

Homeworker helps you maximise the potential of your home-based teleworkers with the minimum of expenditure



t+tem

dedicated to
inbound

Homeworker

Many businesses employ a varied call centre environment using a mix of call centre and home based employees. In the past it has been difficult to make best use of homeworkers due to the lack of control that current Automatic Call Distribution systems offer.

Totem's Homeworker solution enables call centre managers to take full control of the homeworker environment, by balancing call ratios between call centre based staff and remote workers.

This network based solution has four core elements to ensure the entire tele-workforce is handled efficiently and effectively, these are:

Management Control
Homeworker Attendance
Call Flow
Call Statistics

We will work with you as an integral part of your team to design and implement the best Homeworker solution for your business.

The benefits

But what benefits can our Homeworker solution expect to bring to your business?

- > All the cost benefits of a tele-working operation
- > The seamless integration of call centre to home workers
- > Full visibility and statistical control of all agent and home worker activity
- > All calls are answered instantly and efficiently
- > The system grows with your business

- > There is no need to change existing telecoms provider
- > No equipment is required on your part
- > Low monthly rental

Homeworker solution in detail:

Management Control

Managers can easily identify the number of staff logged on/off at any time, enabling managers to include, exclude and monitor homeworker activity.

Homeworker Attendance

When the homeworker logs into the system, having dialled their access number and entering a personal PIN code, the network recognises the personal settings and provides extra security by matching the PIN to the homeworkers CLI and then includes/excludes the homeworker from the work pool.

Call Flow

Inbound calls between a fixed and virtual call centre are managed via the intelligent network provided by Homeworker. The flow of inbound call traffic can be routed in a number of ways to suit your organisation's infrastructure.

For example, calls can be directed firstly to the call centre with any overflow going to the homeworker pool. Callers are unaware of this overflow mechanism as calls are automatically offered to the next available agent following a cyclical pattern, skipping any non-logged in number.



Call Statistics

Our Call View Product and statistical reporting tool is part of the Homeworker solution providing online statistics to allow full monitoring of call centre and home worker calls, enabling you to change your profiling and call delivery as required.

For more information on how we can help you, please visit us at:
www.totemcomms.com

Or call our customer services line on:
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