



# OpenScape myAgent

## Inbound Contact Centre

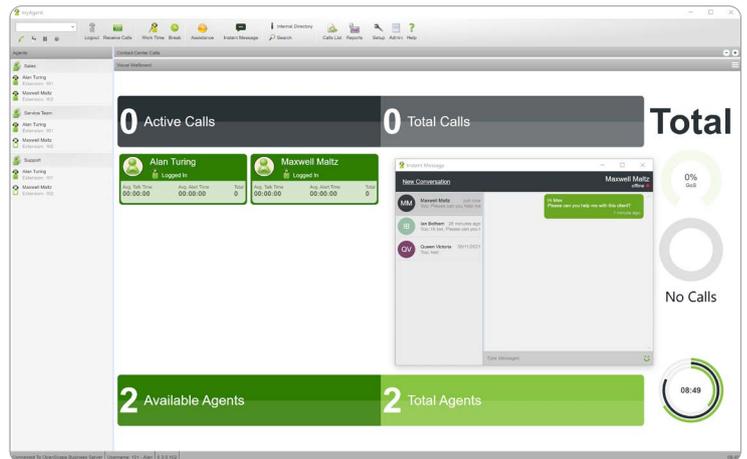
**myAgent will help your business deliver exceptional customer service for inbound calls.**

Delivering sophisticated routing technology to ensure that the right call gets to the appropriate member of staff every time.

Powerful scheduling and supervisor tools allow you to react to any situation or increase in demand. myAgent is perfect for businesses that want to deliver great service to their clients with reporting metrics that help you maintain optimum service levels and adapt to changing circumstances when required.

Your agents have instant access to directories helping them transfer and handle calls easily and quickly.

myAgent can be used in conjunction with any of the Unify desk phones or for a PC only environment the myPortal@work application on the computer desktop.



***Never before has the demand for customer service been so high. myAgent ensures that the right call reaches the right department or person, and meaningful in queue messages enable you to deliver the level of service your clients expect. Your managers and supervisors can easily change and adapt settings, or staff profiles, to make sure that your business reacts to increases in demand.***

***Beautifully simple. Incredibly powerful.***

Delivered and supported by



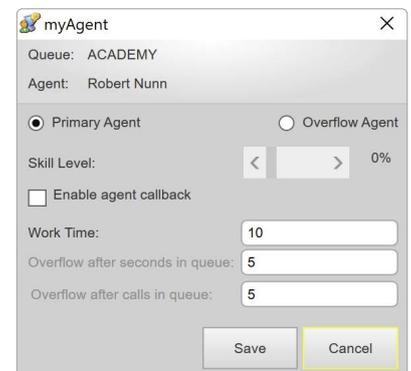
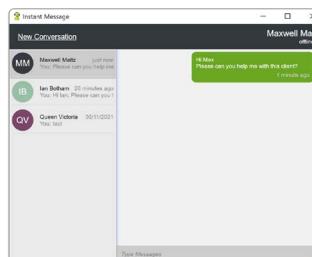
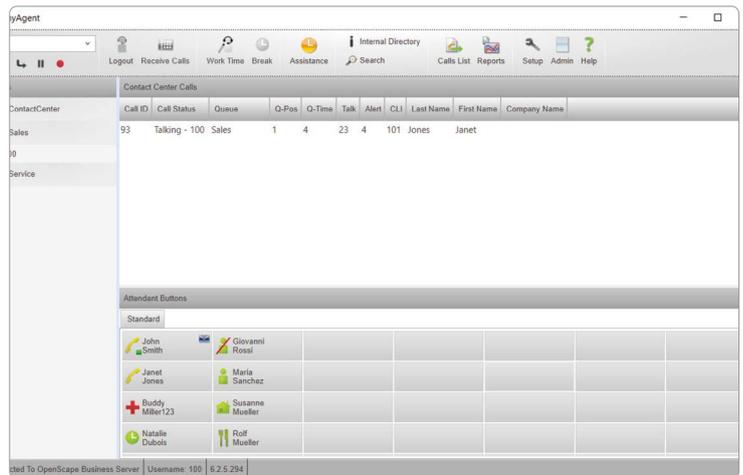
The voice you can trust



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## Feature Overview

- **Up to 64 concurrent agents and 192 configured agents**
- **Primary, Overflow and Skill based routing**
- **In queue messaging**
- **Powerful IVR functionality**
- **Visual Wallboarding**
- **Administrator and Supervisor reporting**
- **Supervisor tools including whisper and intrude**
- **Instant Messaging**
- **Directory Integration**
- **Simple and Complex Wrap up Codes**
- **Presence Based Status**
- **Break management**
- **Post Call Processing**
- **In Built Reporting**



To view myAgent in action, visit this link:  
<https://viegli.com/RFB/OPV/myagent.mp4>

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