on the results.

Why should supervisors rely on call whispering for monitoring?

The call whispering capability offers three methods for controlling the conversations. These functions employ discrete listening for a variety of objectives:

Participation in calls: This option allows to interfere in a call, whether or not the presence of the supervisor is indicated to the person on the other end of the line. The supervisor can use this mode to assist the agent in making decisions, completing information, and so on.

Supervision: In this particular method, your supervisor can see everything in your contact center. This option allows them to track the number of calls, client wait time, and call duration. Consequently, the supervisor may have a broad view of the call center's operation and provide guidance and revisions to the goals based on the outcomes.

Call recording: You may listen to the recordings of all your call center's interactions. The main goal of this function is training. But in reality, it also provides the opportunity to evaluate the weak areas and improvements that may have been identified during the dialogue in retrospect.

16. Agent Dynamic Scripting Designer



Dynamic agent scripting is an efficient tool to ensure that your client's demands are met each time they talk with a representative. This scripting software enables agents to reply effectively to consumers, preparing them for each client engagement.

There are various advantages to dynamic agent scripting. Its dynamic programming skills, capacity to develop a uniform approach across agents, and advanced scripting options are the three primary areas where it proves most successful.

Benefits of dynamic agent scripting

+ Real-time reports: One of the most significant parts of determining the effectiveness of a call script is assessing performance. It usually takes a long time to think about the outcomes, and it may be too late when adjustments are made. Dynamic scripting tools not only let you write scripts but also help you track how well a script is doing. Changes to the script can be done immediately since the results of how well a script functions are promptly updated.

+ Reduced risk and errors: All information provided to clients is critical and valuable. A single mistake may lose the organization a customer. The danger of an agent making an error during a call is reduced by using dynamic agent scripting software. This is because the program enables utmost precision in creating the script and resolution in seconds. There are options for attaching files and other material to explain the most in the least amount of time and with the most accurate facts.

+ Flow of call: When answering a call, the agent is not just answering the phone but also representing the brand to the consumer. This means that replying consistently and consistently is essential. Dynamic scripting technologies assist in maintaining the same flow of discussion across several calls and maintaining brand image. This implies that agents will stick to the script and focus on essential emphasis areas across the various calls handled.

Boost your overall performance with the NobelBiz productivity tools

With our CCaaS Solution NobelBiz Omni+, your contact center will deliver an intuitive, cross-channel and efficient experience for all your clients.

By allowing your agents to interact with your customers on their preferred communication channels (voice, webchat, email, SMS, and social media), you can anticipate your customers' needs and bring customer experience excellence from the first interaction.

Here's what you can expect from NobelBiz Omni+:

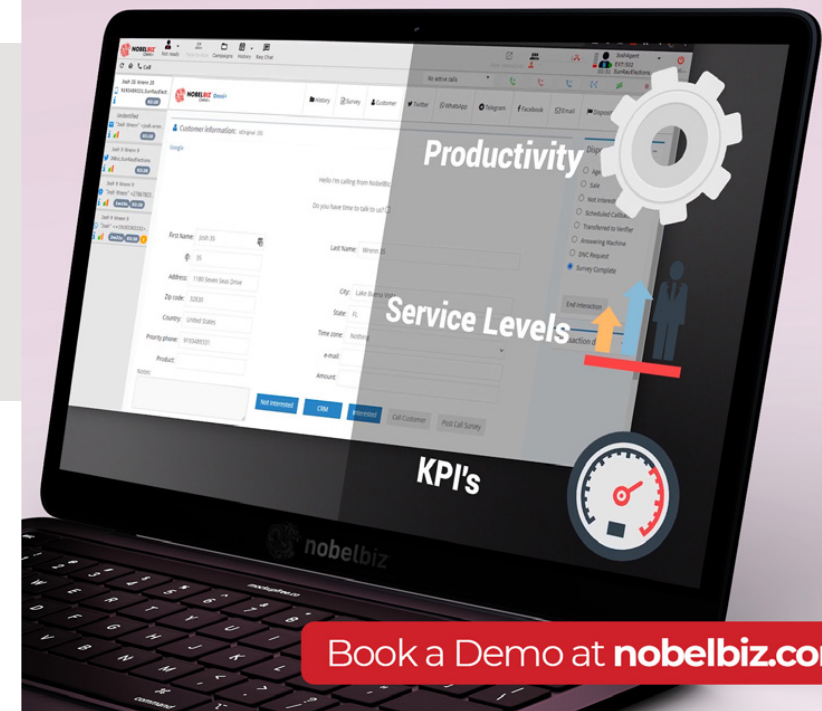


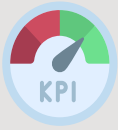
A friendly user interface for your agents: NobelBiz OMNI+ is one of the most agent-friendly interfaces on the market, blending easy call and operational interactions with a clean and precise customer data flow. Omni+ also blends seamlessly any communication channel: Voice calls, Facebook Messenger, Twitter, WhatsApp, Telegram, SMS, email, Live Chat, Webchat, voice mail.



Enhanced Remote Work: NobelBiz OMNI+ allows you to relocate whole teams of agents to a remote environment and back to the office in a matter of days without disrupting the workflow. Your agents only need a laptop, a headset, and an Internet connection.

NobelBiz Omni+ Agent Interface





Accurate data and KPIs: With the OMNI+ custom reporting engine, you can harness the power of data. Get reliable data from various analytics and reporting solutions that deliver real-time and historical data that you can tweak to produce complete performance reports.



Empowered omnichannel: It's one thing to launch individual initiatives across numerous platforms, but it's quite a different thing to create and coordinate all of those activities from a single dashboard. Setting up campaigns with NobelBiz OMNI+ is as simple as dragging and dropping.

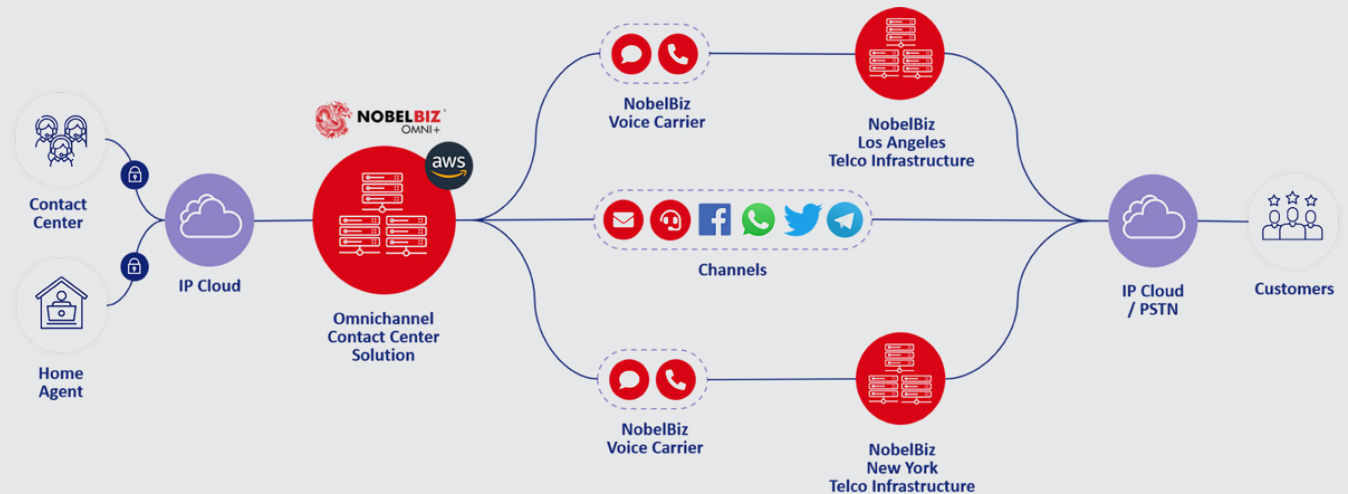


A lengthy list of integrations: NobelBiz OMNI+ is built with a high level of flexibility and scalability in mind. Our development and engineering teams are ready to design the next integration depending on your contact center needs, in addition to our already great list of integrations.



Workload Tracking System: NobelBiz OMNI+'s integrated activity tracking technology will enable managers and owners to design a genuinely fair and equitable performance incentive system, offering more motivation for agents to achieve their best for themselves and the firm.

Here's how NobelBiz Omni+ Functions



About NobelBiz

NobelBiz is a world-class Telecom and CCaaS company with 20 years of experience delivering complete solutions for contact centers across the globe, irrespective of size, industry, or activity.

The NobelBiz Voice Carrier Network is the only network built from the ground up to serve contact centers, offering the most versatile selection of smart tools to increase contact rates, mitigate impacts of call labeling and blocking, and provide all-around compliance.

The NobelBiz OMNI+ cloud contact center software has a unique blend of capabilities: from Omnichannel, Impressive API integrations, and fast implementation, to simple cross-channel campaign setup and remote work.

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Contact Center Technology

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800.975.2844



*If you have questions or concerns about the items we outlined, NobelBiz can definitely help you with this.
[Get in touch with one of our experts!](#)*