Zoom Phone Power Pack

Zoom Phone is a cloud phone solution, natively built for the Zoom platform. It is modern, powerful, and global, offering rich unified communications (UC) functionality such as call routing, call queuing, voicemail, switch to video, SMS, and more.

Zoom Phone Power Pack is a new add-on for Zoom Phone that currently provides two new features:

- Enhanced call queue analytics for real-time and historical insights
- A desktop user experience that streamlines call handling with an expanded contacts window for users with a steady call volume

Customer Challenge

As Zoom Phone customers migrate from legacy solutions to Zoom Phone, there's a clear need for the consolidation and replacement of some legacy point solutions, often purchased separately from their PBX. While many of these applications include an attendant console and separate analytics tools, they're often from different vendors, which creates a disparate experience.

Zoom Phone customers also frequently use the call queue feature to handle calls for various departments such as sales, support, and service. This means call queue admins need real-time analytics and historical reports to make effective data-driven decisions.

Zoom Solution

The Zoom Phone Power Pack addresses these challenges with a single add-on license, competitively priced at $25 per user/month and currently provides two new features:

- Enhanced call queue analytics for real-time and historical insights
- A desktop user experience that streamlines call handling with an expanded contacts window for users with a steady call volume

The Zoom Phone Power Pack is designed to support a variety of Zoom Phone users. The real-time analytics and historical reports are helpful for call queue members and administrators, while the desktop power user experience supports the consistent incoming call traffic often managed by small business receptionists, executive assistants, helpdesk agents, and more.

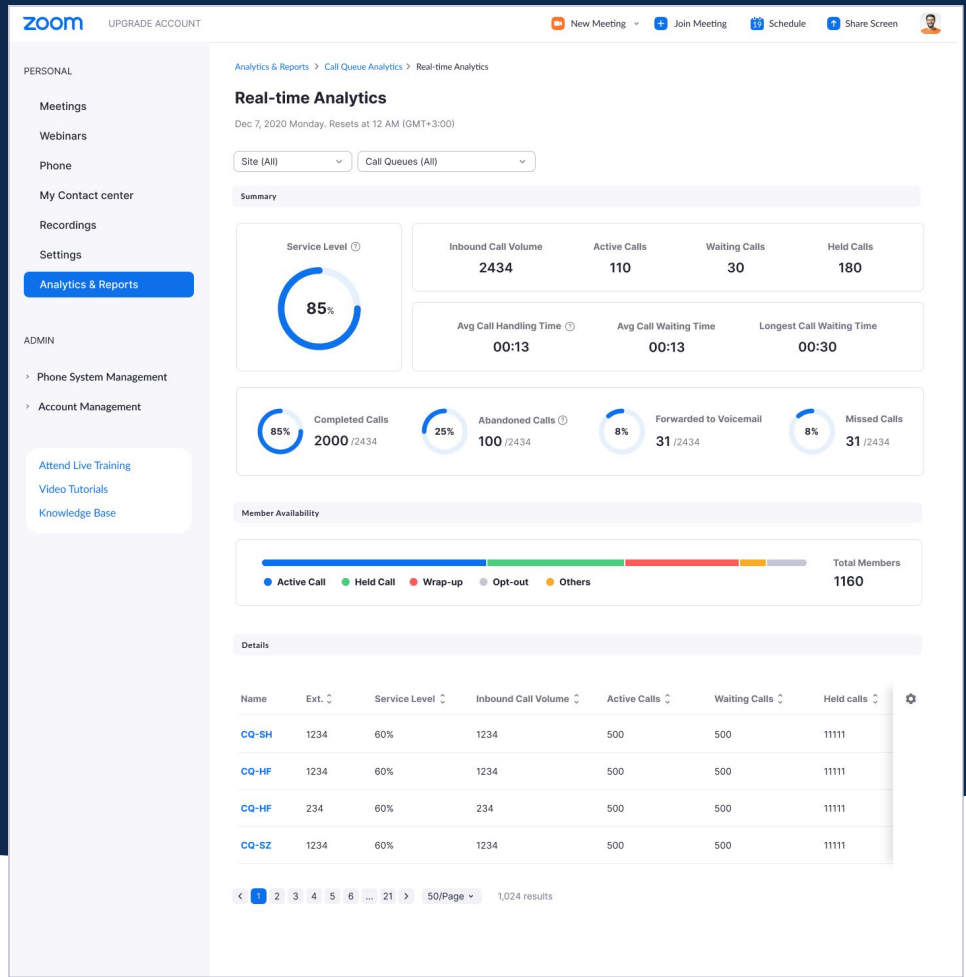## Call Queue Real-Time Analytics and Historical Reports

Companies rely on the feature-rich call queue (CQ) capabilities of Zoom Phone to better serve customers using voice. Call queue administrators and members need access to real-time and historical CQ statistics and reports to identify service issues and plan for improvement. Zoom Phone now provides CQ real-time analytics and historical reporting dashboards for CQ administrators and members.

CQ real-time analytics dashboard provides critical details like service level, average call handling times, call volume counts, average/longest wait time, completed/abandoned/missed call counts, and more with the ability to drill down further into specific sites and call queues.

CQ historical reports provide values and trendlines on service levels, call handling and wait times, call volume, queue statistics, and more.

CQ Real-time Analytics Dashboard

The Real-time Analytics dashboard for CQ administrators provides the following current Call Queue statistics:

Summary:	Member Availability:	Call Queues:
• Service Level (SLA%) • Inbound Call Volume • Active Calls • Waiting Calls • Held Calls • Average Call Handling Time • Average Call Waiting Time • Longest Call Waiting Time • %/# Completed Calls • %/# Abandoned Calls • %/# Forwarded to Voicemail • %/# Missed Calls	• Active Call • Held Call • Wrap-up • Opt-out • Others • Total Members	• Name • Extension • Service Level • Inbound Call Volume • Active Calls • Waiting Calls • Held Calls • Avg Call Handling Time • Avg Call Waiting Time • Longest Call Waiting Time • Completed Calls • Abandoned Calls • Forwarded to Voicemail • Missed Calls • Members • Site

For CQ members, the real-time analytics dashboard provides the following current personal call queue statistics:

Real-time Analytics

Wednesday, Dec 9, 2020. Resets at 12 AM (GMT-8:00)

Personal Status

Total Completed Calls	Total Held Calls	Total Declined Calls	Avg Call Handling Time ⓘ
0	0	0	--

Your Call Queue Status

Name	Ext.	Service Level ⓘ	Total Completed Calls	Total Abandoned Calls	Avg Call Handling Time	Avg Call Waiting Time	Longest Call Waiting Time	Members	Site
Branch 3 Customer Service CQ	30013	--	0	0	--	--	--	3/3	Branch Site
Wes CQ	30001	--	0	0	--	--	--	2/2	Branch Site

| **Personal Status:**	**Your Call Queue Status:**	
• Total Completed Calls • Total Held Calls • Total Declined Calls • Average Call Handling Time	• Name • Extension • Service Level • Total Completed Calls • Total Abandoned Calls	• Avg Call Handling Time • Avg Call Waiting Time • Longest Call Waiting Time • Members • Sites

CQ Historical Reports Dashboard

CQ administrators have access up to one month of historical CQ statistics within a two-year period of the following:

Call Volume

■ Inbound Calls ■ Completed Calls ■ Abandoned Calls ■ Forwarded to Voicemail ■ Missed Calls

Call Queues

Name	Ext.	Service Level	Avg Call Handling Time	Avg Call Waiting Time	Longest Call Waiting Time	Inbound Calls	Completed Calls	Abandoned Calls	Forwarded to Voicemail	Missed Calls	Site
Emergency Call Queue	11019	80%	00:00	00:36	03:08	17	15	0	0	2	ACME Main Site
ACME Call Queue 2	11005	--	00:00	00:00	00:00	12	0	6	6	6	ACME Main Site
ACME Call Queue	11014	94.81%	00:38	00:10	00:38	218	135	70	1	13	ACME Main Site

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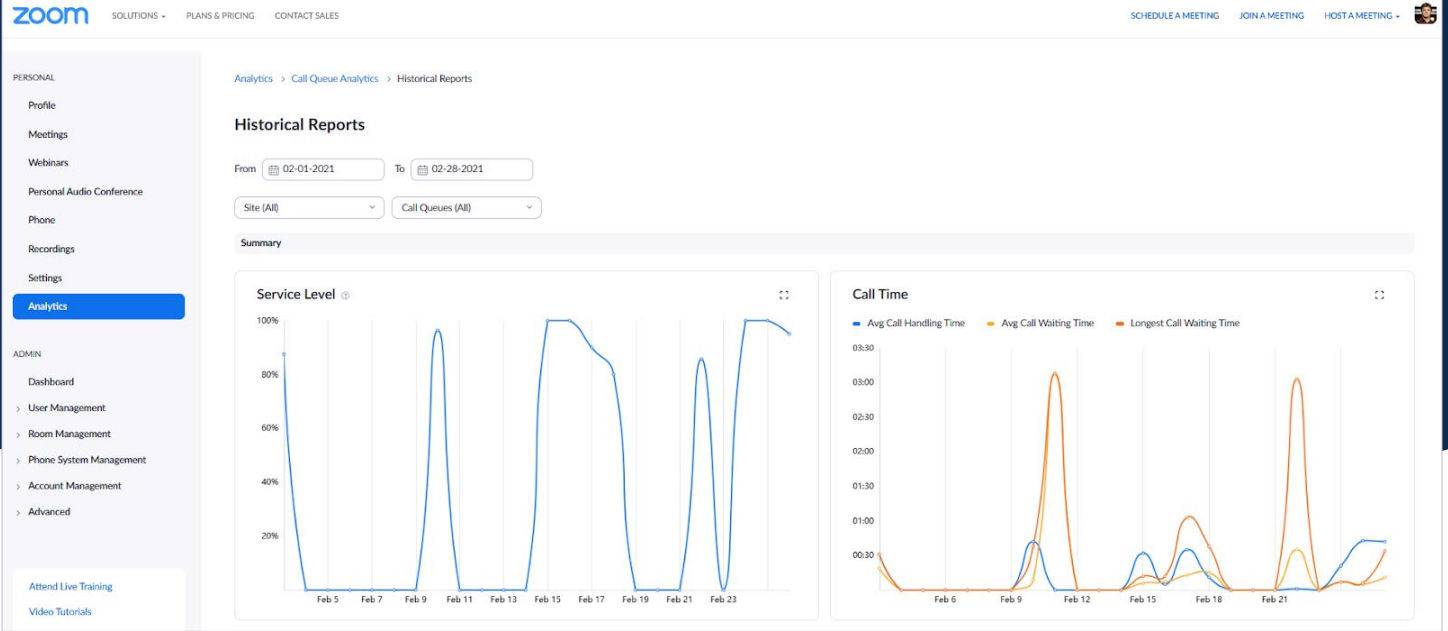
| Summary:	Call Queues:
- Service Level % Trend Graph - Call Time Trend Graph - Avg Call Handling Time - Avg Call Waiting Time - Longest Call Waiting Time - Call Volume Trend Graph - Inbound Calls - Completed Calls - Abandoned Calls - Forwarded to Voicemail - Missed Calls	- Name - Extension - Service Level - Avg Call Handling Time - Avg Call Waiting Time - Longest Call Waiting Time - Inbound Calls - Completed Calls - Abandoned Calls - Forwarded to Voicemail - Missed Calls - Site

Zoom Phone Power Pack Desktop Experience

The Power Pack desktop experience is designed for users who handle steady calls and need to transfer them quickly (e.g. receptionists, executive assistants, help desk agents, etc). These users need the speed of use, power of context and insight, and integrated workflows to facilitate multi-tasking.

In addition to the Phone tab in the Zoom desktop client, the Power Pack desktop user experience enables an awareness panel that is:
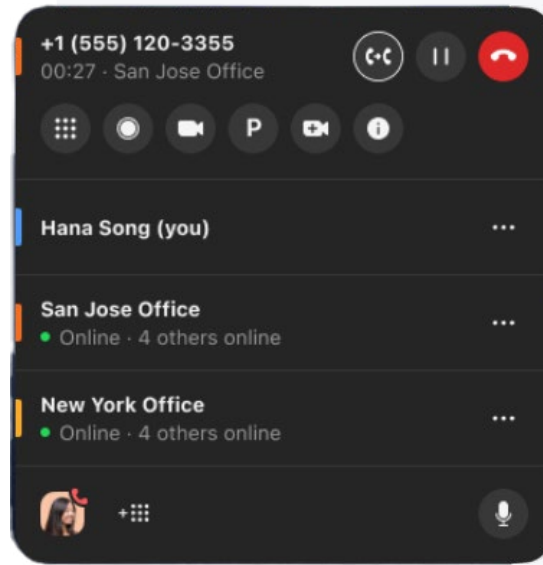
- Always visible and ready to act
- Keeps user in the know
- Enabled by admin — no separate installation required
- Available for both Windows & Mac
- Provides quick access to the Zoom Phone dialer, history, voicemail

- Customizable widgets with Call Queue, Group Call Pickup, Shared Line Appearance, and Shared Line Groups
- Displays an expanded contacts window on the Zoom desktop client with real-time user presence and quick access to "Call," "Meet," and "Chat."
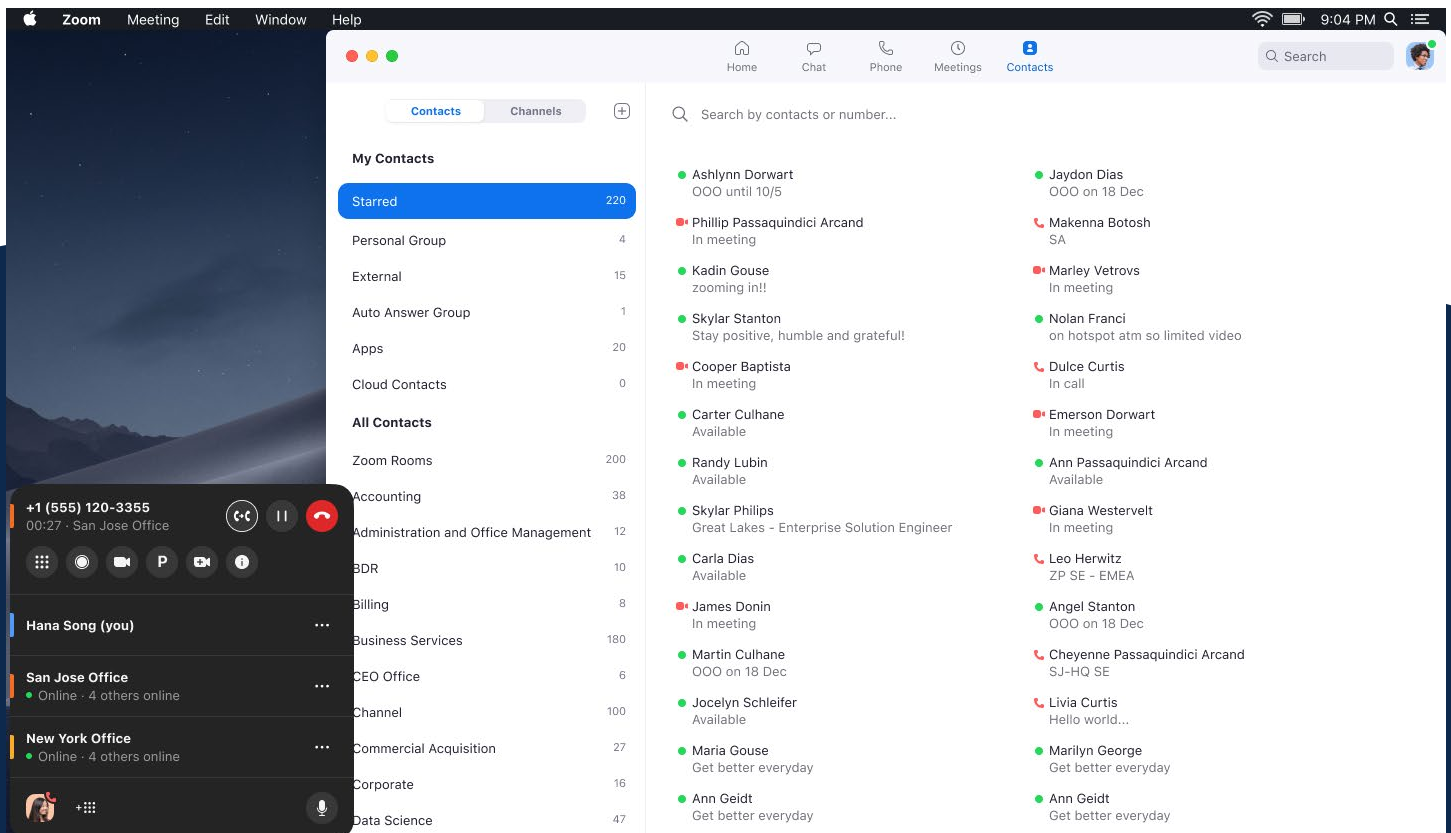
A user can continue working in the application of their choice without having to switch to another for call visibility. For example, a user can work within their CRM or appointment scheduling app while still having the flexibility to move the awareness panel around their screen. They continue working while having insight and context into inbound calls for they receive directly or in a relevant queue, enabling them to take quick actions.

Multi-Widget (Line) Visibility

- Support multiple executives and departments with multiple widgets

- Quickly differentiate calls coming on different widgets (e.g. San Jose office vs. New York office, or sales call vs. support call)

- Leverage multiple types of widgets for flexibility: direct line (user), call queue, shared line appearance, shared line group, and Group Call Pickup

Power of context

- See instantly who the call is for and who is calling

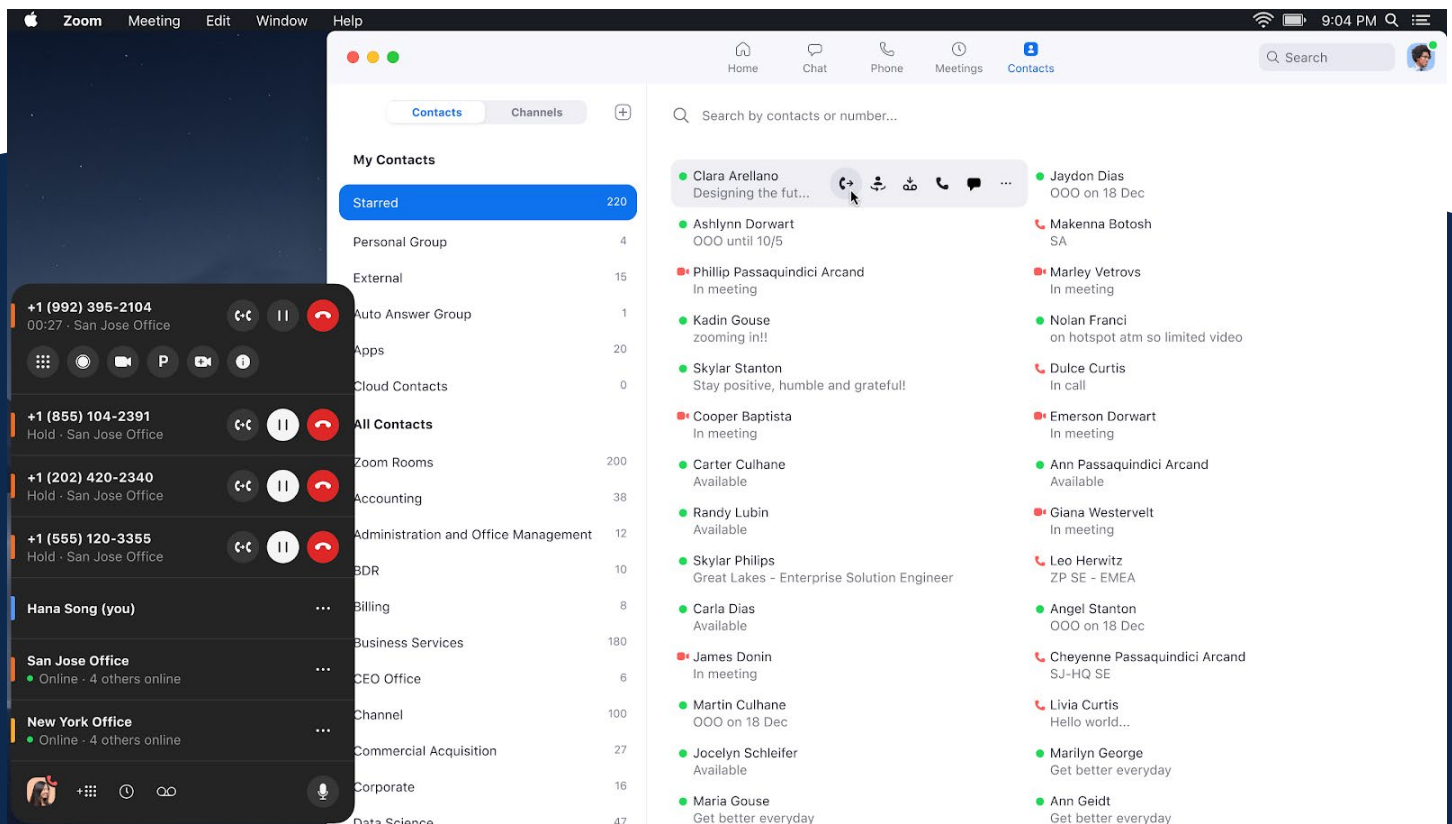- Act with a single click

Juggle away with ease

- Handle multiple calls and switch between calls with ease

Find your contact quickly

- Improved organization and search of contacts for finding contacts easily

- Enhanced contacts window:
  - Display availability status of all contacts within group(s)
  - Single click to "Call," "Chat," "Meet"
  - Single click to blind transfer, warm transfer, or send to voicemail any current active call to any contact

One-click Transfer

- Mouse over a contact to one-click transfer

- Missed calls and new voicemails easily visible

- Never lose sight of a missed call or voicemail — return calls quickly

Make a call with fewer clicks

- Easily access the dialpad

- Search for your contacts and view contact status

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Get Started with the
Zoom Phone Power Pack
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With powerful features and a seamless experience, the Zoom Phone Power Pack is designed to meet your unique call queue needs. A couple of things to note about the offering:

- The experience currently supports four widgets in addition to the user.
- 'Active #' shown in call queue widget indicates number of people logged into the call queue at that time (active users may be busy on other calls)
- The Zoom Phone Power Pack is an add-on SKU that can be assigned on top of any Zoom Phone Pro licensed user for $25/user/month, and provides all the functionality described in this document.

If you're interested in seeing how Zoom Phone Power Pack can support your business, contact sales from zoom.us

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