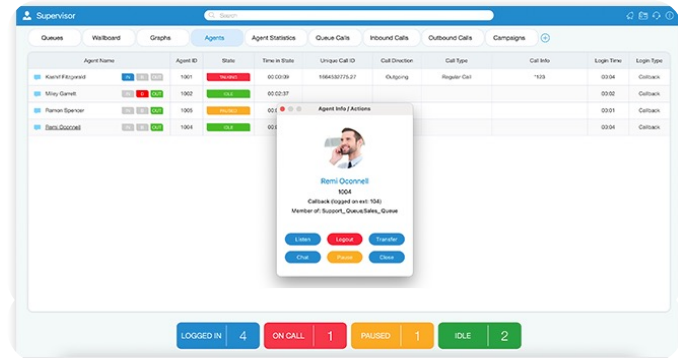# VOICEGATE CONTACT CENTRE: **SUPERVISOR EDITION**

Unified Communications Contact Centre application designed specifically for supervisors. Enabling real-time monitoring of Agents and Queues, tracking Agents' performance and generating comprehensive Statistics Reports.
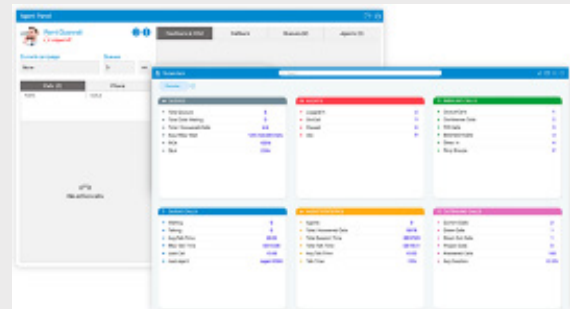

DETAILED STATUS OVERVIEW AT A CLICK

With Voicegate's Supervisor Edition, the wallboard module shows your call centre's activity clearly! You can see the status of every agent and each queue.

SIGNIFICANT ANALYSING STATISTICS

Monitor your agents' performance and call data. Preview relevant call centre statistics and present them on a remote screen.

Control Cost

Reduce your Call Centre operations costs by 33% with VoiceGate. 11890.ie was able to reduce the number of agents by a third and maintain the same output. Let VoiceGate work its magic for you too.

Improve Service

Having the ability to shift resources to the areas where they are needed to ensure minimal hold time and fewer abandoned calls.

Control Load

The wallboard allows you to make a calculated decision. Know which queue to allocate resources to when the demand is there!

Improve Revenue

Your Call Centre generates through effective management, workload distribution and quality of service. Ultimately, this results in keeping customers and revenue.

Control Quality

VoiceGate gives you a way to assist agents and be present at all times. This builds quality over time.

Keep In Contact

Inside the wallboard module, a supervisor can simply click on an agent and select the desired function: listen to the active, instant message the agent, take and transfer the call elsewhere or log out the agent who forgot to do so.