



# Tech Bytes: Cloud Contact Center

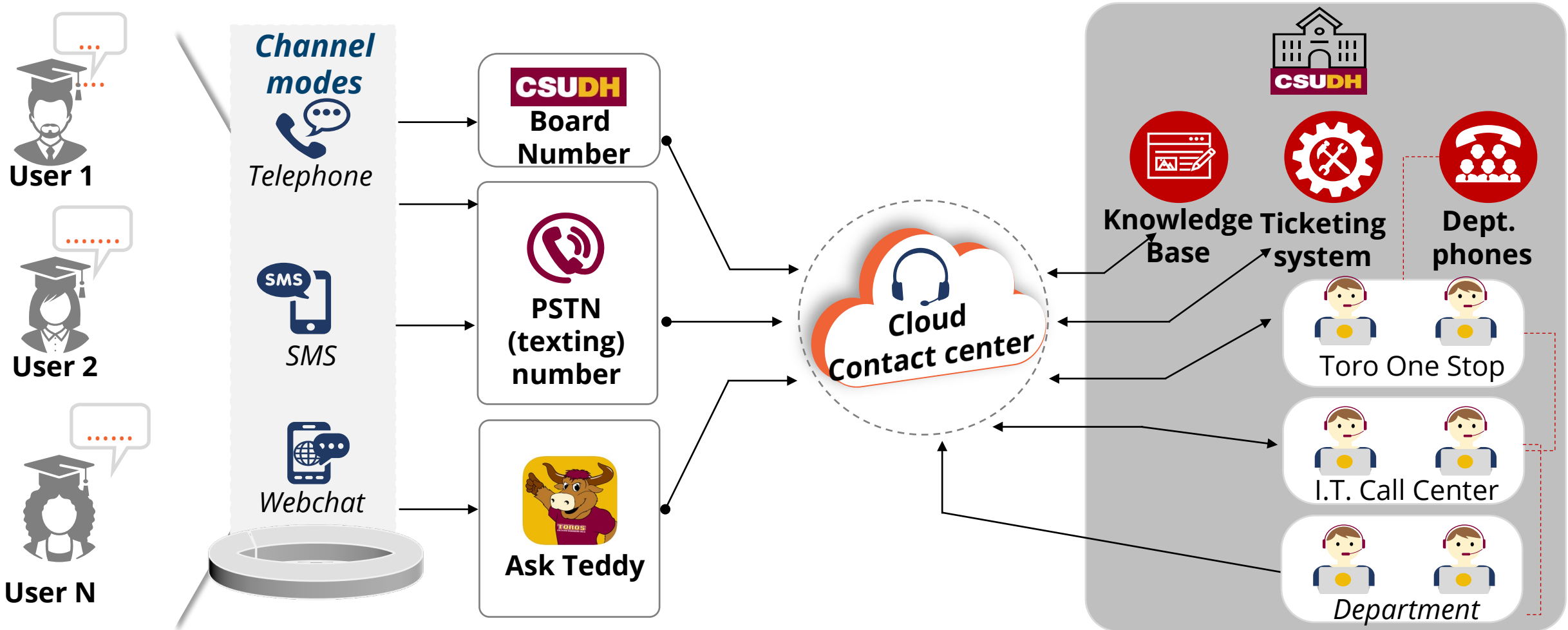
Bringing CSUDH Up-to-Date on Information Technology

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# What is the CSUDH Cloud Contact Center?

An internet-based solution that handles all inbound and outbound customer communications across multiple channels.



# Cloud Contact Center – Phone Call

I.T. Call Center

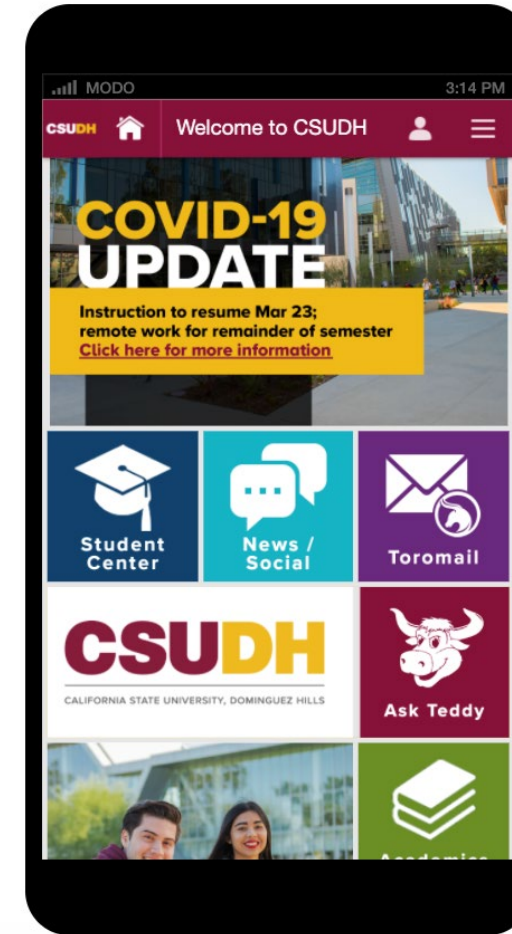
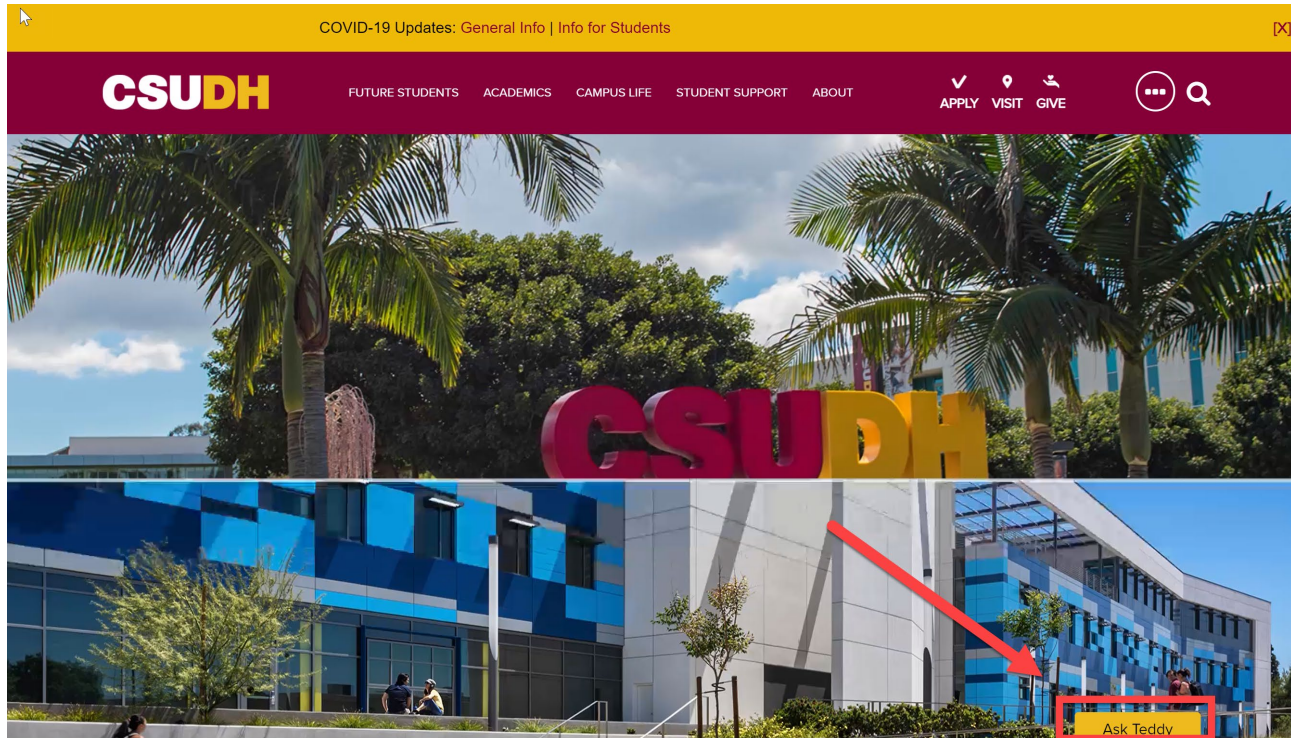


**Toro One Stop**



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# Cloud Contact Center - AskTeddy



# Cloud Contact Center – AskTeddy – SMS/Text


Ask Teddy

< Back

 Agents Live

Department

Please select a department you would like to connect with and an agent will assist you.

 IT Call Center


Online Now

>



Ask Teddy

< Back

 Agents Live

Hello

Let me collect some information about you before I connect to an agent. That way I can help you better.

Preferred method of contact

☐ Email ☐ Text(SMS)

Name

ID

Email address

Country code

+1 (United


Cell Phone Number

Cancel

Send



Ask Teddy

 Connecting...

IT Call Center

End Chat ×

Thursday, Apr 22, 2021

We may ask you to provide us some basic information such as your name, ID, and email address. In order to help protect your privacy, please do not share any additional personal information via WebChat

You 04:18 PM

You 04:18 PM

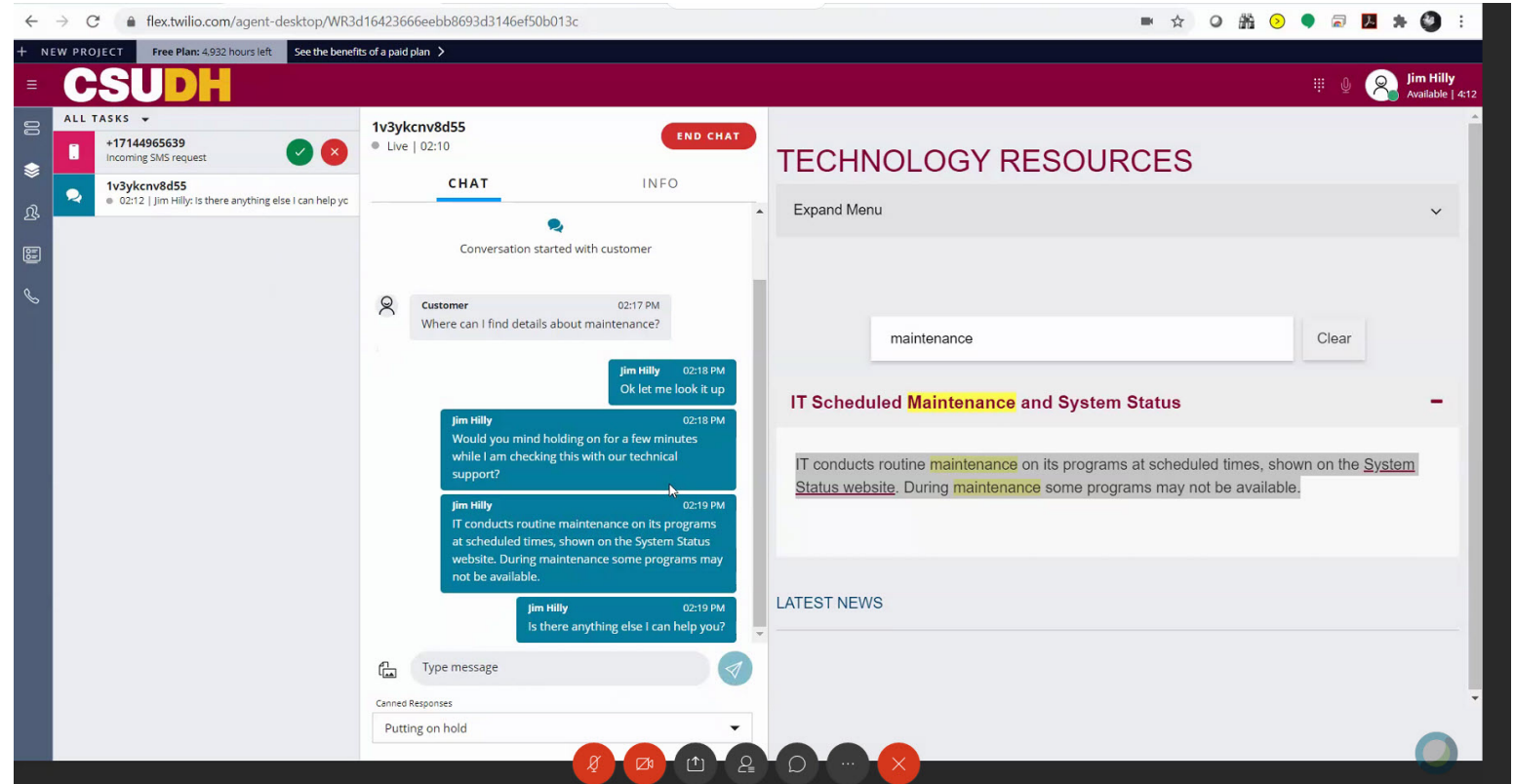
has joined the chat

Enter your question here ...

# Cloud Contact Center (CCC) Agent Dashboard

Live Chat  
& Real-  
time  
Service

- Live agents to chat or text w/ users
- Route to the right agent
- Customize action if no agents available



# Growing the Cloud Contact Center (CCC)

Live Chat &  
Real-time  
Service

- Define the channels for Contact Centers to support
- Finalize the ticketing system shared between depts
- Departments the Contact Center will connect



# CCC - Frequently Asked Questions



## Channels



No of agents  
**25**

### 1. What happens when user sends an SMS ?

*If agent online:* Agent shall answer the SMS  
*If agent offline:* A automatic message saying “agents are offline” will be sent and the SMS is placed in agent queue, which will be answered by next online agent

### 2. What happens when user chats on web chat?

If Ask Teddy does not know the answer, then  
*If agent online:* prompts to connect to agent  
*If agent offline:* collects information, using which agent task is created in the queue, which will be answered by next online agent

#

### 3. What happens when user connects over phone?

*If agent online:* Lands to agent queue.  
*If agent offline:* Prompts the user to connect with AskTeddy

### 4. Can agent transfer to other agent?

Yes

### 5. Does the contact center have Knowledge Management?

No, but can integrate with incumbent CRM, ticketing system

### 6. Can agent transfer to other dept (outward call)?

Yes

#



# Questions?





# Thank You

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