



Voice Hub

An advanced platform to manage inbound voice calls with improved agent efficiency, heightened customer experience and reduced costs.

Voice Hub delivers inbound voice to calls, DDIs or agents. It is a feature rich voice solution for both single location call centres and multi-site call centres including home workers. Providing a complete solution accompanied with unlimited network capacity and little or no capex requirement, your customers need never encounter an engaged tone again.

How will Voice Hub help you?

Our modern Voice Hub product combines both flexibility and functionality which is now expected by phone users. Alongside a feature rich voice solution, our product also includes; live wall board reporting, call recording, full range of routing choices, smartphone app compatibility, call performance monitoring and overall more functionality than a traditional phone system.

Voice Hub provides the process and tools for you to ensure all calls are answered and no caller ever receives the engaged tone, therefore maximising your sales and support functions.

In addition to accessing a full range of routing choices both standard and advanced, Voice Hub is secure and reliable sitting within the telco core network. Downtime not only loses money but also causes customer frustration and damage to your brand. The system is easy to overlay to your existing comms and our experienced team will help you develop call flows, messaging, even recording them if you would like. NSL will fully support you throughout design, build, implementation and ongoing development as your needs change.

Speak to the NSL team about how you can improve your customer experience, increase your staff efficiency and save money.

Features of Voice Hub

- Self-manage management portal
- Standard call routing features; time of day, day of week
- Advanced routing features; location routing; date exception
- Skill groups to DDI
- Hunt groups by ratio, least busy, simultaneous ring to DDI
- Single or multi call centre and home workers
- Messages uploaded to portal and added to call script
- Network queues
- Queue control and customer information
- Own 'on hold' comfort messages, play position, max number of calls in queue, max queue time to overflow voicemail
- Queue break out, press to choose a different option - voicemail
- Presentation of dialled number facilitating personalised answer by campaign / company name
- Whisper to the agent so they can answer by campaign / company name
- Agent acceptance of call to avoid local engaged tones, automatic voicemails
- Mid call transfer
- Extensive reporting
- Wall boards
- DR options
- Call recording, stored or download
- Agent's portal and / or Smartphone for logon / off
- Supervisor screen showing agent's status and ability to change status
- Supervisor screen showing agent's call performance
- Agent status can be scheduled with start finish time