Spectrum

HOSTED
SERVICES

CLOUDTALK PLUS

New heights in cloud technology

Connect every element of your business

At Spectrum, we believe there's always room to be better.

Whether it's better customer experiences, better ways of working, better use of your own time, better system resilience or better profitability, there's always room to be better. Always.

And we don't stop there because what's better today won't necessarily be better tomorrow. Technology doesn't stand still.

That's why we'll always keep challenging you to be better. Always.

About Spectrum

Our Mission

To empower our clients to realise their potential by optimising their connectivity, capabilities and performance.

How can we help you to be better

Better retorn on investment

Spectrum can help you drive down costs and scale your services depending on your needs, to deliver better efficiency, productivity and profitability.

Better connectivity

In our world where connectivity is key, our range of specialist communications solutions can help you transform the way you engage with your clients.

Better performance

For your business to fulfil its true potential, you need a high performing digital communications infrastructure that helps you achieve not only what you want to achieve today, but also what

Introduction to CloudTalk Plus

Total communications management can be achieved through CloudTalk Plus, integrating with your telephone system smart features within CloudTalk Plus uses intelligence to provide an enhanced insight into your communications.

Standard Features include

SIP channel per user

Voicemail with voicemail to email delivery

Auto attendant (unlimited)

Advanced hunt groups

UC Business-IM&P and Video (Instant messaging and presence)

Go Integrator Lite (Windows & Mac) Screen popping, click to dial API integration)

Why use CloudTalk Plus?

Retain Customers

Improve call handling performance

Increase Sales

Ease of Use
Navigate through different sections via bold and brightly coloured tiles and the dash board

Greater Call Monitoring Cababilities
CloudTalk Plus feature set heavily focuses on extensive call monitoring and analysis.

Time Efficiency
Pull up reports easily and efficiently at the click of a button.

Customisable Dashboard Features
Create your own live tiles suited to your business needs

 Useful Observations and Recommended Actions

Fully Intergrated Features

Visual Displays
Real-time Wallboards and Dashboards can be customised to suit your business requirments.

Fully Customisable Reporting
Customise reports using filters so you can focus on the most significant data

Call Recording
Availavble via the cloud or on site, Call recording enables easy monitoring of staff performance and quick turnaround when resolving disputes.
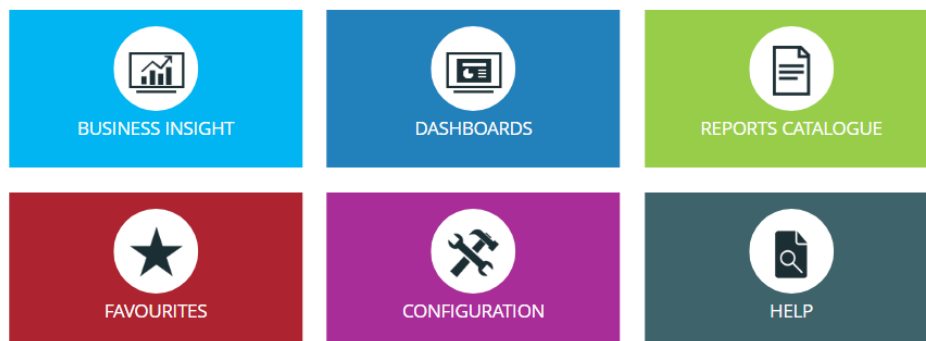
Enhanced Compatibility
Fully browser based and accessible via Desktop or smartphone

Enhanced Visibility & Ease of Use

Navigate through various sections from the Home screen

BUSINESS INSIGHT	DASHBOARDS	REPORTS CATALOGUE
FAVOURITES	CONFIGURATION	HELP

Easy reporting

Easily run reports which display call summaries per extension.

Enhanced call reporting visibility enables users to easily detect where issues may lie.
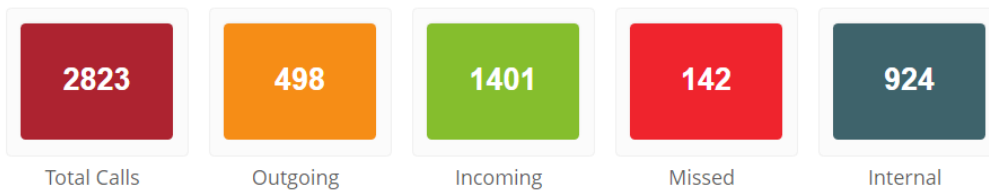
EXTENSION CALL ACTIVITY

APPLY FILTERS   +

REPORT PERIOD: AUG 14 2019

REPORT SUMMARY

2823	498	1401	142	924
Total Calls	Outgoing	Incoming	Missed	Internal

REPORT DETAILS

Extension	User	Total Calls	Outgoing	Incoming	Missed	Bounced	I/T	Internal	Avg. Talktime	Avg. Outgoing Talktime	Avg. Incoming Talktime	Total Talktime	Total Outgoing Talktime	Total Incoming Talktime	Avg. Ringtime
408	Llewellyn James	1	0	1	0	0	0	0	00:00:42	00:00:00	00:00:42	00:00:43	00:00:00	00:00:43	00:00:00
493	Mark Kirby	8	0	0	0	0	0	8	00:00:00	00:00:00	00:00:00	00:01:05	00:00:00	00:00:00	00:00:00
577	Martin Winstone	54	10	25	17	12	0	7	00:01:48	00:04:23	00:00:46	01:07:15	00:43:59	00:19:35	00:02:42
578	Jamie White	107	20	49	4	24	7	14	00:01:44	00:01:44	00:01:44	02:08:47	00:34:47	01:25:18	00:00:13
579	Ela Zajac	1	1	0	0	0	0	0	00:01:20	00:01:20	00:00:00	00:01:21	00:01:21	00:00:00	00:00:00

Business Insights

Inbound and outbound calls can be monitored via pre-defined dashboards and a wall-board. Users are able to filter results by different variables (date/time, call type, DDI, extension or group).

The Hourly Call Distribution chart displays call traffic allowing users to determine valuable information like call patterns and trends.
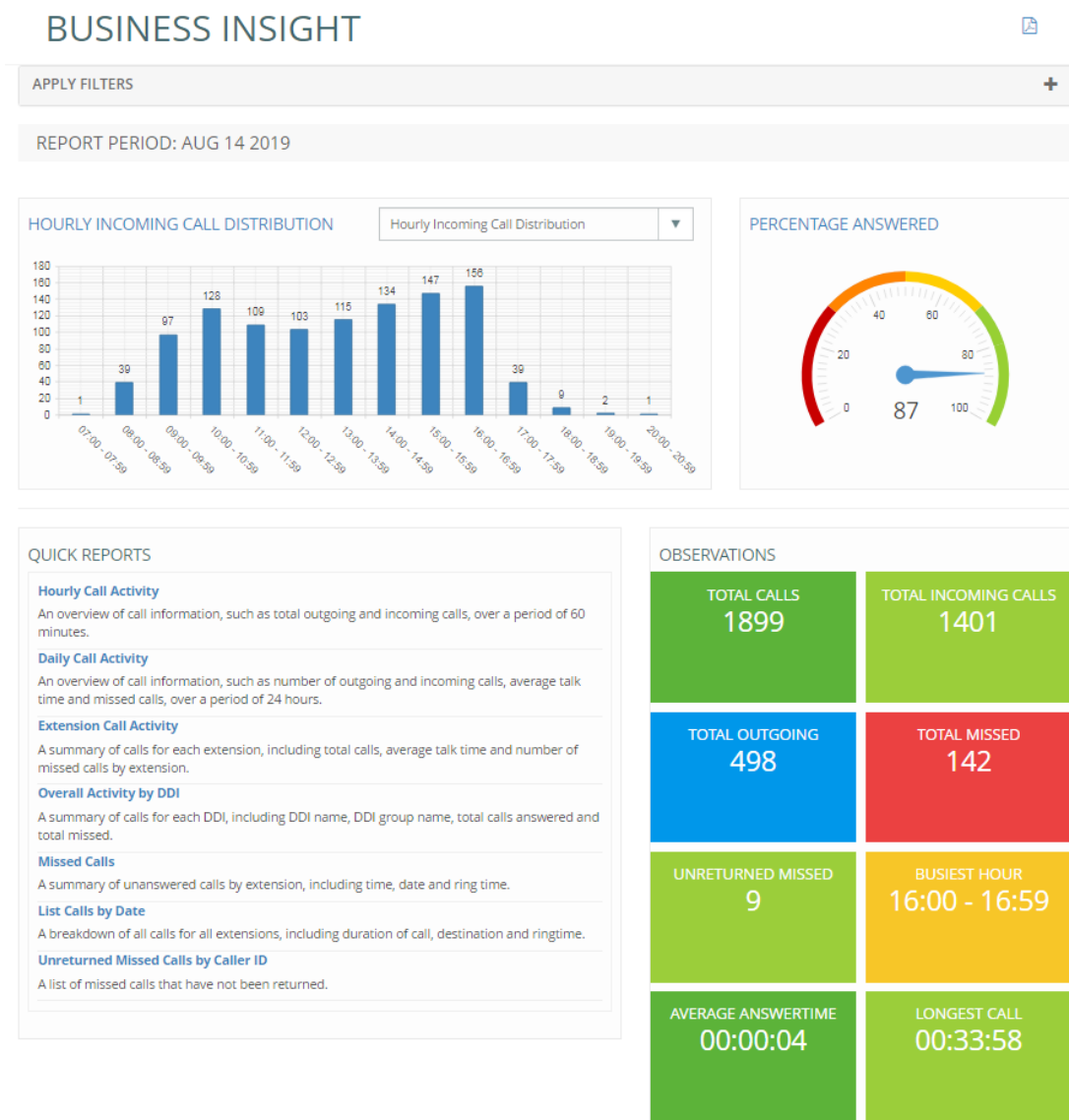
Quick Reports uses filters to provide customised reports.

The Percentage Answered dial displays the percentage of calls answerwed within the target response time over the total calls answered.

The Business Insight summary can be downloaded as a PDF.

Detailed call information

Users benefit from detailed call information as well as Standard Wallboard view.

DDI SUMMARY

DDI	Offered	Answered	Missed	Avg Ringtime	Avg Abandoned Wait Time	GoS	PCA
Demo User 49	551	534	17	00:00:02	00:01:54	94.56	97.57
Demo User 75	76	69	7	00:00:08	00:01:00	73.68	81.16
Demo User 66	48	35	13	00:00:04	00:01:49	64.58	88.57
Demo User 29	43	40	3	00:00:05	00:00:09	93.02	100.00

USER SUMMARY

Extension	Username	Total	In	Out	Missed
650	Alan Weston	152	123	29	1
596	Aaron Cole	151	141	10	2
652	Jon Street	143	132	11	2
649	Ian Wixon	119	103	16	0

Insight Wallboard

Visual wallboards are great for displaying on large screens to keep staff informed

Three pre-defined wallboards:

1. DDI Summary – Call summary per individual DDI.

2. Extension Summary – Call summary per each extension number.

3. Business Summary – Call summary for whole business.

WALLBOARD   Small Medium Large   Business Summary

Calls	Incoming	RingTime
1576	1080	00:00:04

Outgoing	Missed	Talktime
447	142	23:08:00
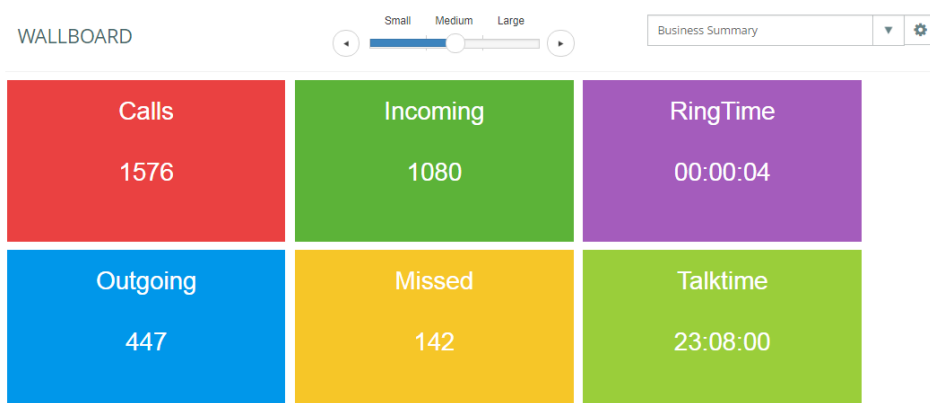
Quick access to key statistics

Users have quick and easy access to past data as well as data in real-time.

TOTALS

5	97	86.3
Calls Waiting	Longest Waiting (sec)	GoS

CALL SUMMARY

1899	10
Total Calls	Unreturned
498	1259
Outgoing	Answered
142	1135
Missed	Bounced
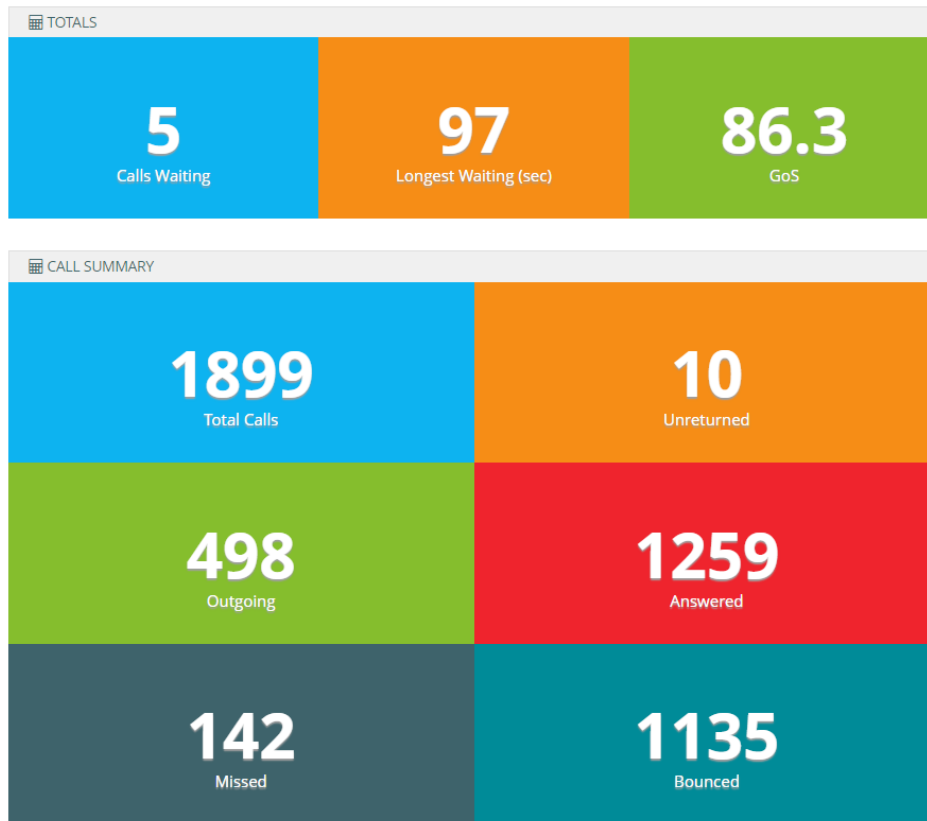
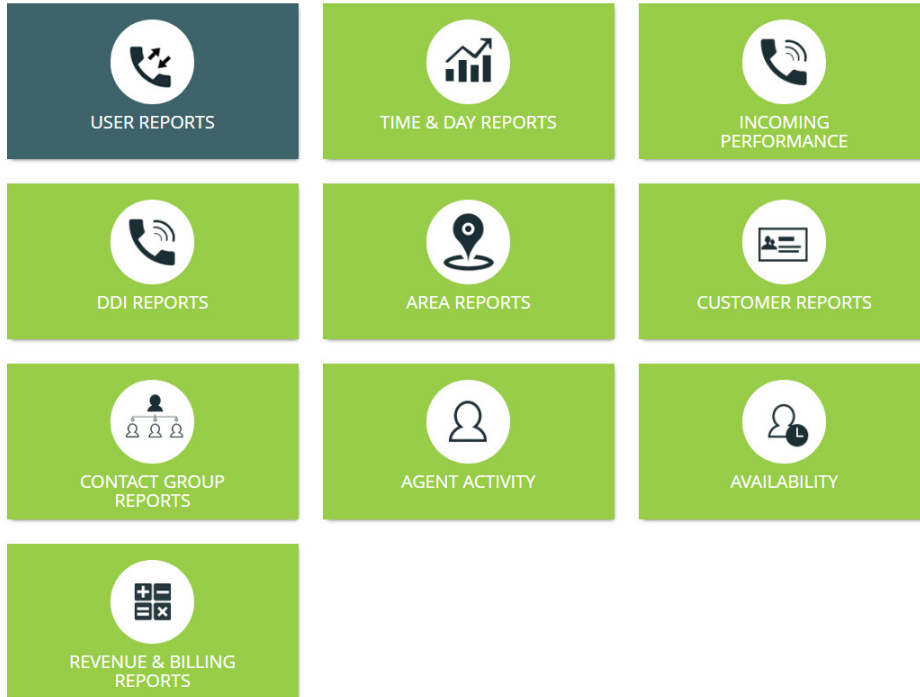Essential call information includes total calls (incoming/outgoing) and an overall business summary along with Grade of Service.

USER SUMMARY

Agent	Status	Calls	Inc	Out	Total Talktime
Alan Weston	On Call	152	123	29	04:49:51
Aaron Cole	Free	151	141	10	05:11:51
Jon Street	Free	143	132	11	03:53:57
Ian Wixon	Free	119	103	16	03:45:00
Kevin Cummins	Ringing	119	111	8	04:40:08
Jamie White	Free	69	49	20	02:00:05
Joelene Rid	On Call	69	48	21	02:39:10
Lewis Rendle	Free	63	40	23	02:00:09
Jamie White	Free	57	35	22	03:10:28
Jon Perry	DND ON	57	51	6	02:43:10

LIVE CALLS

Direction	Extension	DDI/Group	Caller ID	Call Status	Time In Current Status
Incoming	Andrew French	+442086778835		Ringing	00:00:37
Incoming	shane	+442478195601	+448886677096	Ringing	00:00:44

Reports Catalogue

The reports catalogue allows access to a variety of reports.

REPORTS CATALOGUE

USER REPORTS	TIME & DAY REPORTS	INCOMING PERFORMANCE
DDI REPORTS	AREA REPORTS	CUSTOMER REPORTS
CONTACT GROUP REPORTS	AGENT ACTIVITY	AVAILABILITY
REVENUE & BILLING REPORTS		

Help and Training

Although Spectrum provide the best in customer support there is also a whole host of training and help videos and documents to assist you when using Cloudtalk Plus.

ONLINE TRAINING VIDEOS	WEBSITE	ONLINE USER GUIDE
EULA	RELEASE NOTES	
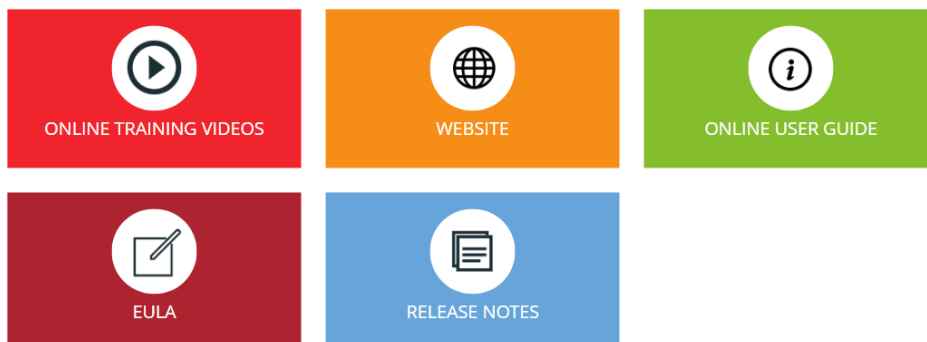
Group View

Perfect for contact centre management, Group View allows supervisors an ehanced view of all online and offline agents
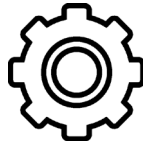
Support Services

Dedicated Account Manager	24/7 Support	Expert Technical Service	Proactive Help Desk	Regular Account Reviews
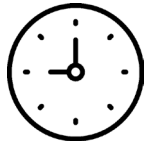
When you choose Spectrum, you'll be assigned an Account Manager who'll become an extension of your team. They'll know everything about your account and will be the only person you'll need to contact to get things done. Their extensive knowledge of your account will allow them to identify opportunities and recommend ways to improve your service and/or reduce costs.

Your account manager will visit you regularly to discuss every aspect of your service and provide insights to help you realise your potential.

Our Account Managers are fully supported by our Help Desk & Technical Services teams to co-ordinate and control day-to-day operations. They are determined to provide the highest levels of customer care, owning issues, executing actions and delivering results.

Delivering the technical extertise you need

Whether you require technical support to assist with a problem resolution, to help evaluate a product or service, or as part of a major project, we recognise that success is dependent on good communication and maintaining service continuity from sales to technical support and to account management.

Technical Consultancy
Advice and guidance on technology, consolidation, migration, transformation and

Solution Design
Designs in line with your corporate strategy incorporating a blend of operators, prod-

Installation Support
From procurement, pre-staging, configuration and testing, to moves and changes, upgrades and asset disposal.

Project Management
Supported by our Project Management Methodology, we have years of experience in delivering large and complex projects.

Maintenance
We offer a range of equipment and support packages which can be tailored to your requirements.

Spectrum

spectrum-coms.co.uk

0844 856 3301
info@spectrum-coms.co.uk

Head Office
Spectrum House, 4 Faraday Court,
First Avenue, Centrum 100, Burton Upon Trent,
Staffordshire, DE14 2WX