Report on calls in real-time,
improve performance over time

evolve for ShoreTel

ideas that change everything

OAK innovation

Hands-on management, engaged staff, happy customers: **Evolve transforms the way you do business.**

Take call reporting to the next level

Evolve is a real-time reporting and performance analytics solution, created to help you better understand and engage with communications in your business.

Its real-time capabilities show you what's happening now so you can respond immediately. You can see who's calling, how many people are waiting in queues, what your agents or team are up to, and how close you are to hitting today's targets. Enhanced supervisory control lets you tackle any concerns by managing calls, queues, and agents with a click of mouse.

You can also track the long-term impact of changes and campaigns, with Evolve's ready-made and customisable reports. Cradle-to-grave details of every call provide a truly accurate breakdown, including crucial statistics like average wait times and details of 'lost calls'.

Evolve supports your people, with a real-time wallboard to encourage individuals and teams to do their very best, an agent app to promote better time-management, and the ability for supervisors to 'silently' assist staff on calls. And with shorter wait times, better call routing and a determined team, your customers will be happier too.

Informed, strategic, motivated, equipped. **Become who you want to be.**

Real-time reporting
…take control of communications

Evolve real-time reporting reveals what's happening in your business right now, so you can handle communications with confidence.

Resolve issues quickly

The Evolve dashboard displays call activity as it happens including the volume of incoming calls, calls in queues, lost calls, agent status and hunt group activity. This makes it easy to pre-empt problems before they develop – vital in a busy call centre – and bring in support when needed.

Manage busy periods with ease

Evolve shows you how many calls are in a queue and how long they've been there. Waiting customers can be moved to a different queue simply by dragging and dropping the call on your interface.

Train and support staff

If you're keen to develop an agent's customer skills or think they've been on a call too long, Evolve lets you listen in without the customer knowing you're there. You then have the option to log out, 'intrude' in the conversation, or 'whisper' advice to the agent that only they can hear.

Improve time management

The Evolve agent app lets agents manage their own status, including logging different types of breaks and time away from their desk. As a supervisor, you can monitor their availability and productivity, and even change agent status to contend with traffic peaks or a particular query.

Hands-on tools help supervisors to support staff and promote excellence in customer service.
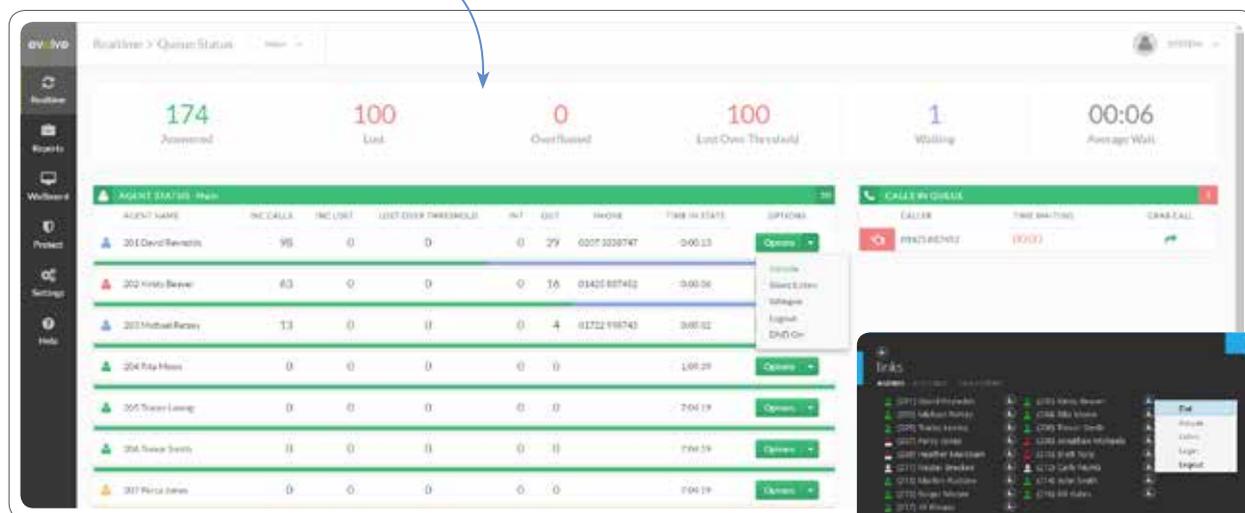
The Evolve agent app lets users flag calls for reporting purposes.

Supervisor Call Intervention

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Performance analytics
…plan ahead and drive improvements

Evolve's wide range of historic reports lets you track performance over time, so you can make strategic changes and monitor progress.

Access reports instantly

Evolve generates reports superfast, so you can keep an eye on trends as they develop. Reports are presented by agent, extension, hunt groups, caller number, date, DDI and call type. You can also create custom reports.

Capture every detail

Each report can be expanded to give more detailed information about every call, from the moment it enters the contact centre until the person hangs up.

Calculate service levels accurately

Evolve lets you choose and monitor KPIs, such as the number of calls made, optimum call duration, and maximum wait times. Again, the cradle-to-grave detail of each call is captured and since Evolve distinguishes between auto-attendants and real people, all-important stats like 'average wait times' are 100% accurate.

Win back lost calls

Evolve provides detailed reports on lost calls, including who called, when they called, and how long they waited before hanging up. As well as showing you what percentage of all calls are initially 'lost', you have the information you need to call customers back and recuperate business opportunities.

Record calls for evaluation

Further assess performance by linking Evolve to an Oak call recorder. Search for, and playback calls to evaluate performance, settle customer queries, or for training purposes. All Oak recorders comply with PCI DSS, FCA, and HIPAA regulations.

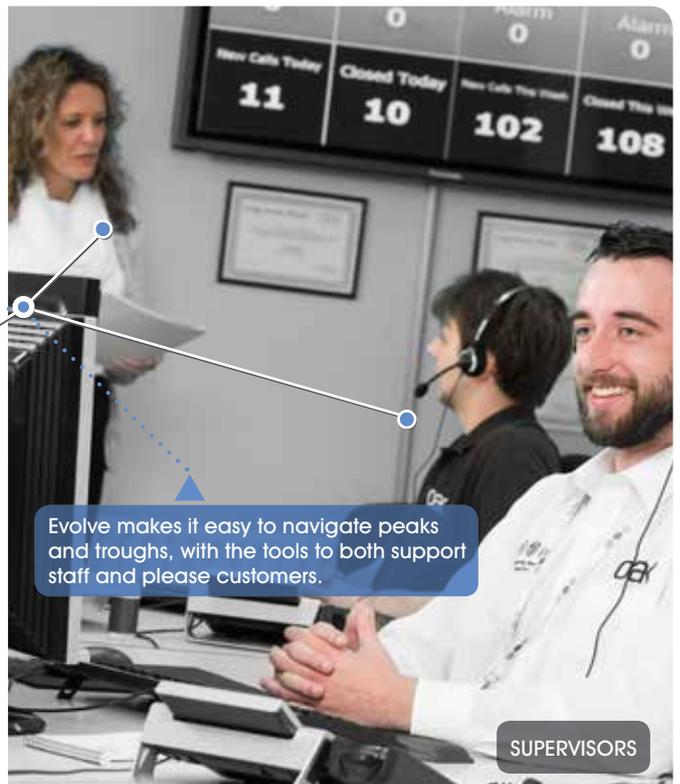Expandable views provide details of every call, including lost calls.

It's quick and easy to callback any customer who hung up before an agent could answer it.

Evolve provides a detailed breakdown of how agents spend their time, with the ability for supervisors to change agent status if needed.

Evolve makes it easy to navigate peaks and troughs, with the tools to both support staff and please customers.

SUPERVISORS

MANAGEMENT

AGENTS

Evolve's range of easy-to-read standard and customised reports help decision-makers plan for today and for the years ahead.

HR

The Evolve wallboard: information at glance

The Evolve real-time wallboard provides a 'big picture' of company performance at any given time. It's an easy way for supervisors to monitor performance, and encourages employees to keep track of their progress and aim for better results for themselves and for their team.

The Evolve wallboard can be customised to show the information most important to you; from agent and hunt group activity, to service levels and KPIs, to social media and external data feeds. Tiles can be programmed to change colour to reflect service levels. Mix tables, charts and graphs with images and text for an engaging and informative experience.

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Why Evolve makes the difference

Evolve is built on the Oak Communications Platform (OCP) for a **powerful solution that is as individual as your business.**

Scalable

Evolve grows with you. Flexible 'on demand' licensing means you can add the modules you want as you need them, which makes Evolve affordable. We'll keep adding new components too, so you simply buy add-ons instead of having to invest in a complete system overhaul every few years, which makes Evolve future-proof.

Easy to deploy

Evolve works the way you want it to: on-premise, hosted, virtualised, cloud-enabled. It is fully web-based and can be accessed, securely, on any device wherever you are.

Highly efficient

Evolve handles extremely large data volumes with ease, bringing power and speed to large sites and multi-site operations. It uses the CTI feed from the phone system to record and report on system events as they happen, while the SQL database back-end and in-memory analytics engine process even *big data* super-fast.

Optimised from the start

Evolve installations are project managed, with appropriate training and post-installation follow-up included. Your customised service plan includes access to our knowledgeable team of sales, service and technical experts.

Maximises business systems

Evolve integrates with most third-party software, so you get more from all your systems. For example, compare staff phone activity with sales performance and link it to pay. Oak can create these links for you, or your ISV can embed functionality into their applications using our API.

Integrates seamlessly with your phone system

Oak is an accredited ShoreTel TechConnect partner, which means Evolve works perfectly with your ShoreTel communications platform.

ShoreTel
TechConnect

It's Oak that's different

We focus on innovation. We're not simply a reporting company, but a rich seam of disruptive **ideas and technologies** that enable businesses and individuals to do things they previously couldn't, or to do them better.

We don't copy anyone else

When Oak considers a new product, we don't look at competitors' offerings. We take the challenge and devise an original solution. Little wonder Oak has itself been copied so frequently over the years.

We hire genius developers

We like to mix creative spark with technical know-how. Our coders and designers undergo psychometric tests, so we know how they think, how well they understand customers' needs, and how they can best work together.

We support you better

Oak's friendly helpdesk doesn't knock off at 5:30. If you've a support request at 8pm, they're available to keep your system running perfectly.

"Evolve is a fundamental tool in developing and handling **communications, promoting best practice and optimising performance.**"

Phillip Reynolds CTO
Oak Innovation Limited

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Evolve puts your business back in your hands.

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Oak is an accredited ISO 9001:2008 company.

Oak products are available from accredited resellers within the UK and internationally.

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