GAINING THE BUSINESS BENEFITS OF UNIFIED COMMUNICATIONS WITH VIATEK

The business world is more connected than ever and keeping communication links performing at maximum efficiency is a vital task.

At Viatek, we work with clients to design, build, and manage unified communications (UC) platforms that deliver voice, video, chat, and collaboration services to staff and clients regardless of their location. We deploy the latest in UC technology to ensure services are robust, efficient, and cost effective.

THE VIATEK APPROACH

To deliver the most powerful communications services, Viatek harnesses the power of the cloud. Using a Unified Communications as a Service (UCaaS) solution developed by technology partner Access4, the Viatek team delivers an infrastructure that matches the particular requirements of each client.

AREAS OF FOCUS

The Viatek unified communications team has considerable industry knowledge and experience. Our focus areas include:

- **Hosted voice solutions:** Based on a cloud PBX offering from Access4, this solution enables clients to transition from aging and expensive on-premise PBX phone systems to a next-generation alternative. Voice services are no longer tied to a particular physical location but can shift as requirements change.
- **Unified Communications:** This integrated communications offering comprises cloud-based voice, video, chat and share capabilities delivered through a unified interface to end users via a range of different devices. A single, intuitive interface means users can quickly become familiar with the services and make use of them to support daily activity.
- **Microsoft Teams:** The software giant has developed a powerful, integrated suite that allows workers to communicate and share information in an efficient and secure manner. Powered by Access4, this platform offers a consistent user interface and can be configured to also handle all traditional telephone traffic.
- **Contact centre:** This platform allows an organisation to shift away from a traditional, centralised contact centre facility and have agents working from any location. Functionality can range from a simple inbound-calling facility to one that delivers comprehensive feature set.
- **Self-service:** To ensure a UC infrastructure operates at maximum efficiency, the Viatek team can deploy the self-service Access4 sasboss portal through which all users can be managed and services configured by the customer. The portal also delivers comprehensive monitoring and reporting features that provide valuable management insights.

CONTACT US TODAY

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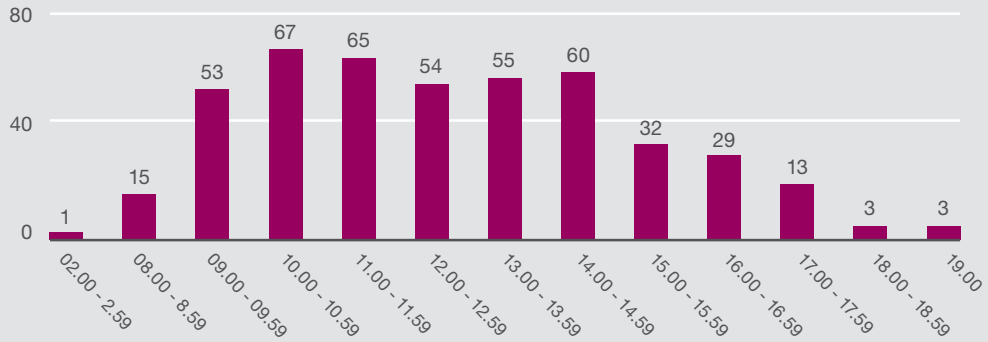
Viatek
IT'S ABOUT YOUR BUSINESS

REPORTING

- User reports
- Time and day reports
- Incoming performance
- DDI reports
- Area reports
- Customer reports
- Revenue and billing reports
- Evaluations reports

Report Period: September 21 2020

HOURLY INCOMING CALL DISTRIBUTION



PERCENTAGE ANSWERED

QUICK REPORTS

- **Hourly Call Activity**
  An overview of call information, such as total outgoing and incoming calls, over a period of 60 minutes.
- **Daily Call Activity**
  An overview of call information, such as number of outgoing and incoming calls, average talk time and missed calls, over a period of 24 hours.
- **Extension Call Activity**
  A summary of calls for each extension, including total calls, average talk time and number of missed calls by extension.
- **Overall Activity by DDI**
  A summary of calls for each DDI, including DDI name, DDI group name, total calls answered and total missed.
- **Missed Calls**
  A summary of unanswered calls by extension, including time, date and ring time.
- **List Calls by Date**
  A breakdown of all calls for all extensions, including duration of call, destination and ring time.
- **Unreturned Missed Calls by Caller ID**
  A list of missed calls that have not been returned.

PERCENTAGE ANSWERED

TOTAL CALLS 1,213	TOTAL INCOMING CALLS 830
TOTAL OUTGOING 383	TOTAL MISSED 98
UNRETURNED MISSED 47	BUSIEST HOUR 14:00-14:59
AVERAGE ANSWER TIME 00:00:08	LONGEST CALL 00:44:07

DDI SUMMARY

DDI	Offered	Answered	Missed	Avg Ring Time	Avg abandoned wait time	% GoS	% PCA
Auto Attendant - Basic Main Number	367	317	50	00:00:06	00:00:09	82.02	94.95
Jackie Watts	14	5	9	00:00:01	00:00:00	35.71	100.00
Hunt Group Demo HR	14	0	14	00:00:00	00:00:23	0.00	0.00
Henrietta Hill	13	2	11	00:00:00	00:00:12	15.38	100.00
Hunt Group Demo Professional	10	10	0	00:00:08	00:00:00	100.00	100.00
DDI	1	9	8	00:00:05	00:00:05	88.89	100.00
Hunt Group Demo	8	8	0	00:00:03	00:00:00	100.00	100.00
Hunt Group DemoMA	7	0	7	00:00:00	00:00:00	0.00	0.00
Silvia Green	4	1	3	00:00:01	00:00:11	25.00	100.00
Florence Johnston	3	0	3	00:00:00	00:00:11	0.00	0.00
Harold McDonald	2	2	0	00:00:02	00:00:00	100.00	100.00
Call Centre Contractor Sales	2	2	0	00:00:06	00:00:00	100.00	100.00
Hunt Group Sales Internal	1	1	0	00:00:02	00:00:00	100.00	100.00

powered by access4

AS A NEW ACCESS4 PBX CUSTOMER YOU WILL HAVE ACCESS TO THE FOLLOWING PRODUCTS AND FEATURES:

Unified Communications Cloud Phone System

Microsoft Teams Integration

Contact Centre

Hosted Voice

ADDITIONAL ACCESS 4 FEATURES INCLUDE:

- Call analytics and reporting
- Contact centre features and software
- Reception console software
- CRM integration
- Smart device client
- Softphone
- Unlimited and PAYG calling plans
- Virtual fax service (send and receive electronically)
- SIP Trunks
- Call Recording
- Customised Music on Hold and Messages
- Self-service portal

WHAT DOES OUR ACCESS4 CUSTOMERS SAY?

"I am confident we now have in place a phone system that can grow with the company and support operations well into the future," he says. "Viatek continue to be a valuable partner for us and will help to ensure the system provides the performance and features that we require."

- Fastway Couriers: Russell Jackson | Administration Manager

"We now have multiple offices around Australia, our communication is seamless and as if we are all in the same room. Our PHONE SYSTEMS amongst one of our competitive edges on the market. We can work anywhere in the world without delay or extra expense. The Viatek solution has enabled us to grow exponentially."

"We chose Viatek because of the People!! We know they offer products that they would take themselves. They offered both cutting edge technology along with fact their pricing was very competitive when compared to the market. Their on the spot knowledge and ability to solve our communication problems was second to none."

- Ausure Insurance Brokers: David Summers | Business owner

WORKING WITH YOU

Viatek's considerable experience with communications technologies means we are well placed to deliver the platform and services your organisation requires. Powered by the Australian-based Access4 cloud, our Unified Communications portfolio can future proof your telephony and collaboration capabilities.