



# B-HIVE VIRTUAL CONTACT CENTER

## SIZE DOESN'T MATTER, BUT CUSTOMER EXPERIENCE DOES

As a small-to-medium business, what sets you apart from the competition is an outstanding customer experience. You need to be able to respond quickly and effectively to customer calls.

With Broadvoice's b-hive Virtual Contact Center, you get the tools you need to deliver remarkable customer interactions like a big brand with the ease and affordability of a cloud-based service.

### **1 SYSTEM FOR 2 SOLUTIONS: UC & CONTACT CENTER**

Give your team one hub and one login to b-hive for unified communications and virtual contact center, streamlining interactions and improving productivity.

# BENEFITS

## ROUTE CALLERS TO THE RIGHT PERSON

Help your customers more efficiently by routing their calls to the right person based on their location, call time, or need.

## SPEED CALL RESOLUTION

Supervisors have the ability to listen to calls in real time, whisper suggestions to the agent or even barge in, speeding resolution.

## RECORD CUSTOMER INTERACTIONS

In addition to time, duration and agent notes, you get a recording of all calls, so that you have an audio trail if needed for future reference.

## HIRE THE BEST CANDIDATES FOR THE JOB

Pick the best agents or experts — no matter where they live. They can take calls from anywhere with internet access and a web browser.

## COACH YOUR TEAM TO IMPROVE QUALITY

Review call recordings or, better yet, listen in in real-time to hear how agents are handling calls and give them tips for ways to improve.

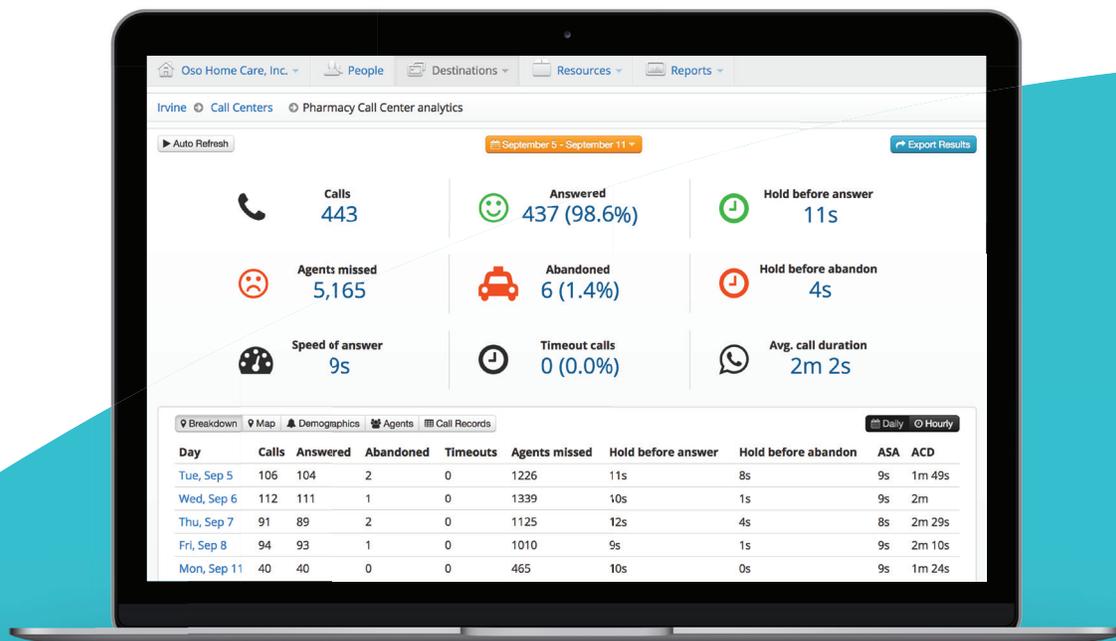
## RIGHT SIZE YOUR CUSTOMER TEAM

Real-time analytics and historical call statistics can help you forecast call volumes and ensure your team is up to the task.

# KEY FEATURES

## REAL-TIME ANALYTICS

Give supervisors real-time analytics and historical call statistics they need to better manage their contact center. Our intuitive dashboard shows agent performance metrics at a glance, including speed of answer, average call duration, hold times, abandoned call rate, missed and timed out calls.



## CALL HISTORY

Give supervisors historical call reports on specific time frames, with detailed call records, including recordings of the call audio – all can be used to review agent performance, train agents, investigate interactions and more.

Date	Caller Name	Caller Number	Hold Time	Location	Agent	ASA	Status
Dec. 10 2019, 12:14 pm	Wireless Caller	(310) 402-8597	8m 13s	Beverly Hills, CA	Marisol D.	15s	11m 16s
Dec. 10 2019, 12:13 pm	Wireless Caller	(518) 210-6813	6m 9s	Albany, NY	Kelly B.	8s	2m 49s
Dec. 10 2019, 12:12 pm	Wireless Caller	(518) 210-6813	55s	Albany, NY		0s	Abandon
Dec. 10 2019, 12:11 pm	Wireless Caller	(424) 645-4490	3m 10s	Santa Monica, CA	Oscar L.	8s	2m 23s
Dec. 10 2019, 12:10 pm	Kim Cimino	(661) 904-6940	3m 26s	Santa Clarita, CA	Kelly B.	3s	5m 17s
Dec. 10 2019, 12:10 pm	Newleafservice	(214) 206-8068	2m 41s	Dallas, TX	Marisol D.	4s	3m 18s
Dec. 10 2019, 12:08 pm	Galinson Richar	(818) 399-9566	3m 37s	Van Nuys, CA	Oscar L.	8s	1m 13s
Dec. 10 2019, 12:06 pm	Santa Monica Ca	(424) 268-9512	4m 1s		Kelly B.	2s	3m 34s
Dec. 10 2019, 12:05 pm	Hunter Philp	(310) 991-9822	3m 13s	Compton, CA	Oscar L.	2s	2m 55s
Dec. 10 2019, 12:01 pm	Schutzer Jason	(424) 326-9948	1m 36s		Oscar L.	18s	3m 13s

## LIVE CALL QUEUE DASHBOARD

With a live call queue dashboard, agents and supervisors easily can see a detailed view of all live calls and agent activity in the call queue to ensure there's coverage to meet ideal performance metrics.

**4 Waiting**

**2 In Call**

**2 Logged In**  
**1 On Break**  
**8 Logged Out**

Callers Map

### Main Queue Overview

From	Location	Hold Time	Status	Assisting Agent
(714) 381-2279 Tundidor Jose	Anaheim, CA	08:55	Answered	Angela x105 <span style="background-color: #c8e6c9;">4:49:56</span>
(310) 245-2370 John Yarnall	Compton, CA	09:17	Answered	Christina x205 <span style="background-color: #c8e6c9;">00:04</span>
(805) 404-3682 Deflavio James	Simi Valley, CA	08:16	Trying	Victoria x115
(818) 687-1895 Teitelman Judy	Van Nuys, CA	04:39	Waiting	
(818) 489-5552 Carlos Carpio (WR&A)	Van Nuys, CA	03:55	Waiting	
(323) 868-3282 Zorigian Jason	Los Angeles, CA	02:33	Waiting	

### Logged In

- Victoria x115 (On Call) ➔
- Christina x205 (On Call) ➔

### On Break

- Kelly x124 ➔

### Logged Out

- Oscar x107 ➔
- Natalie x123 ➔
- Angela x105 ➔
- Tawnie x102 ➔
- Extra x125 ➔
- Valerie x101 ➔
- Timmy x106 ➔
- Erica x111 ➔

## CALL QUEUE CUSTOMIZATION

Call queues can be customized extensively, with multiple ring strategy options, business hours call routing, break-out options, and many other features, to ensure that calls are routed efficiently to the right place at the right time.

**Ring Strategy**  Longest idle agent  
 Agent with least talk time  
 Agent with fewest calls  
 Round Robin  
 Sequential by agent order  
 Top down  
 Random  
 Ring all

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**Maximum Wait Time**  seconds go to   callers to stay on the line as long as needed.

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**Break Out Option**  Allow callers to press a digit and break out from the queue and go to another destination.

**Break Out Digit**

**Break Out Destination**

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**Retain Position**  Retain position of the caller in if they hangup.

Remove abandoned callers after  seconds

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**Enable Call Recording**  Check if you want to record your call center calls.

🕒 0 Waiting

💬 1 In Call

✔️ 4 Logged In  
🕒 1 On Break  
❌ 7 Logged Out

**West: Cust Svc - Rancho Overview**

From	Location	Hold Time	Status	Assisting Agent
(510) 536-1114 Bellaken Garden	Oakland, CA	00:10	Answered	Shonda x239 04:27 <div style="display: flex; gap: 5px;"> <span>🔊 Listen</span> <span>🗣️ Whisper</span> <span>⬇️ Barge</span> </div>

**Logged In**

- Shonda x239 (On Call) 🔊
- Demisha x223 (Idle) 🔊
- Shalia x222 (Idle) 🔊
- Liadel x227 (Idle) 🔊

**On Break**

- Mark W x228 🔊

**Logged Out**

- Mark M x233 🔊
- Ashley x249 🔊
- Alex x217 🔊
- Araceli x219 🔊
- Silvia x250 🔊
- Karman x212 🔊
- Rocio x234 🔊

## CALL COACHING

While calls are in progress, supervisors can monitor conversations or coach (whisper to) Agents and even join calls to speed resolution and/or improve the outcome.

**Ready to Deliver Exceptional Customer Service?** Contact Broadvoice to learn about b-hive Virtual Contact Center today.

866.600.1007 **Sales**