

# Call Center Solution

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GTA Call Center Solution is an Integrated Auto Call Distribution (iACD) that draws its capabilities from the Hosted PBX system. Some key features include hunt groups, auto attendant, and music-on-hold. These core functions provide Interactive Voice Response (IVR) and queueing functions through both Easy Attendant and Premium Auto Attendant.

Agent and Supervisor level capabilities can be configured through an easy-to-use web portal to boost and improve overall customer engagements and experience.

## Features



### Multi-Line hunt group call routing

Ring all, linear, circular, round robin, longest idle.



### Configurable agent states

Up to 30 custom m statuses such as "at lunch" or "busy".



### Configurable call disposition codes

Labels to describe customer calls for data to improve service.



### Supervisory functions

Monitor, Barge-in, and Whisper Actions



### Supervisor Dashboard

Administer call queues and view performance.



### Agent Dashboard

Shows and monitors agents' Key Performance Indicators (KPIs) vs. desired metrics.



### Multi-Queue Membership

Cross-trained agents answering multiple queues.



### Call Wrap-Up with configurable timer

Timer to select reason for customer call in supervisor dashboard.



### Multiple Language Support

Such as English, French, Spanish.



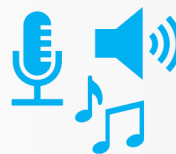
### Ad-Hoc and Standardized Reporting

Track trends and reports with scheduled reports.



### Time of Day/ Day of Week Routing

Supervisor can customize scheduled call routing and premium attendant.



### Music/Messages on Hold

Music and announcements to be played while customers wait for an agent.



### Zero Out of Queue

Customer can press "0" to get out of the queue and leave a voicemail for agent to call back.



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