

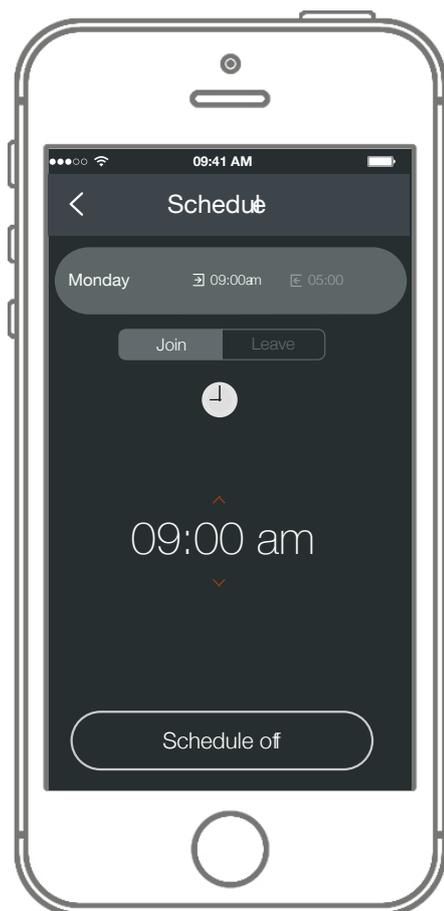
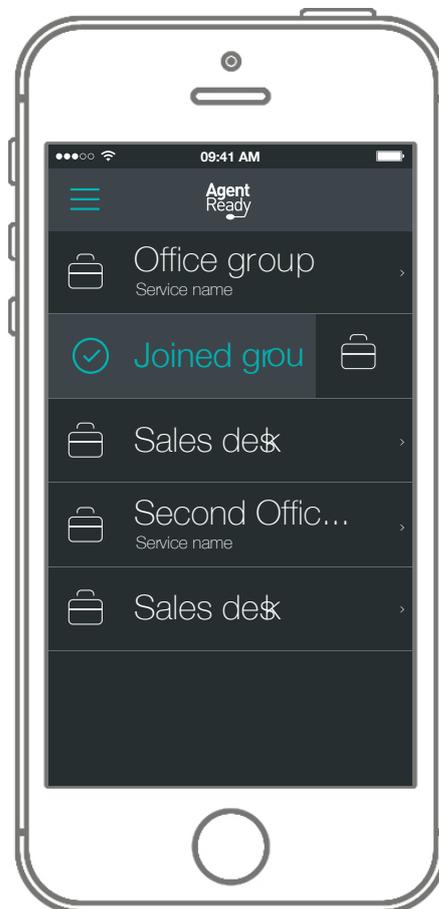
Agent Ready

Agent Ready is a mobile & web app that works alongside Number Manager to allow remote workers to log themselves in and out of hunt groups, and allows them to decide when and where their calls are sent. The app is available on iOS and Android devices, and must be used in conjunction with a service created on the Number Manager portal. See below for more information on this simple but innovative mobile application.

1

Logging In and Out

Users have the ability to log in and out of hunt groups from their mobile device. All hunt groups that the user is associated with are listed on the page, and a simple swipe (or press to hold on Android) will log the user in or out of the group. When logged in, calls will immediately be then directed to the users preset list of contact numbers.



2

Scheduled Login and Logout

Agent Ready also provides the ability for agents to setup time schedules for when they should be logged in on each hunt group they are associated with. A simple to use weekly diary is configurable allowing users to preset their availability.

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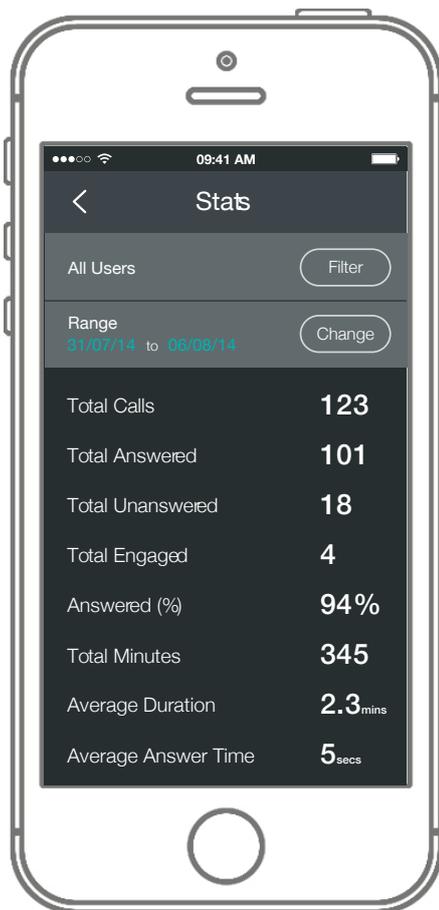
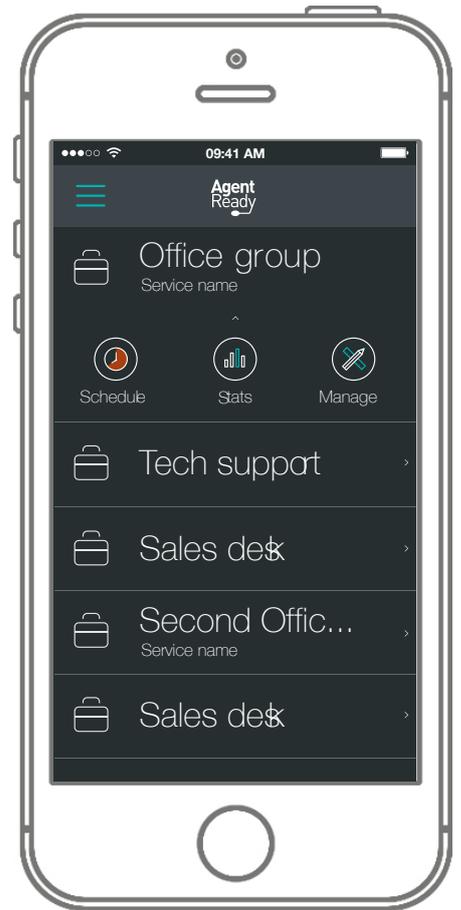


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3

Administrator Accounts

Agent Ready provides the functionality for administrators to manage their agents via the mobile app. This means the admin can force users in and out of groups, while also monitoring each agents performance.



4

Usage Statistics

Both Administrators and the standard agents have access to a detailed reporting suite which monitors a range of statistics, from calls answered to the times of the day that are receiving the highest volume of calls.

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