

## Flexible Configuration Options with Powerful Features

### Visual Queuing of Incoming Calls

**Simple Screen Pop** – Deliver accurate customer profile and contact center information to the agent desktop

**Integrated Screen Pop** – Deliver customized embedded screen pop in multiple business applications

**Call Context Capture** – Collect contact data from automatic call distributors (ACDs), interactive voice response (IVR) and customer databases to route the call and display contact information to the Visual Queue Application

**Dialing Capabilities and Telephone Automation Tools** – Dial from any application, with a click of the mouse

**Caller History** – Empower agents with past caller behavior

**Color Coded Call Priority** – Operators can see priority of calls with a simple glance

**Touchscreen desktop operation**

**Analytics capabilities to track all interactions**

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***“Upstream Works delivered what we asked for, on time and with no surprises.”***

*Network Operation Manager  
Hydro One, Toronto, ON*

# Visual Queue

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## Upstream Works Visual Queue Solutions Bridge the Gap Between Computer and Phone in a Control Center Environment

Visual Queue is an agent application which allocates callers to prioritized groups, and then visually displays callers waiting to your technicians or control center operators. Visual Queue gives skilled workers full call knowledge and control without queue delays or ACD based decision making.

You would use Visual Queue to:

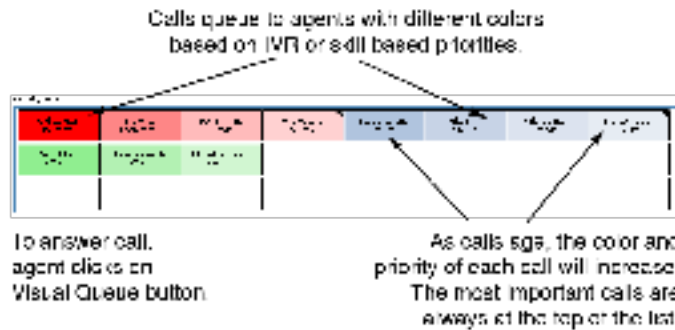
- Know Who's Calling and Why
- Fully Utilize Your Highly Trained Operational Staff
- Stop Putting Your Field Personnel on Hold
- See Only the Calls You Need to See
- Gain more Call Control
- Put Critical Knowledge in the Control Operators Hands
- Measure to Improve and
- Because Priorities Change Every Minute



## Visual Queue Includes:

### Visual Display of Incoming Calls

Calls are displayed to each operator in the group, along with any known information about the caller. Operators decide which call to answer and when.



### Call Parking and Re-queuing

Re-queue low priority calls to deal with more urgent matters. When re-queued, calls can be handled by other control room operators if required.

### Voice Recording Integration

In many control centers, recording is a requirement. With Visual Queue, you can connect with a recording system of your choice to log specific user call information – such as the customer number or a resolution code – along with the recording.

### Touch Screen Enablement

With optional touch screen enablement, no keyboard or mouse is required. Everything can be accessed from an integrated console for supreme ease of use.

### Visual Voice Mail in Queue

Visual Queue supports seamless integration with IVR based Voice Mail systems. Voice mails are displayed as Visual Queue items, along with known caller information. Voice mails can be handled immediately or during slower periods – depending on the nature of the call and the operator's discretion.

## About Upstream Works

Upstream Works delivers contact center solutions and customer experience analytics that reduce costs and improve customer retention. Typical implementations deliver full project payback in 6 months.

## Upstream Works Solutions

### CTI Solutions

Upstream Works Interaction Management Automation Services (CMAS) provides the most flexible and user friendly CTI solution available in the industry, supporting a feature rich and expandable contact center infrastructure.

### Agent Desktop Solutions

Upstream Works Contact Center Agent provides a role tailored multi-channel agent desktop application for the contact center agent, improving service delivery while collecting complete interaction context for every customer.

### Business Interaction Manager

Upstream Works Business Interaction Manager is a suite of products designed to collect interactions from across an organization, wherever they occur, in real time, and provide that information to business users from executives to front line customer service staff in an easy to use and role tailored fashion to improve productivity and customer experience.

With users tracking millions of interactions monthly, Business Interaction Manager has been used to directly improve productivity, eliminate unnecessary contacts, reduce training costs and improve contact resolution metrics.



**Upstream Works**

www.upstreamworks.com