

Positron Telecom Inbound Call Center Solution for Positron Range of PBX

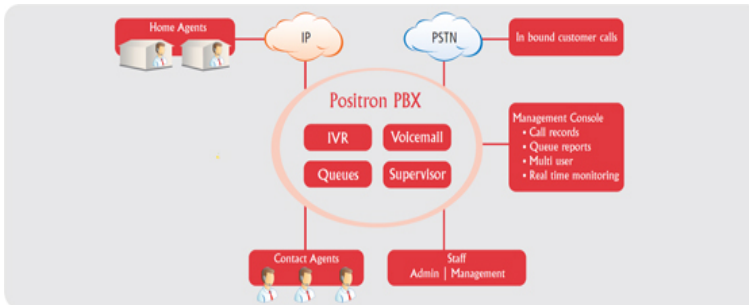
Product Name: Positron Telecom Inbound Call Center Solution for Positron Range of PBX

Manufacturer: -

Model Number: POSITRON-ICCS

Availability: In Stock

Positron Telecom Inbound Call Center Solution



- Order Taking Services
- Toll Free Customer Service
- Live Web Chat
- Email Response
- Direct Response
- Conference & Registration
- Live Receptionist
- 24-Hour Help Desk
- Emergency Response

Highlights Inbound call centers can provide the following benefits:

- Improve customer relationships
- Enhance Agent productivity
- Measure and Monitor call center performance

The Positron Inbound Call Center solution offers:

- Connectivity to telephone and VoIP networks
- Support for up to 30 simultaneous calls
- Monitoring tool & CDR, Queues, System status and Agent view
- Full PBX functionality
- Support for up to 10 call queues

Features: Queues & used by call centers to correctly place inbound calls into the correct queue for agents to answer the calls. A typical example would be "on your touch tone phone hit one for sales, hit two for support…” And the calls are directed to the correct agents. Call Data Records & a listing of all calls on the PBX system. This can be used for call metrics analysis, costing and performance. Real time Monitoring & done largely at a system level to determine the "health" of the system. Overview Pane & used to display the status of agents in a call or queue for a more granular look at activity. Configuration allows for:

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- Full PBX functionality
- Agents and Queue configuration
- Incoming calls being placed in the queue
- Members that answer the queue (extensions or users that login as agents)
- A strategy for how to handle the queue and divide calls between members
- Music played while waiting in the queue
- Announcements for members and callers

Price: £499.00

VoIPVN <http://voip.com.vn>