

MPVEX Call Center Agent



The Call Center Agent - The Role Has Changed

It is time your old-world complex call center evolves into an amazingly simple experience for your agents and be transparent to your customers. This evolution is a must to meet the needs of your customers who prefer to speak or text with the best customer satisfaction people in your organization, even though your best people may be working from home or other remote locations. Yes, this means the call center agent job description has changed and includes knowledge of many more platforms and communication skills than before.


In order to improve the productivity of each agent, the MPVEX Call Center Agent was designed to be a simple to use browser based application which let your agents' login/logout of the call center from literally anywhere. Since today's agents prefer to work from unique places, MPVEX goes where they go.

MPVEX Call Center keeps track of all the time the Agents are working, and you have the power to track all their productivity without having middle management hover over them.

AGENT STATS				
● Ready			Set Away	Logout
Last Login	Last Call	Missed Calls	Answered Calls	Avg Call Time
12/11/2017 12:25 PM	12/11/2017 1:02 PM	2	71	87 s

MPVEX AGENT

- Anywhere Login/Logout/Away/Ready
- Real Time Stats
- Missed Calls
- Answered Calls
- Average Call Time
- Wrapping Up Time
- Easy Status changes
- Agent Queue & Non-Queue Calls
- Laptop/Tablet/Smartphone
- Cellphone/Nimbus Softphone/IP Phone
- ... many more!!



Ben Jamin
● On-A-Call 00:31

3143212222 WEATHER LINE

Last Login: 6/19/2017 16:24
Total calls: 57
Last call: 6/20/2017 14:41
Missed Calls: 5
Average Call Time: 5 s