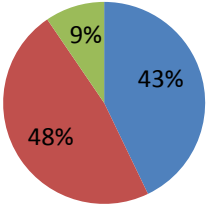
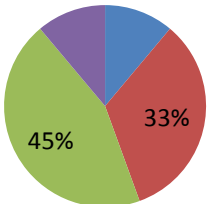
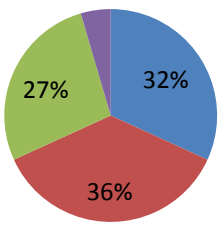
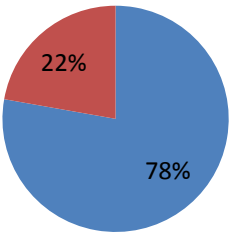
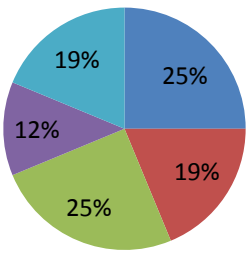


## Survey Results from Call Centre Product Evaluation Survey

Do you currently use a call centre solution to manage incoming client requests via telephone?	 <p>■ Yes ■ No ■ Not Sure</p>
Do you know which call centre solution you use to manage client requests via telephone?	 <p>■ ACD ■ CC6 ■ Not sure ■ Other</p>
Who are your clients?	 <p>■ Students ■ Faculty/Staff ■ General Public ■ Other</p>
How important to your clients is answering their requests by telephone?	 <p>■ Critical ■ Important ■ Nice to have ■ Not important</p>
How would you like to contact clients in the future?	 <p>■ Web chat ■ Video chat ■ Instant messaging ■ Off-campus support ■ Other</p>

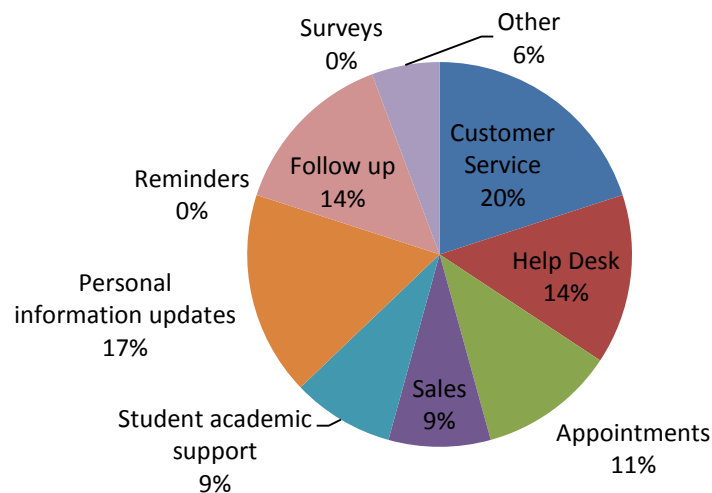
### What is your current call centre solution missing?

Reporting, more advanced features such as: VOIP connectivity, caller logs, general reporting, easier on the fly message creation, social media aspects and connection to CRM.
Full potential hasn't really been explored
Easy way to personalize messages Call back functionality Integration with ticketing tool
Self-managing reporting flexibility of making changes on the top menu to announce service outages
VOIP solution due to requirement to connect directly not with an automated dialer that has a delay using old telnet boxes because we cannot find a box that will meet our needs for this
* Voice Mail Integration with UBC email system (UM) * Integration with Service Now * User friendly Admin user interface * Custom Reporting * Mac support for admin interface * Integrate digital system (VoIP) into it * Admin role is a bit limited, i.e. we cannot change hours of operations, message, etc
Upgraded phones so both receptionists have switchboard access.
Would be nice if I could pull a detailed report once a month, instead of having to do it every 10 days.
still new and learning - not sure yet

### What would your ideal call centre solution provide to you?

Flexibility
Integration with email and registration process
Easier customization rather than going to Service Owner further integration with existing tools
Be able to analyze call volume by hour, week, and month Allow me to manage the call report by myself
Be able to announce different service outages
What CC6 has, plus all the above (5); all integrated in a digital system.
communicating with counselors and transferring calls more efficiently
Not sure. It could be that the current solution has everything and I'm not aware of it. Don't have the time to read the manual etc.

### What do your clients contact you for?



### What would you want from a tool that helps you manage telephone calls?

Easier ability to update recorded messages at busier times. We all have to individually record voicemail responses - would be easier if we could one recording for everyone.
We might benefit from a call tool that would allow a streaming of options depending on the status of the caller (ie, student, employer, and sponsor). We also need a way to connect these types of calls into cell phones - better than simply forwarding a desk phone to a cell phone. We don't have a high volume of callers to our unit so our need is not particularly high for a call solution.
Ability to deal with routine volumes
I may be interested in a tool to reach and manage funding sources through email or the web. Not sure what is available to assist with this or what the cost would be vs. the benefit.
We currently enter called in IT support requests, to Spiceworks. Spiceworks receives e-mailed IT support requests directly.
Emergency Call Centre
Additional funding for a position to manage the telephone calls. Please do not download this service if you think that it free up time in an existing position in the faculty which could be then used to support the call center.
Assistance with contacting prospective research subjects to obtain their participation in a survey.
customizable