High Level Requirements

ID	Requirement
1	Call Handling and Routing: • Efficient call routing based on criteria such as IVR options, agent availability, and caller identity. • Skills-based routing to connect callers with the most suitable agents. • Queue management and prioritisation for incoming calls.
2	Scalability and Flexibility: • Ability to easily scale up or down to accommodate changes in call volume and organisational changes.
3	Integration and Interoperability: • Seamless integration with Salesforce service cloud voice. • Compatibility with various devices, including softphones, mobile devices, and headsets. • Integration with Microsoft Teams
4	Multi-Channel Support: • Capability to handle calls, emails, chats, and other communication channels within a unified system for non CRM users.
5	Automated Call Distribution (ACD): • Even distribution of calls among available agents to minimise wait times. • Intelligent routing based on agent skills and availability.
6	Interactive Voice Response (IVR): • Customisable IVR menus for self-service options and call direction. • For Salesforce, Integration with backend systems to provide personalised responses.
7	Call Recording and Quality Monitoring: • Automatic call recording for quality assurance, compliance, and training. • Ability to review and evaluate recorded calls.
8	Voicemail and Call Handling: • Voicemail support with options for storage, retrieval, and notifications. • Call forwarding, transfer, hold, and conferencing functionalities.
9	Real-Time Monitoring and Reporting: • Real-time dashboards to monitor call queue status, agent performance, and other key metrics. • Historical reporting for analysis of call patterns and trends.
10	Security and Compliance: • Encryption of voice and data transmissions to ensure privacy and security. • Compliance with relevant data protection regulations and industry standards.
11	User and Agent Management: • User profiles and roles for agents, supervisors, and administrators. • Agent availability status and performance tracking.
12	Customisation and Personalisation: • Ability to tailor IVR scripts, call flows, and greetings to match branding and customer needs. • Customisable call routing rules and workflows.
13	Disaster Recovery and Redundancy:

	• Failover mechanisms and redundancy options to ensure system availability in case of outages.
14	Remote and Mobile Accessibility: • Support for remote agents and mobile device integration for on-the-go communication.
15	User Training and Support: • Documentation, training materials, and customer support resources for users and administrators.
16	Budget and Cost Considerations: • Transparent pricing model and cost-effective solution.
17	Workforce Scheduling and Optimisation (WFM): • Forecasting call volume patterns, creating agent schedules, tracking adherence, and optimising staffing levels for efficient call handling.