



Business VoIP Solutions

(1844) – VOIP - HELP



Zultys



Yealink



ESCENE



Grandstream



Polycom



Cisco



AASTRA



Digium



Panasonic

FUNCTIONALITIES



Predictive, Progressive and assisted dialing.



Listen and real-time help for Agents.



Graphic monitoring of agents, queues and calls.



Incoming, outgoing and mixed campaigns.



Call recording.



Agent environment for incoming calls, Popup,



Automatic mailing Phone.



Administration Agent and Supervisor environments.



Scripts and forms



IVR with ACD and criteria for call distribution.



Integrated Unified Communications

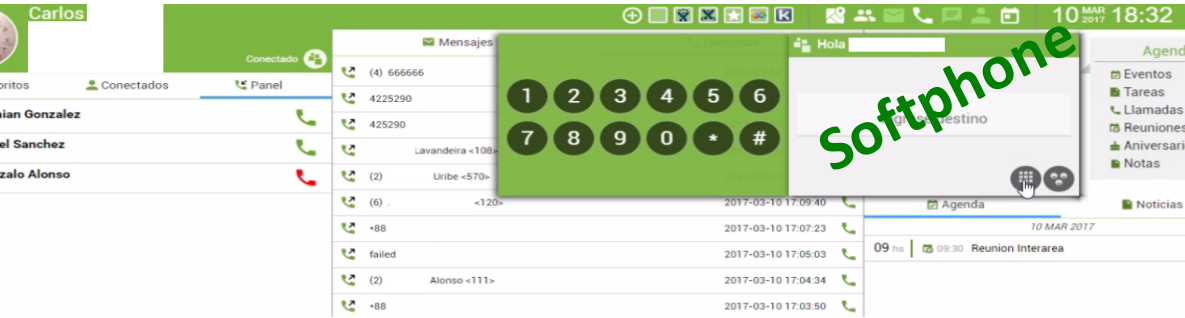


Integration with CRM or third party system and external DB through API.



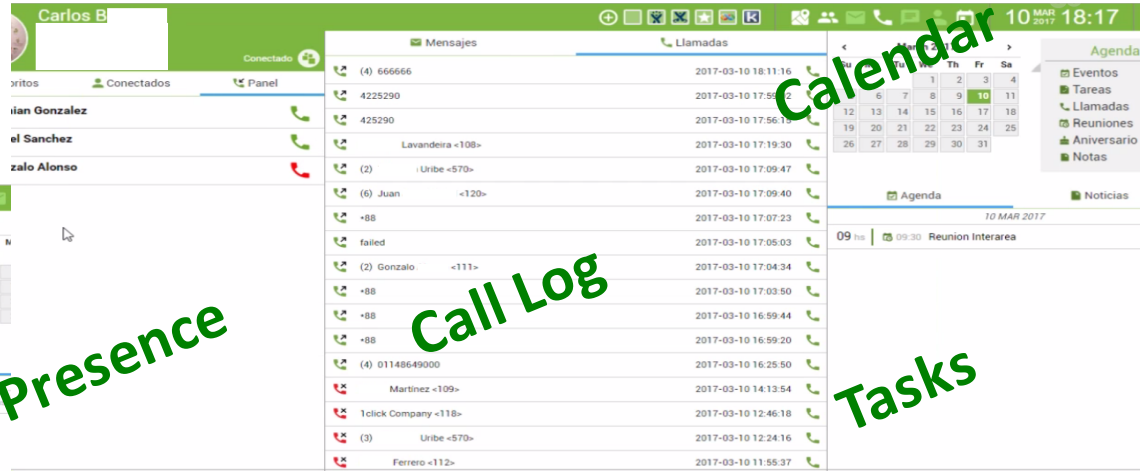
Reports and statistics via Analytic Database.

USER GUI



Softphone

Chat



Calendar

Call Log

Tasks

Video Chat

Presence



SuperCharge your Contact Center with the most Advanced Integrated Solutions

Integrate your CRM

Advanced Real Time Monitoring Tools

Customized Reporting

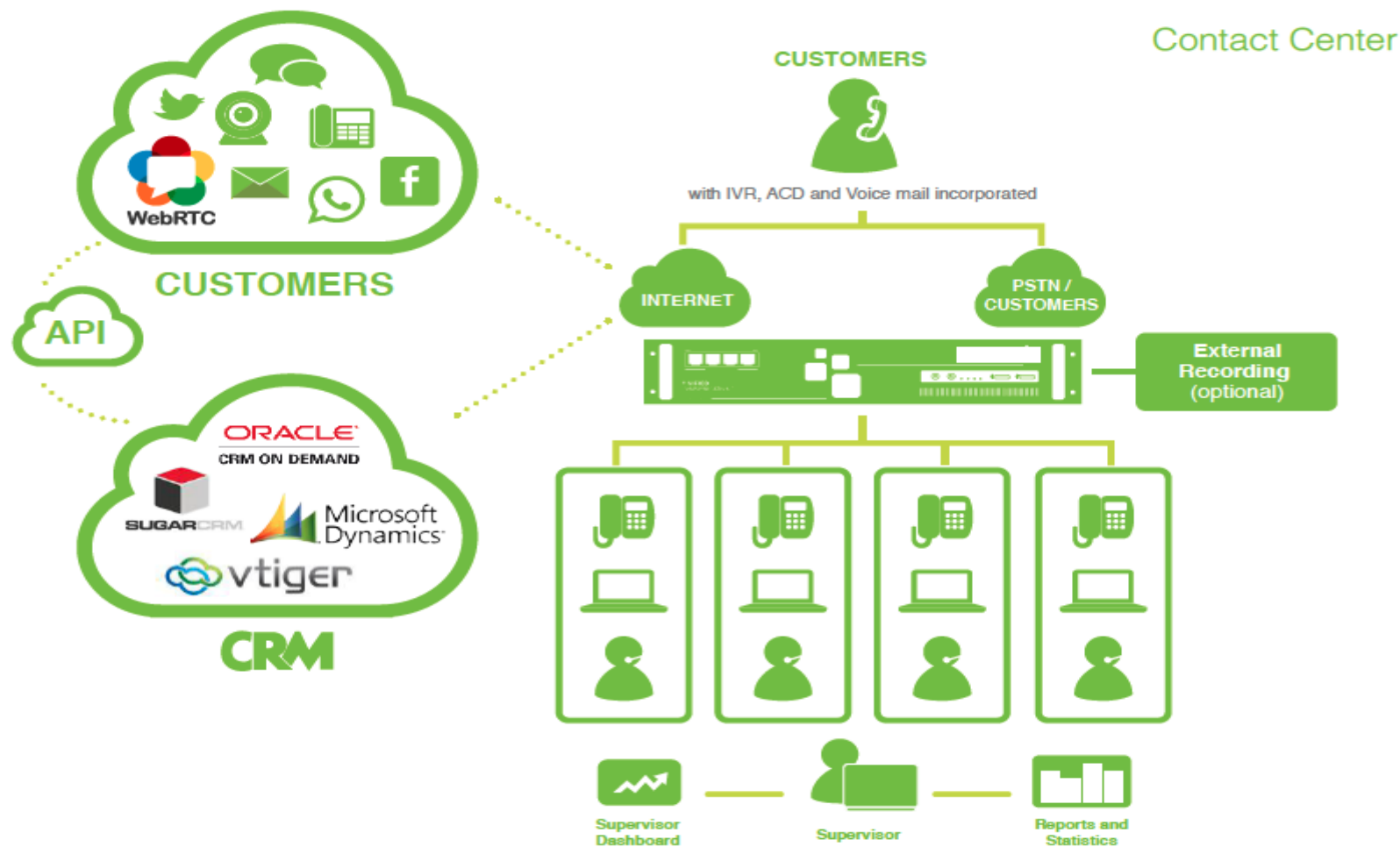
Automated IVR and Dialer

Call Recording

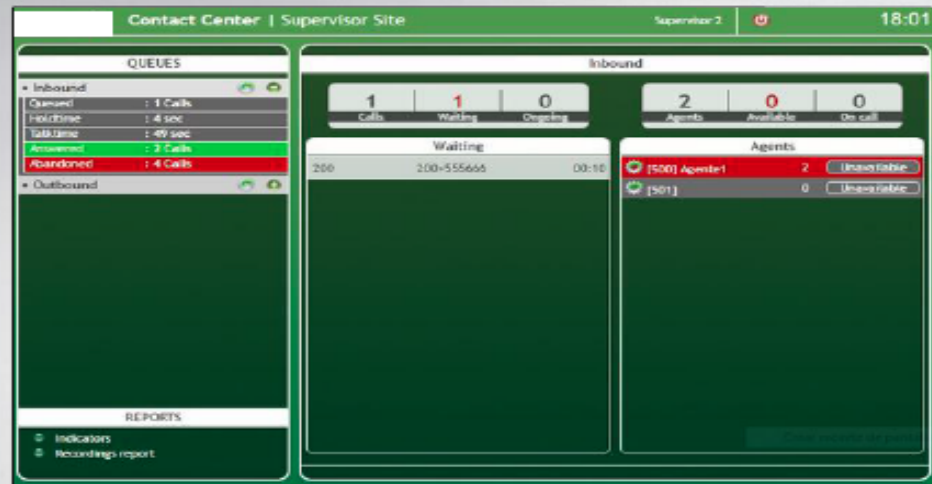
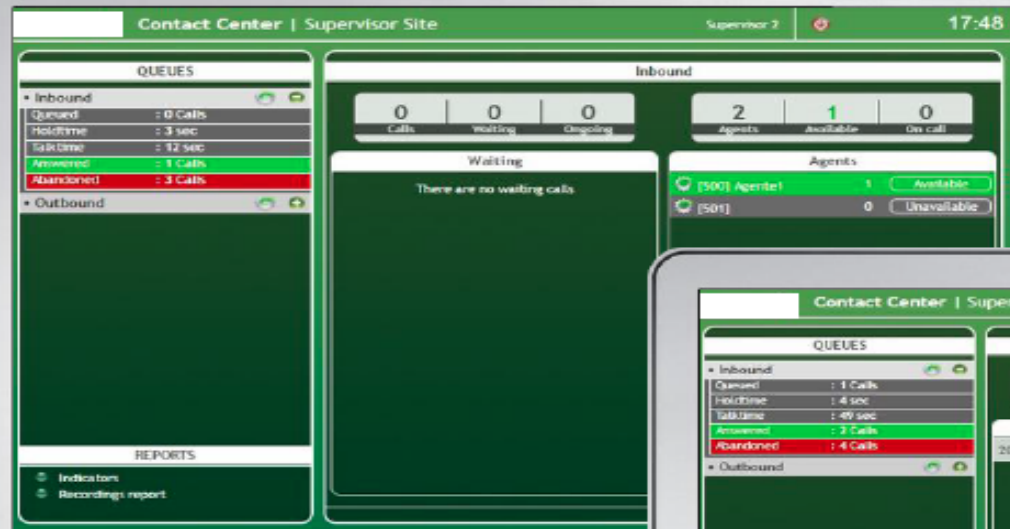
Agents Anywhere

Realtime Failover and Disaster Recovery

Unified Communications & Contact Center Solution



SUPERVISOR



SUPERVISOR



DASHBOARD

Queue statistics in real time.

- Calls in queue.
- Average wait time.
- Average wait time.
- Average call time.
- Amount of answered calls
- Amount of abandoned calls

Real time queue monitor

Amount of online calls

- ON Hold
- In Progress

List of call waiting.

- Information of incoming number
- Waiting time

Monitor of Agents in real time

- Amount of available agents
- Amount of agents in call

Real time queue monitor

- Status of the position
- Status of the agent
- Agent position allocation
- Status modification
- Viewing call contact

Call Monitoring

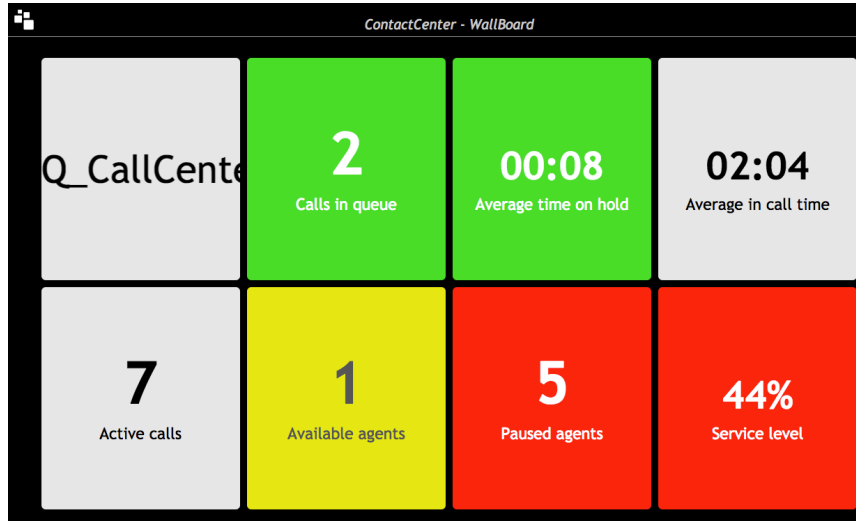
- Passive, just listen.
- Coaching, contact with the Agent.
- Conference

Statistics and Reports

- Recordings
- Search
- Listening
- Indicators

Real Time Analytics

English/ Spanish / Portuguese



REPORTS



Indicators

Calls Indicators

- Received calls
- Answered calls
- Abandoned calls
- Average time of waiting
- Average time on calls
- Percent of answered calls
- Service level

Agent Indicators

- Percent of worked hours
- Accumulated time available
- Accumulated time not available
- Accumulated time on calls
- Unanswered Calls

Agent Indicators

- Not available times
- Percentage of occupancy per agents
- Average Response Time

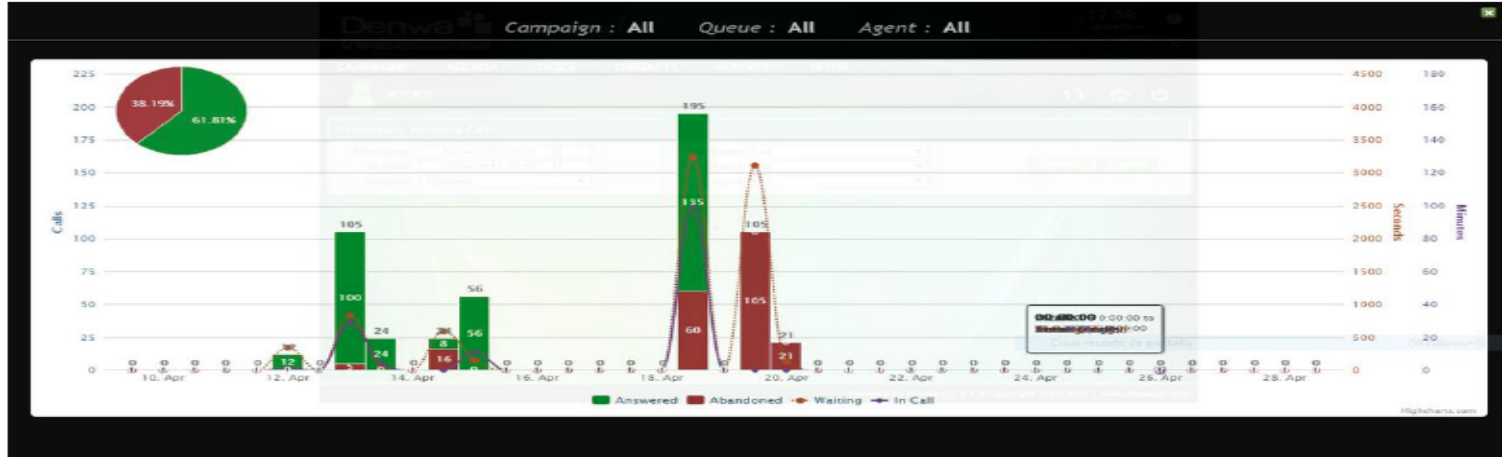
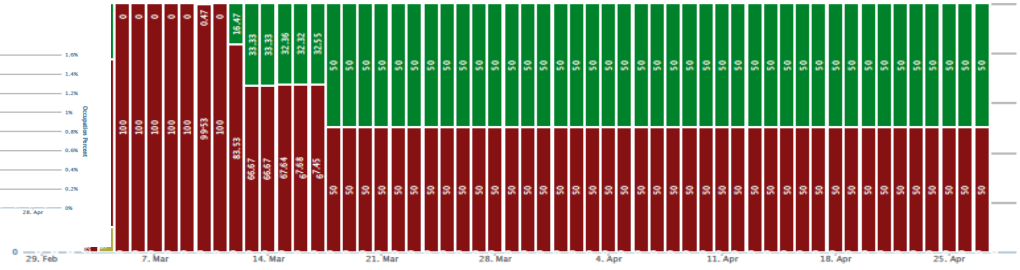
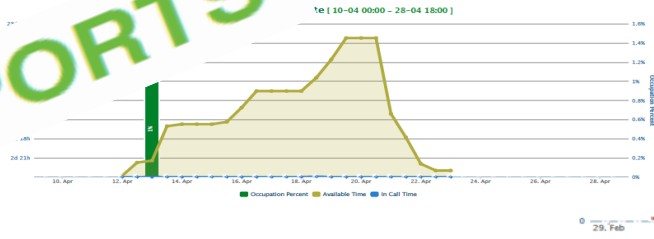
Incomming calls

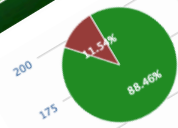
List of calls – Filters

- Per Date and hour
- Per Campaign
- Per Agent

Statistics for periods

- List of calls
- Per Date and hour
- Per Campaign
- Per Agent
- Per Status





INDICATOR



Unified Communications



of the world's population now equipped with active social accounts, good and bad customer service experiences are shared almost instantly.