



**SCOPSERV**  
INTERNATIONAL INC.

## SCOPEL APA AGENT PORTAL APPLICATION

**APA** (Agent Portal Application) is an agent performance optimization solution for Customer Contact Center. It allows the use of **SCOPEL IPBX** functions in interaction with enterprise business software, such as **CRM, ERP**, etc., to facilitate the processing of incoming calls.

The **APA** has two components: the **EMS** (Event Management Service) that installs automatically with your **SCOPEL IPBX** (minimum requirement: **SCOPEL** ver. 6.1) and the **SCOPEL APA** application (installation required) that the agents use in the execution of their customer contact center activities.

The EMS is a Websockets connector that updates agents' functional configurations and transmits events in real time to **SCOPEL APA**.

**SCOPEL APA** is a complement of the agent's desktop telephone which, without replacing it, adds a control panel on the user's PC. The agent can then perform the same actions of call, answer or transfer of communications via **SCOPEL APA** in addition to the following specific functions (see image below).



**SCOPEL APA** displays on the banner two information relevant to the global status of the queues: the average waiting time (**AWT**) and the global number of callers waiting in real time.

Queue management is done through a pull-down menu in the **FILE** window where it shows **SLA** compliance status, queue name, average latency, number of callers waiting, the abandon rate, and the queue selector is dynamically accessed by the agent.

For more information or to obtain **SCOPEL APA**, refer to your authorized ScopServ agent.

Guides available at <https://wiki.scopserv.com/en/guides/index.html>  
Documentation available at <https://www.scopserv.com/products/documentation/>

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