Boost Phone Support with Deskpro's Voice Premium Features

2024-08-23 - Lily Shafiani - Comments (0) - Product (Admin)

We're excited to announce the launch of the first **Voice Premium** features, designed to enhance how your team uses Voice to support customers. Introducing Call Monitoring, Ranked Routing, and Wrap-Up Time.

The new Voice Premium features boost Deskpro's existing integrated Voice software, enabling your team to maximize productivity, ensure quality assurance, and provide personalized customer service.

Available for Professional and Enterprise plans at no additional charge.

Call Monitoring

Call Monitoring lets supervising agents listen in on live calls, allowing them to provide real-time support and coaching to agents. With Call Monitoring, managers can gain valuable insights into customer experience, and new agents can quickly learn best practices.

Agents with Call Monitoring permissions can:

- **Listen:** Hear the call between the agent and the customer.

- **Whisper:** Speak privately to the agent on the call without the customer hearing you.

- **Barge:** Join the call and speak with both the agent and the customer.

To enable Call Monitoring Features on your Help Desk check out the Admin Setup Guide, or for instructions on using the Call Monitoring features as an agent check out this guide.

Ranked Routing

Voice Queues can now employ a Ranked Routing model. You can rank agents in a queue based on skill or expertise, ensuring customer calls are routed to the most suitable agent first.

To configure Ranked Routing for your call queues you can [follow the instructions here](#).

Wrap-Up Time

Wrap-Up Time is a preset length of time post-call, during which agents can write notes, send a follow-up email, or complete other tasks related to the call.
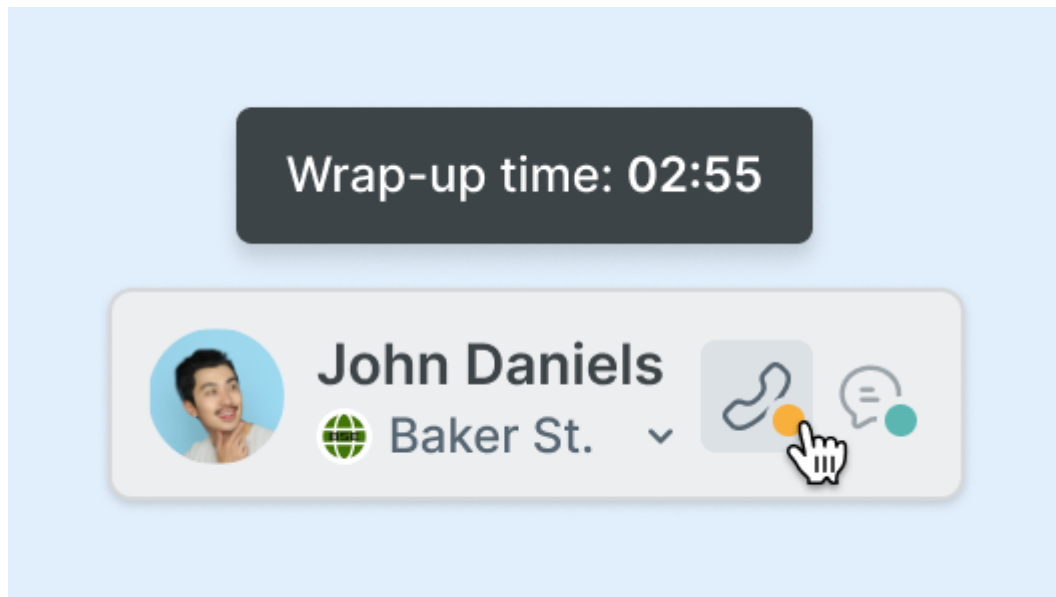
During Wrap-Up Time, incoming calls won't be routed to the agent during this time, allowing agents to complete post-call activities without interruption.

To setup Wrap Up Time check out the [Admin Guide](#).

Get Started with Voice Premium

To make use of these new Deskpro Voice features for your phone support, you can follow our setup guides to enable these features on your help desk. Here are the links again for setting up and using these Voice features.

Admin Setup Guides:

- [Call Monitoring](#)

- [Ranked Routing](#)

- [Wrap Up Time](#)

Agent Voice Premium Guide:

- [Using Call Monitoring Features](#)