



BROCHURE

# DELIVERING CALL CENTER FUNCTIONALITY TO SMALL TEAMS

## XM TEAMQ



### HUNT GROUPS



Extremely  
Limited  
Functionality

### XM TEAMQ



JUST RIGHT:  
Broad Feature Set  
& Affordable Pricing

### FULL CONTACT CENTER SOLUTION



Extremely  
Expensive

## CLOSING A GAP IN KEY FUNCTIONALITY

Full contact center solutions offer staff powerful tools – screen pops, recording, easy record keeping, at-a-glance activity readouts, automated attendant & IVR integration, and more. Unfortunately, they're also designed and priced for very large teams of agents whose workloads are 100% phone-dedicated.

Previously, if organizations couldn't justify the extreme expense of a full contact center, their only option was setting up bare-bones hunt groups, which arbitrarily feed calls to extensions with no further functionality.

Now XM TeamQ™ bridges the gap, offering many powerful call center features at a fraction of the cost.

## WHO IS XM TEAMQ FOR?

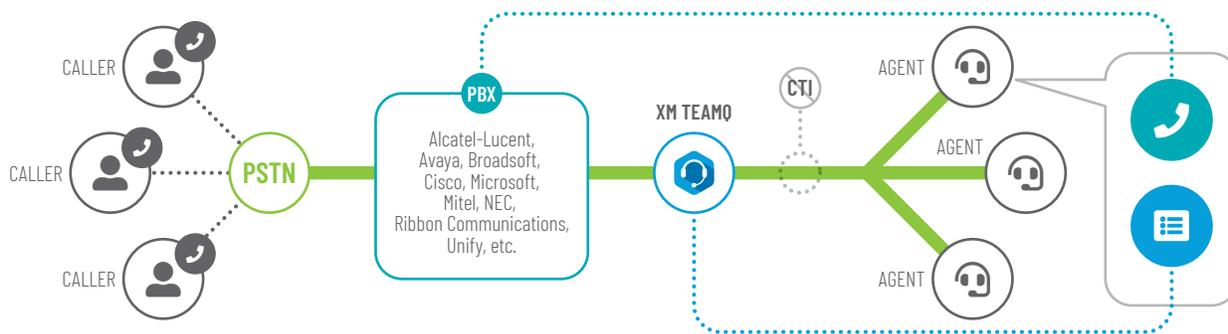
### SMALL KNOWLEDGE-WORKER TEAMS

Imagine an IT help desk for an enterprise-class organization. Staff members have differing competencies – some work best on Windows machines, others are Mac experts, and there's even a Linux pro. XM TeamQ allows callers to designate what their issues are to the queue via an automated attendant, so each worker can choose calls based on their expertise and available time.

## XM TEAMQ FEATURES

- › Uniform Call Distribution (UCD)
- › Automatic Call Distribution (ACD)
- › Agent Pull Model
- › Informative Screen Pops
- › Basic Call Recording
- › Reporting
- › Supervisor Interface
- › Untethered (Remote) Agents
- › Informing Callers of Position in Queue
- › Giving Callers the Option of Leaving a Message

And many more



## HOW XM TEAMQ DELIVERS EXCELLENT ROI

### DRAMATICALLY BOOST STAFF EFFICIENCY WITH AGENT PULL

Skilled workers know when they have time for interruptions and when they don't. XM TeamQ empowers your staff to accept calls when they can, and leave them to their compatriots when they have another project to work on. The XM TeamQ system lets all agents see who's available, who's on the call, and who's away at a glance.

### DELIVER INFORMED ANSWERS WITH AUTOMATED ATTENDANT & SCREEN POP INTEGRATION

One of the most valuable features of call center solutions is "screen pop" functionality, which harnesses system-collected information (like caller ID, automated attendant responses, etc.) to load relevant records and documents on an agent's screen the moment they accept a call. XM TeamQ provides similar functionality in a small team friendly, cost-effective package, saving organizations money while delivering one of the most sought-after features.

### SUPPORT REMOTE STAFF WORKING FROM ANYWHERE AT ANYTIME

Whether they're down the hall or on the other side of the planet, agents can participate anywhere they have access to a Windows desktop client and a phone (desk, mobile, or softphone).

### IMPROVE CALLER SATISFACTION

People find waiting in long lines annoying, and yet surges in demand can make that inevitable. XM TeamQ has several quality of life features that keep callers from getting frustrated. Callers are informed of their position in the queue, and, if desired, can be given the option of entering a callback number and disconnecting. That way they can go about their day and an agent will call them when it's their turn. Alternatively, the system can offer callers the option of leaving a message for agents, allowing them to include a little more info.

### FULL INTEGRATION WITH YOUR EXISTING INFRASTRUCTURE. NO CTI REQUIRED!

XM TeamQ is built with XMedius' industry-leading interoperability. It can be hooked up to all major telephony solutions (PBX or Cloud) and doesn't require expensive CTI capabilities.

### STRUCTURE AGENT TEAMS TO SUIT YOUR NEEDS

XM TeamQ will support teams of up to 25 agents (250 agents total). Agents can be assigned to multiple teams, and teams can be given overflow status to catch calls that exceed a queue length or wait time limit on another team. This allows you to structure the solution to suit your organizational needs, rather than having to adjust your needs to suit the system.

**XM TeamQ is available standalone or as part of a larger XM Connect System.**  
To learn more, visit our website.

[XMEDIUS.COM](http://XMEDIUS.COM)

## AGENT FEATURES

- › Control workflow and full view of call activity:
  - Decide which call to pull first
  - Indicate when available to take next call
  - Reserve a call in the queue
  - Redirect a call
- › See the status of other agents on the team
- › Flexibility to answer calls in a way that fits your business process:
  - Receive the next call in the queue automatically (push)
  - Select specific calls to answer from the list of queued calls (pull)
- › Informative screen pops
- › Call information presented to agents, such as who's calling, why, wait time, etc.
- › Perform other actions on calls in queue, such as:
  - Re-route a call to another team or extension
  - Instruct a caller to leave a message
- › The option to view call-specific information in a web browser, CRM, etc.
- › Customized notifications related to incoming calls and calls that have been on hold for an extended period
- › Login remotely from any Windows desktop client
- › Work locally using a telephone system extension or remotely using an external telephone number
- › Delivers calls to desk phones, mobile and softphones

## FULL XM TEAMQ FEATURE LIST

- › Agents can be members of multiple teams
- › Agents can enter notes for each call for later reference
- › Specify a reason code when entering busy status

## CAPACITY

- › Up to 50 teams
- › Up to 25 agents per team (maximum 250 agents total)

## ADMINISTRATOR FEATURES

- › Manage users; assign permissions
- › Manage call-flow options for all queues
- › Create new teams and agents
- › Force terminate call
- › View all team, call and agent activity
- › Specify a reason code when entering busy status
- › Call recording — all calls or specific teams/agents

## SUPERVISOR FEATURES

- › Manage teams and agent accounts
- › Manage log files
- › Manage busy codes
- › Force sign-out of an agent
- › Run reports with up-to-the-minute live data

## CALLER EXPERIENCE FEATURES

- › Inform callers of their position in queue
- › Ask callers to enter a callback telephone number, maintains position in queue
- › Ask callers to enter an identification number, such as an account number
- › Ask callers to indicate the reason for their call
- › Play customized announcements to callers while waiting in the queue
- › Send calls to an overflow team based on wait time or number of calls in queue
- › Periodically give callers the option to leave a message or remain in queue
- › Redirect calls exceeding a maximum hold time to a different team or ask callers to leave a message

## ABOUT XMEDIUS

XMedius is a global leader in the field of enterprise communications solutions. Its suite of enterprise-grade on-premises and cloud communications offerings enable businesses to benefit from secure unified communications and the ability to exchange sensitive and confidential data while meeting and exceeding regulatory standards.

For more information about XMedius and its products, visit our website.

[XMEDIUS.COM](https://www.xmedius.com)