

HELP DESK

NuSuara Help Desk System is a customisable call center solution that provides an effective platform for customer service department. It answers calls for your customer services or support department professionally. The system automatically routes callers to the right departments or agents effectively.

The Benefits

- Supervisors or management can monitor the system remotely.
- Supervisors can track and analyse call statistics using online reports.
- Convenient single point-of-contact for all enquiries.
- The system attends to customers 24 hours a day, 7 days a week.
- The system offers callers to leave voicemails when agents are not available.
- The versatile system is both voice and touch-tone enabled, giving callers the option to use whichever technology they are comfortable with.

Advanced Features

AUTOMATIC CALL DISTRIBUTION (ACD)

The system routes callers to the right queue and route to the next available agents.

REALTIME SYSTEM STATUS

Real time information on the status of the call and agent.

VOICEMAIL

The system offers callers an option to leave voicemails when agents are not available (e.g. during non-office hours, holidays or all agents are busy).

VOICE LOGGER

The conversations between callers and agents are recorded.

SYSTEM COMPATABILITY

The Help Desk system can be easily integrated with your PABX.

SYSTEM CUSTOMISATION

The system can be easily integrated with your CRM or ticketing system.

ONLINE REPORTS

Supervisor can see the online reports on call statistics or agent performance.

POP-UP

When agents pick up calls, callers' information appears on the agents' pop-up screens.

WRAP UP

Agents can categorised the calls (e.g. enquiry, complaints) or add comments to the calls during wrap up time.

Organisations such as Putrajaya Holdings, Gas Malaysia and D-Villa Residence utilise the self-service Help Desk solution to administer large volumes of incoming calls, and ensure service excellence.

The screenshot displays the NUSUARA Helpdesk System interface. The header includes the NUSUARA logo and the text 'Helpdesk System'. Below the header, there are navigation tabs for 'HOME' and 'SYSTEM STATUS'. The main content area is titled 'SYSTEM STATUS' and shows the current time as 10:33:01. It features two summary tables: one for call statistics (0 calls in queue now, 3 available agents) and one for agent status. The agent status table lists four agents: Selina (logged in), Lita (logged in), Joseph (work-off), and Joseph (work-off). Below this, there are two tables for 'Today Call Statistics' for Office Hours (08:30 - 17:30) and Non Office Hours, showing counts for Answered, Voicemail, Abandoned, and Others.

Call ID	Name	Login	Status	Phone Number	Last Abandoned
214	Selina	-	logged in		09:39:36
215	Lita	-	logged in		09:38:46
216	Joseph	Y	work-off		09:38:21
217	Joseph	-	logged in		09:37:48
218	Joseph	Y	work-off		09:37:43

Today Call Statistics				
Office Hours (08:30 - 17:30)				
Total no of calls	Answered	VoiceMail	Abandoned	Others
938	93	7	2	0

Non Office Hours				
Total no of calls	Answered	VoiceMail	Abandoned	Others
3	0	3	2	0