

# Knowall SWYX

SWYX & Auto Answer

# SWYX Auto Answer increasing Call Centre productivity

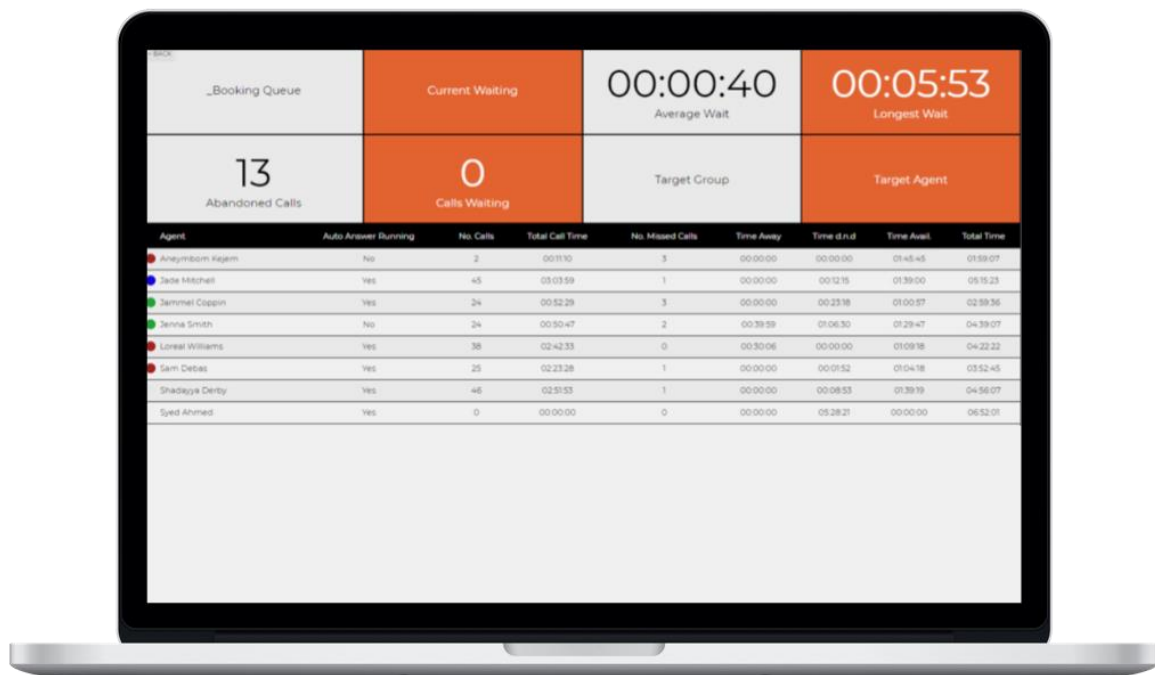
## Call Centre agents simply not answering enough calls?

For inbound call centre agents working from home due to COVID, the simplest strategy is to simply ignore calls... **less calls = less work.**

With Knowall's Auto Swyx Answer agents can no longer simply ignore calls – Calls will auto answer within a certain time frame. Eliminating careless agents.

### Benefits of SWYX Auto Answer:

- Improve your call centre productivity (No more lazy agents)
- Reduce answer times
- Avoid missed calls
- Reduce management time, with immediate stats on agent status – AWAY, Do Not Disturb, Logged Off, Total Call Times
- Simple integration with SWYX
- Calls delivered to longest waiting agents
- Live wall board monitoring and historical reporting on agents



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## Set which agents are enabled

COMPANY NAME	SWYX USER NAME	AUTO ANSWER ENABLED	ANSWER TIME MS	START TIME	END TIME
Ecourier	Natalie Williams	1	3000	08:00	23:30
Ecourier	Nyall Hobourn	1	3000	08:00	23:30
Ecourier	Riyad Khan	1	3000	08:00	23:30
Ecourier	Rushabh Patel	1	3000	08:00	23:30
Ecourier	Shadaya Derby	1	3000	08:00	23:30
Ecourier	Syed Ahmed	1	3000	08:00	23:30
Ecourier	Jammel Coppin	1	3000	08:00	23:30
Ecourier	Sam Debas	1	3000	08:00	23:30
Ecourier	Loreal Williams	1	3000	08:00	23:30
Ecourier	Christiana Adekunle	1	3000	08:00	23:30

## Define queues

COMPANY NAME	GROUP CALL	CALLED NAME	QUEUE NAME	AUDIO FILE
Ecourier	0	\$swyxUserName	_Booking Queue	tier1Audio.wav
Ecourier	0	\$swyxUserName	_Knowall_Test_Queue	tier1Audio.wav
Ecourier	1	_Overflow Booking Tier 2		tier3Audio.wav
Ecourier	0	\$swyxUserName	_Tracking Queue	tier1Audio.wav
Ecourier	1	_Medical Queue		Tier3Audio.wav
Ecourier	0	\$swyxUserName	_Knowall_Test_Queue	Tier1Audio.wav
Ecourier	1	_Overflow Booking Tier 3		Tier3Audio.wav