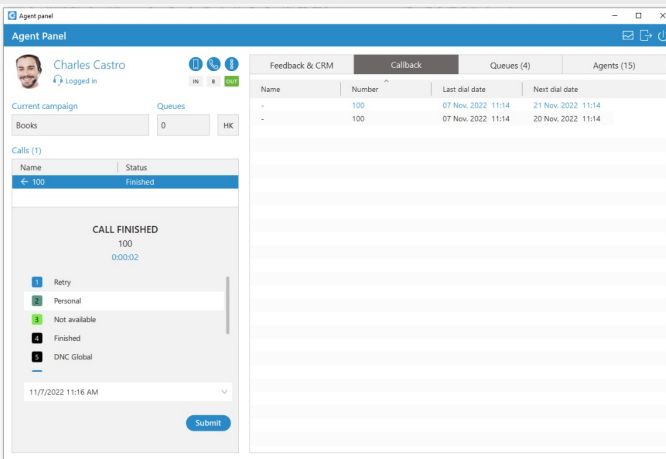# VOICEGATE CONTACT CENTRE: **AGENT EDITION**

Unified Communications Contact Centre application, dedicated to boosting Contact Centre Agents' day-to-day efficiency.

OPTIMISED INTERFACE FOR EFFICIENCY

This application offers an optimised interface for agents, designed to enhance their efficiency and productivity. Users can view the status of other agents, including phone and presence indicators, and have the capability to send messages or initiate calls. Additionally, the interface provides real-time information on queue statuses, including calls waiting, busy agents, and idle agents.

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.

Minimise Idle States

With the agent panel, the agent can see if they are needed in another queue or if it's a good time to take their break based on call volumes.

Improve Productivity

With so many details in the right place, VoiceGate will have an instant lift to staff's day. Start getting the benefits of its features implemented in the most comprehensive way.

Maximise Profit

Having an efficient agent who has all the tools at their disposal to better serve the caller will reduce the need for the caller to call back a second time and drive labour costs up.

Manage Connections

Through the VoiceGate interface, make calls with a single click, monitor other agents' status and much more to manage your connections.

Organise Data

Having everything in the right place will allow an agent to do their job without the need to open multiple tabs in the browser, the CRM add-on will open the relevant tabs from their CRM system for them.