SkyVoice Contact Center

Getting Started Guide for Agents

What is SkyVoice Contact Center ?

The Contact Center (also called UC+CC) is the integrated part of the SkyVoice desktop app that lets you handle customer interactions from voice calls, live chats, and emails all in one place.

It gives you a real-time dashboard to see waiting customers, queue performance, and service levels. You can join queues, answer interactions, transfer calls, complete wrap-ups, and help deliver fast, professional service while your supervisor monitors overall performance.

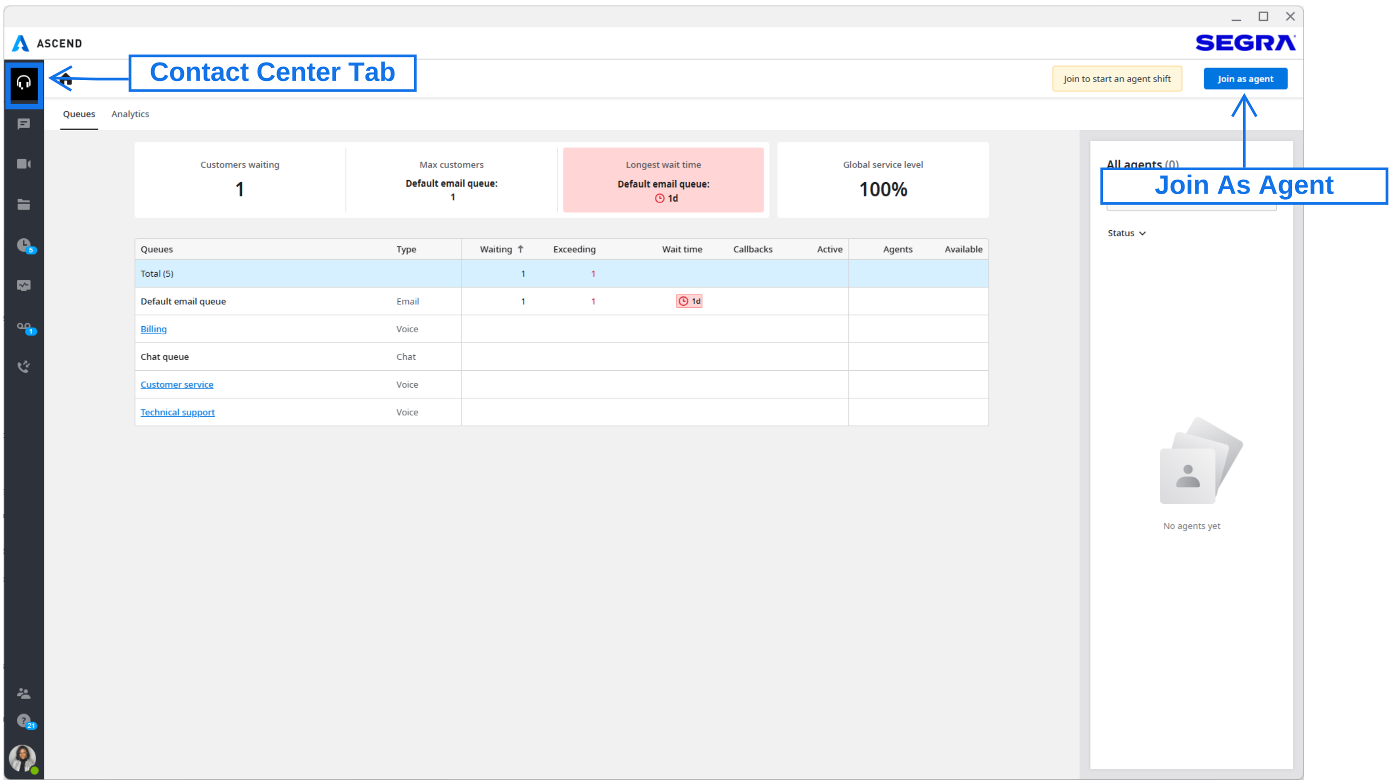
Getting Started

It's important to understand as many basic functions as possible, as well as the locations of the buttons that are most relevant. This section will help bring these to light.

Accessing SkyVoice Contact Center

1. Open and log in to the **Ascend Desktop app**
2. Click the **Contact Center** tab on the left sidebar (headset icon).
3. The screen switches to the **Agent Dashboard** with real-time queue information.

Note: Contact Center is desktop-only (not available in the mobile app). Use Computer mode for best experience—Deskphone mode limits some controls.



Agent Dashboard Overview (Real-Time)

- **Customers waiting** — Total interactions (voice/chat/email) waiting across all your queues.
- **Max customers** — Queue with the highest number waiting + count.
- **Longest wait time** — Queue with the longest-waiting interaction + time (minutes:seconds).
- **Service level** — % of calls answered within the Acceptable Waiting Time (AWT) set by admin.

Queues Table (sortable by clicking column headers):

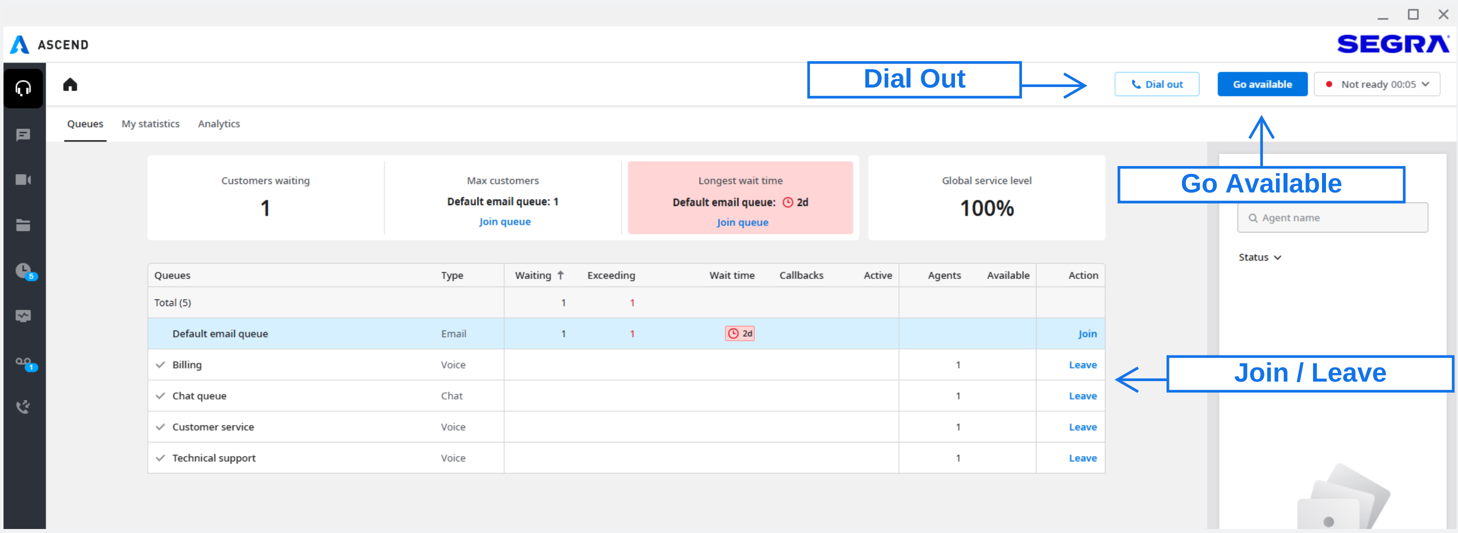
- **Queue name & total count**
- **Type** (voice, chat, or email)
- **Waiting** (customers in queue)
- **Exceeding** (waiting beyond threshold)
- **Wait time** (red if exceeding)
- **Callbacks**
- **Active** (calls being handled)
- **Agents** (total joined) / Available

Tip: Monitor this dashboard frequently to prioritize long waits or callbacks and maintain service levels.

Getting Ready to Handle Interactions

- Click **Join as Agent** to start your session and become available for assigned queues.
- Click **Go Available** and become available for assigned queues.
- Your presence syncs with SkyVoice (shows “On a Call” or Busy when handling customer interactions).
- Incoming voice, chat, or email interactions will ring on your devices once joined.

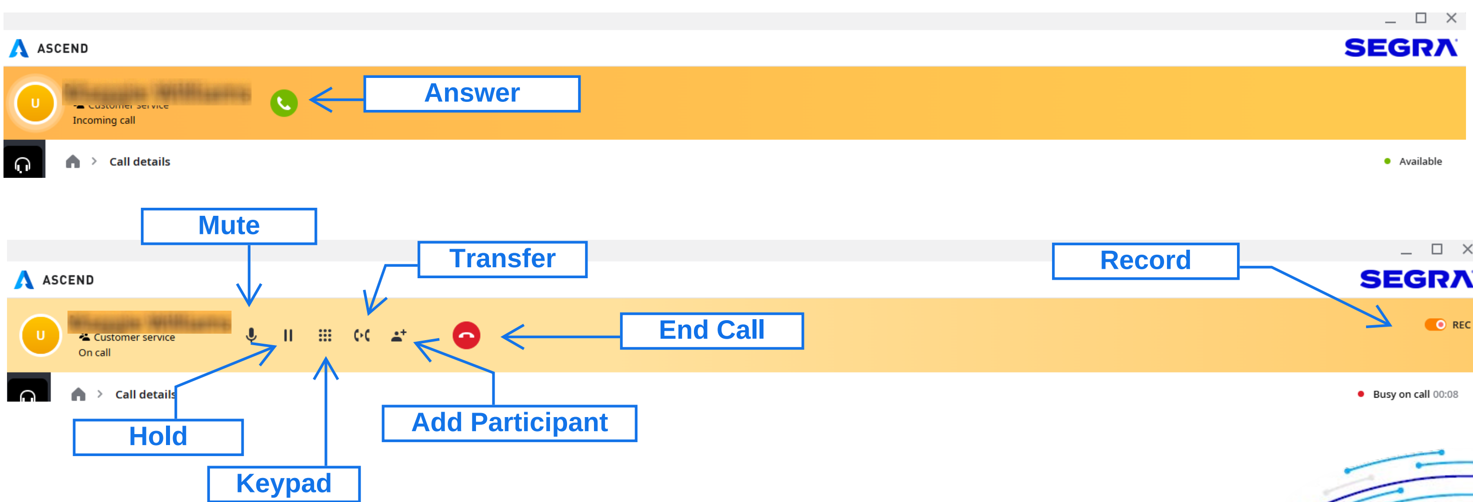
Queue Access: Admin configures whether you auto-join queues or must manually join/leave. Check with your supervisor if you can’t join a queue.



Handling Voice Calls (Typical Workflow)

1. **Answer** the incoming **orange call bar** for the Contact Center interaction.
2. **Review caller details** and any required fields.
3. Use in-call controls: **Mute, Hold, Transfer** (cold/blind or warm), **Add participant, DTMF/ Keypad, Record** (if enabled).
4. After the call: Complete classification/wrap-up (if enabled) and **close the interaction.**
5. **Outbound calls:** Use the **Dial Out** option and select the correct caller ID.

Note: You can still chat internally or handle non-Contact Center tasks while a customer call is on hold.



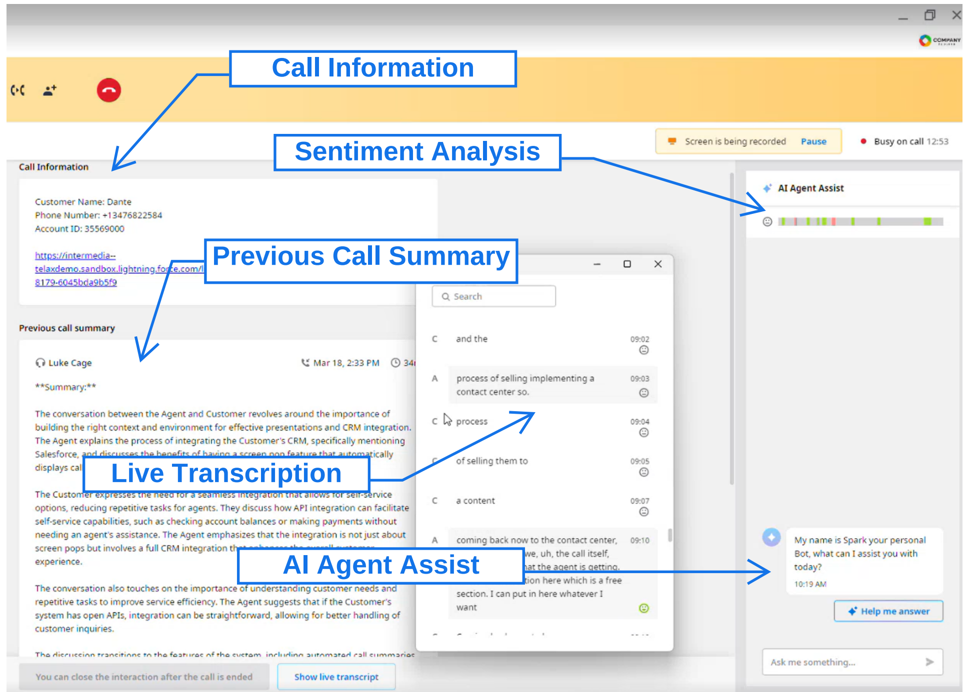
AI Features in Contact Center (Enhancing Your Workflow)

SkyVoice's AI-powered tools (powered by SPARK AI) help you work faster, understand customers better, and reduce after-call work. Many features are available during or after voice calls (availability depends on your license – and if this feature is enabled by your administrator).

- **Previous Call Summary**
  AI-generated recap of prior interactions (last 14 days) appears automatically. This gives you quick context so you can pick up right where you left off .

- **Live Transcription**
  Real-time transcription of the conversation appears in a searchable pop-up window during the call.

- **Sentiment Analysis**
  Real-time customer sentiment (Positive/Negative/Neutral) with post-call tag.It helps you detect frustration early and adjust your approach. Post-call, you also see an overall sentiment tag.



- **AI Agent Assist** (Live During Calls)
  Live suggestions, knowledge retrieval, and conversation insights as a co-pilot.

- **AI Call Recap / Interaction Summary** (Post-Call)
  After the call ends (or when reviewing recordings), AI automatically generates: Automatic post-call summary, key topics, and sentiment.

- **CRM Screen Pops**
  If enabled by admin, customer info from CRMs (e.g., Salesforce, Zendesk) pops up automatically on incoming calls.

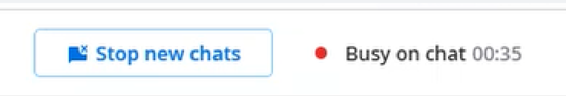
Pro Tip: Use these AI features (and CRM pops when available) to improve first-contact resolution and focus more on the customer.

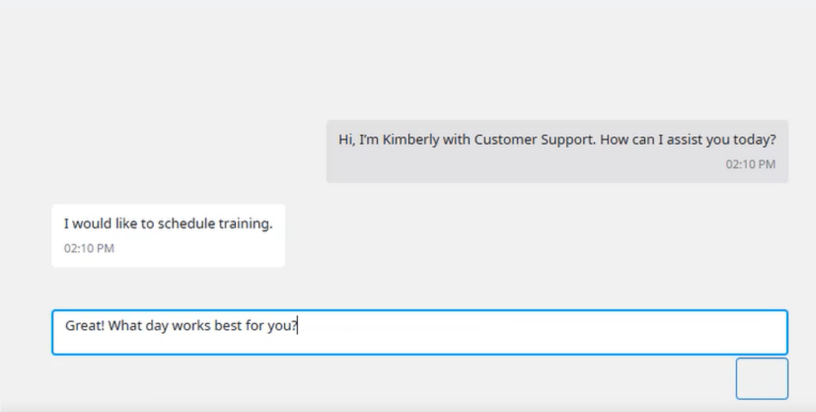
Omni-Channel (Chat & Email)

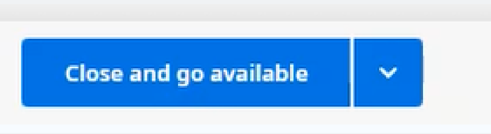
The same dashboard shows waiting chats and emails. Answer via the unified interaction window with similar controls (classification, transfer, close). Some AI features (transcription, sentiment, recap) apply depending on configuration.

Chat Queues:

- Real-time, live messaging sessions.
- Customers join via website widget or other channels.
- Handle multiple chats simultaneously (capacity set by admin).
- Use quick replies, canned responses, file sharing, and typing indicators.
- If the customer leaves, the interaction may stay open briefly for follow-up.

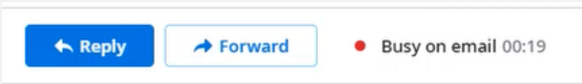


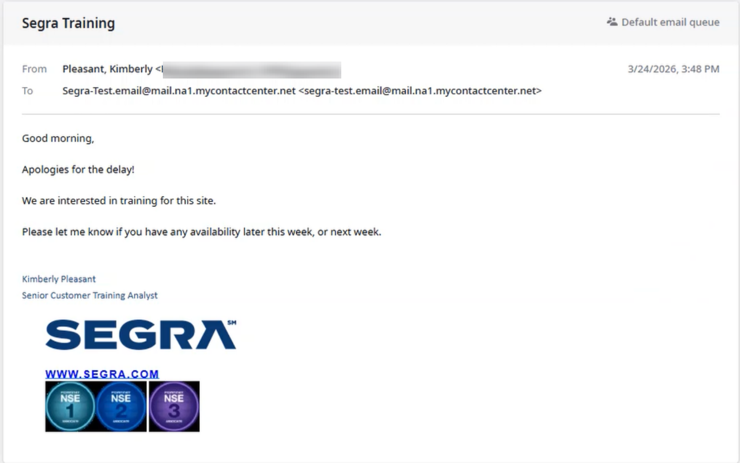


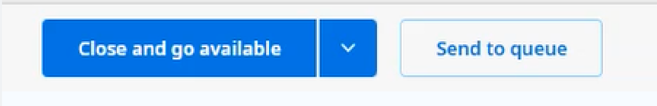


Email Queues:

- Asynchronous (not real-time).
- Emails arrive in the queue and you reply, forward, or transfer them.
- Includes threading for ongoing conversations.
- Set SLAs based on response time (not wait time like voice/chat).
- Common actions: Reply, forward to another queue/agent, add notes, or close with classification.







Tip: In omni-channel mode, you can blend channels (e.g., handle a chat while an email is open). Always close interactions properly to update stats and free capacity.

Key Agent Tips

- Prioritize queues with high callbacks or long wait times.
- Always close interactions properly so you become available for the next customer.
- Call recording is often automatic — follow your team's policy.
- Use the right sidebar to quickly see other agents' statuses.
- Use the Join as mobile agent button to recive contact center calls on your mobile phoneavailable in your settings.
- Note:Contact Center call status cannot be configured manually when logged in as a mobile agent in the Ascend Mobile App.