



Shadow Agent for RingEX



Call center features for RingEX call queues

Shadow Agent for RingEX adds enhanced functionality at a fraction of the cost of call center seat licenses. The client adds many of the features that customers demand including disposition codes, break codes, account codes, presence override, leader boards, auto logout, queue callback, remote agent management, embedded RingCentral Phone and powerful local Heads-Up Display (HUD).

BENEFITS



Customer Experience

Monitor call queues and agent KPIs in real-time enabling managers to improve service levels and customer satisfaction.



Intelligent Call Handling

Utilized advanced call handling features such as auto agent log off, priority call cherry pick, and queue call back using intelligent AI transcription.



Agent Performance

Improve agent productivity through real time analysis of agent status including advanced real time presence, break codes, and login state.



Agent Training and Assistance

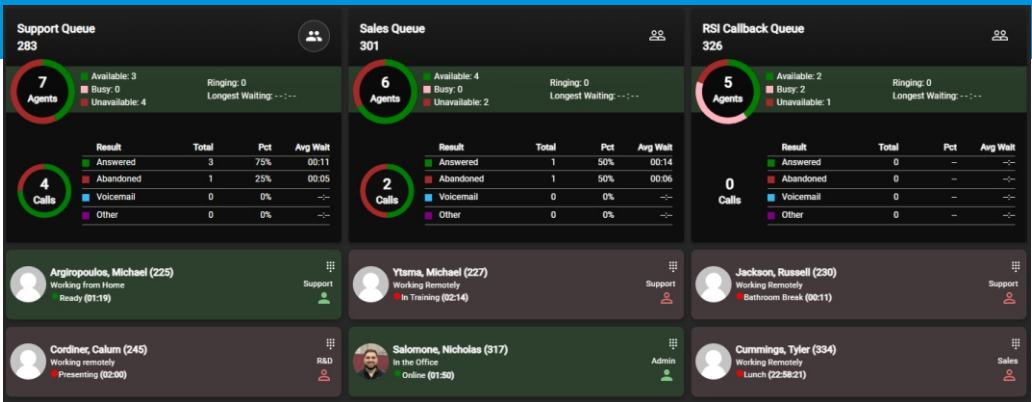
Assist agents in real time through advanced panic mode, raise hand, silent monitor and barge features.



FEATURES

Agent & Queue Insights

Real time queue and agent presence, service levels, break codes and availability states for any number of call queues.



Leaderboard

Extension	AUX	First name	Last name	Total Calls	Inbound Answered	Outbound Answered
230	In Training	Russell	Jackson	2	2	0
334	Lunch	Tyler	Cummings	0	0	0
339	Busy	Michael	Humphrey	16	0	13
227	Busy	Michael	Ytsma	3	1	0
245	Available	Calum	Cordiner	0	0	0
258	Available	Adam	Grainger	12	1	10
235	Ready	Mitchell	Roy	2	0	1
317	Available	Nicholas	Salomone	4	0	0
226	Available	Rito	Salomone	12	1	9
223	Limited Availability	Steve	Cummings	12	2	7
224	Available	Steve	Ginter	3	0	3
				79	13	45

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Leaderboards & KPIs

Real time KPIs are customizable for agents, groups, specific queues or departments.

AI Transcripts and Queue Callback

Intelligent callback from enabled queues, voice mail transcripts or abandoned calls.

+ VIP Name ↓	Callback	Transcript
> LP Holdings Ltd.	289-555-5739	Yes, plea...
> LP Holdings Ltd.	905-555-4575	The nu...

226
289-805-4575
905-555-4575
905-576-4575

Leaderboard

Name	VIP	VIP Name	Caller Number	Caller Name	Callee Number	Wait Time ↑	
Head Office Call Queue (28...	Yes	RSI	+19055764575	RSI	+12892044481	00:05	PICK UP
Head Office Call Queue (28...	Yes	ABC Company ...	+12898054575	RSI	+12892044481	00:12	PICK UP
Head Office Call Queue (28...	No		+12898009551	12898009551	+12892044481	00:24	PICK UP

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Summary Waiting In Progress Abandoned Voicemail Callback

Priority Call Handling

Answer calls in queue based on any order. VIP customers can be immediately serviced before other callers.



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