

## THE REAL TIME INFORMATION EXPERT

**SCOPSWITCH** lets call center agents and supervisors thoroughly monitor user status in real time.

**SCOPSWITCH** compiles and displays vital information about the statistics of your Customer Contact Center (CCC).

**SCOPSWITCH** allows you to oversee through a Web interface, with a real time access, all the IPBX resources.

Designed for the administrator and authorized users, this interface is ideal for any operator, allowing them to monitor the call center, checking the status, queues and agents.

For every type of business, whether a 5-employee SME or a multinational.

<https://www.scopserv.com/fr/products/documentations/>

## AVANTAGES

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- Many indicators
- Guaranteed accuracy
- Easy to us
- Automated system

SCOPSWITCH is an integral part of SCOPTEL IPBX



# FEATURES

- Show Phones: Displays the status of telephone terminals, calls in progress, status of return calls
- Show Virtual Office: Displays office status, the phone number of the connected user, as well as calls in progress
- Show Agents: Displays agent status, the phone number of the connected user, as well as calls in progress
- Show Waiting: Displays the status of the line-up (Number of agents available or on break) as well as calls waiting
- Show Parked: Displays the 'parking' zones as well as the calls on hold (parked)
- Show Voicemail: Displays the status of the voicemail boxes, displays the messages, reads voice messages and transfers copies voice messages to another file or another box
- Show VOIP Accounts: Displays the status of VOIP accounts as well as calls in progress
- Show Conferences: Displays the status of conferences, the list of members and their status (mute mode ON or OFF). You can exclude any member or put them in mute mode, or lock or unlock the conference call
- The editor menu panel is integrated directly into the interface for easy management (to create, modify, delete)
- Create public menu panels, accessible to all authorized users
- Create private menu panels, accessible only to currently connected users
- Enhanced display of elements in a SCOPSWITCH menu panel, for simpler and easier access to various information
- Faster and more fluid refresh of data in the SCOPSWITCH menu panel
- Virtual phone added, for remote control of a telephone connected to SCOPTEL IPBX and its calls
- A receptionist version of the virtual telephone is now available that displays more than four calls
- Contact management with a call button and send-message button
- Display contact status
- Get the history of the virtual telephone all calls in the past 24 hours)
- Personalize the display of every SCOPSWITCH panel, based on the preferences of the connected user

