

Office WORKMATE

Workmate is the latest add-on to the Office Solutions for Business Call Management software designed, manufactured and produced by CommSoft RMS. It manages agents time and shift status efficiently in just a single platform. It allows you to organize, capture and accurately tracks working hours, completed-pending and in-between tasks, attendance and absences of your employees and even control cost implying situations such as overlapping shifts.

Features:

- Clock in/out Time
- Caller ID, Status, Direction, Location and Call Duration are displayed on the screen during a call.
- Hold, Transfer, Mute and Absent Message are available for fast and easy navigation.
- Clock In/Clock Out Time Adjustment Request
- Set alarms and reminders on breaks
- Basic call functions
- Customized break modes

Benefits:

- Improved efficiency
- Accelerated work processes
- Reduce or eliminate hold time
- Reduce administration efforts and costs
- Reduce call duration
- Handle more calls with the same or less users
- Increase customer satisfaction and engagement

