

Virtual Contact Center

Release Notes

Version 9.0



Copyright © 2014, 8x8, Inc. All rights reserved.

This document is provided for information purposes only and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

8x8® is a registered trademark of 8x8, Inc.

Microsoft® Internet Explorer is a trademark or a registered trademark of Microsoft Corporation in the United States and other countries.

All other trademarks, service marks, registered trademarks, or registered service marks are the property of their respective owner/s. All other brands and/or product names are the trademarks (or registered trademarks) and property of their respective owner/s.

Contents

Virtual Contact Center Release 9.0	1
Global Reach for Virtual Contact Center	1
<i>Benefits of Global Reach</i>	1
Agent Whisper	2
Automatic Monitoring	4

Virtual Contact Center Release 9.0

The 9.0 Release Notes for Virtual Contact Center offer you the information required to get started with the new features and enhancements of the latest release. Please refer to the product documentation for additional details.

The 9.0 Release Notes provide:

- Detailed overview of new features
- Detailed overview of enhancements to existing features
- Instructions on how to set up and use the functionality

Let the Release Notes guide you through the transition to the new release of Virtual Contact Center.

Global Reach for Virtual Contact Center

If you manage a contact center with agents and customers distributed globally, serving your customers 24/7 with the right skilled agents and providing smooth call quality can be a challenge given the global nature of the operation. The last thing you want, is to distress customers with poor interaction quality when they need help. The Single Tenant Global Reach initiative from Virtual Contact Center provides best call quality on VoIP across continents.

With Single Tenant Global Reach, Virtual Contact Center houses all your agents on a single platform and on a single tenant irrespective of their geographic location. The single tenant architecture eliminates the need to log in to multiple tenants to manage traffic from different continents. An agent logging in from North America can service customer interactions not only from North America, but also from Europe and Asia Pacific with a single login and with little compromise on the interaction quality.

Benefits of Global Reach

- Single tenant for a global contact center
- Best call quality for global audience
- Availability of media servers in North America, Europe, and Asia Pacific
- Call flow based on the media server closest to the point of call origination
- Eliminated need for multiple tenants to serve geographically distributed agents
- Smooth call quality and agent interaction experience

For details on Global Reach use cases, [click here](#) or go to <http://sims.8x8.com/GetDocument.aspx?docid=711268>.

Agent Whisper

We have now introduced the ability for contact center supervisors to barge in to active calls between agents and customers, listen in, coach or train agents live with Whisper feature. Supervisors can begin monitoring a live call handled by an agent any time during the call, speak to agents by initiating a 1:1 private conversation with the agent. The customer on call does not hear this conversation.

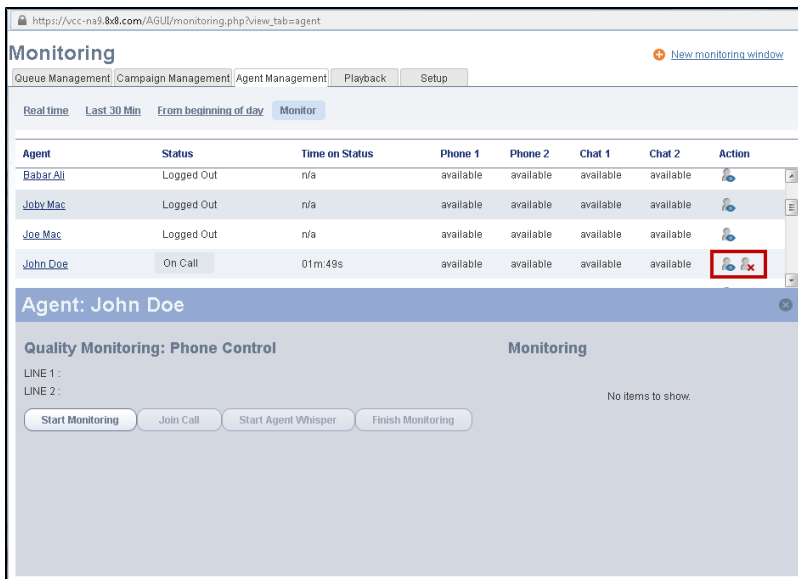
To whisper during monitored calls:

1. Click **Monitoring** from the Window Menu in Agent Console.
2. In the Monitoring Window, select **Agent Management** tab. It lists all the agents you have permission to monitor.
3. Select the agent you wish to monitor and click **Monitor** link.

The screenshot shows a web browser window with the URL `https://vcc-na9.&&.com/AGU/monitoring.php?view_tab=agent`. The page title is "Monitoring" and there is a "New monitoring window" button. Below the title are tabs for "Queue Management", "Campaign Management", "Agent Management", "Playback", and "Setup". Under "Agent Management", there are buttons for "Real time", "Last 30 Min", "From beginning of day", and "Monitor" (highlighted with a red box). There is also a "Logged in" checkbox. The main content is a table with the following columns: Agent, Current Status, Status Code, Time on Status, Phone Line 1, Phone Line 2, Active Queues, Last Login, Tot. Time Log. In, and Tot. Time Trans. The table is grouped by "AcmeJetsSupport" and "QA".

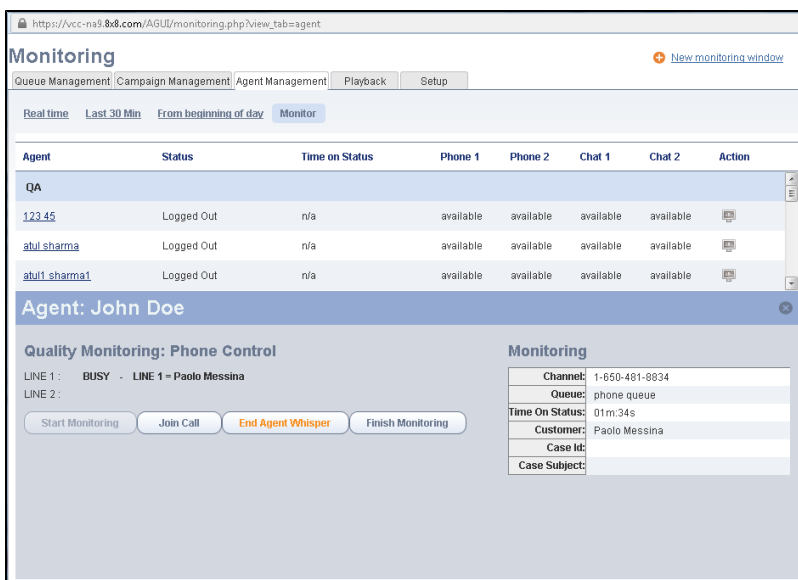
Agent	Current Status	Status Code	Time on Status	Phone Line 1	Phone Line 2	Active Queues	Last Login	Tot. Time Log. In	Tot. Time Trans
AcmeJetsSupport									
John Smith	Work Offline		06m:07s	n/a	n/a	72 of 72	16:10:30	00m:38s	00m:00s
Rob Shasta	Waiting		07m:39s	n/a	n/a	72 of 72	n/a	00m:12s	00m:00s
QA									
123.45	Logged Out		n/a	n/a	n/a	52 of 62	n/a	00m:00s	00m:00s
ajl_sharma	Logged Out		n/a	n/a	n/a	72 of 72	n/a	00m:00s	00m:00s
ajl1_sharma1	Logged Out		n/a	n/a	n/a	5 of 5	n/a	00m:00s	00m:00s
ajl2_sharma2	Logged Out		n/a	n/a	n/a	11 of 11	n/a	00m:00s	00m:00s
ha2_agent	Logged Out		n/a	n/a	n/a	58 of 59	n/a	00m:00s	00m:00s
Babar Ali	Logged Out		n/a	n/a	n/a	42 of 42	n/a	00m:00s	00m:00s
Joby Mac	Logged Out		n/a	n/a	n/a	63 of 64	n/a	00m:00s	00m:00s

- In the Monitoring window, click  icon next to the agent to begin monitoring.



If the agent is on a call, you can listen in.

- Click **Start Agent Whisper** to whisper to the agent. Agent hears a beep signaling the whisper session.




- To end whisper, click **End Agent Whisper**.
- Click **Finish Monitoring**.

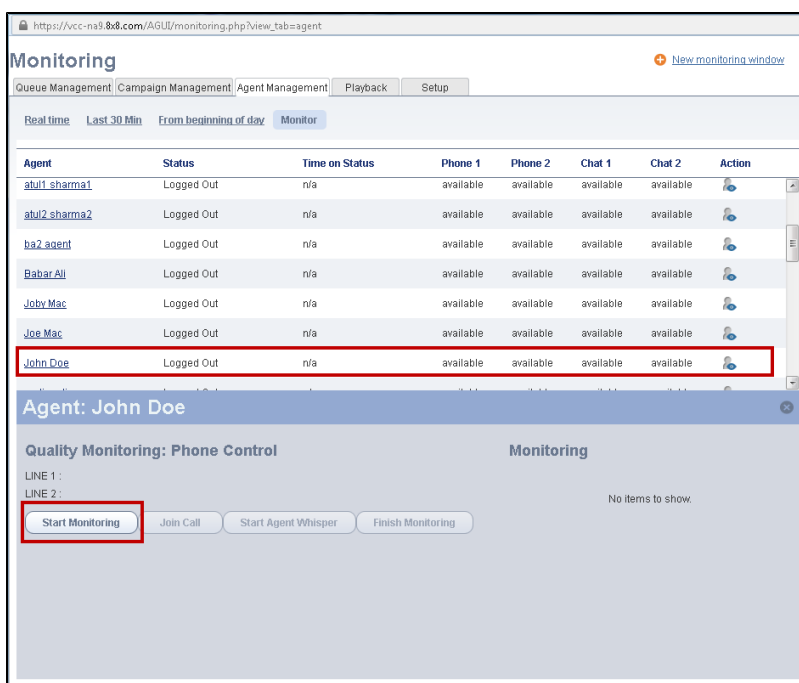
Automatic Monitoring

The ability to monitor and archive agent-customer conversations is critical to ensuring quality of customer service provided by your call center business. The silent monitoring feature allows a supervisor to eavesdrop on a conversation between an agent and a customer without either party knowing that they are being monitored.

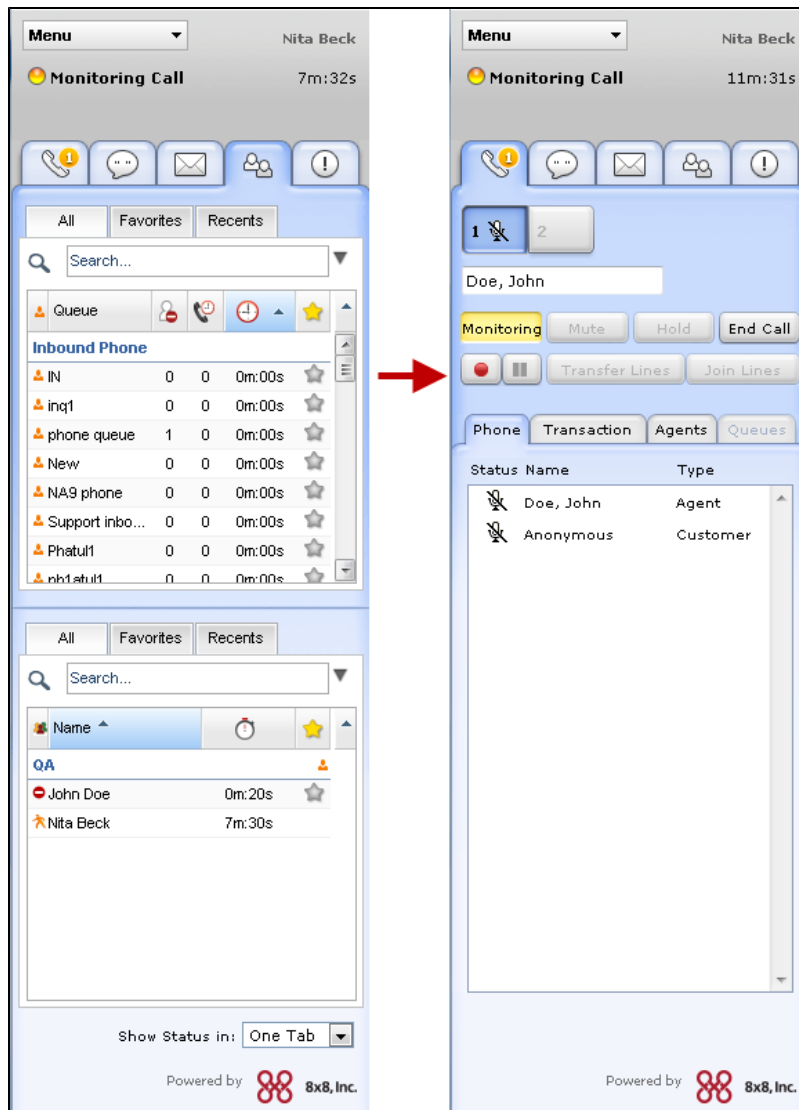
As a supervisor, you can listen in to all calls handled by an agent without having to manually turn on monitoring for each call. Any time the agent engages in a queued call, you are immediately offered a monitoring call automatically. Answer the call to listen to the agent's conversation. As a supervisor, you can turn on settings to automatically invoke agent monitoring.

To set up automatic monitoring:

1. In the Monitoring window, select the agent you wish to monitor and click  or **Start Monitoring** to begin monitoring.



2. When the agent engages in a queued call, you are offered a monitoring call.



3. Answer the call to listen in.
4. Click **End Call** in your control panel or drop the call on your phone when you want to.



Note: Do not click **Finish Monitoring** to retain the automatic monitoring settings.

5. When the agent handles the next call, you are offered the monitoring call again. Use your phone set to listen in.