



iPBX Call Center



The **DSCI iPBX Call Center** service provides an enterprise all the features necessary to distribute calls to groups of agents from a central phone number. Call centers might include technical assistance lines, customer support numbers, or order-taking departments. The service will also allow multiple call centers to be supported within a single organization. This feature-rich application gives the enterprise the freedom to decide how calls are handled and distributed.

The iPBX Call Center expands the capabilities of legacy call centers by allowing call center agents to be geographically distributed. Agents can attend calls from home, a satellite office, or any other location served by iPBX in a transparent fashion.

When combined with other iPBX services, iPBX Call Center provides powerful solutions for conducting business today and tomorrow.

From basic support to multiple call centers within the organization, iPBX Call Center offers all the features necessary to respond to the enterprise's call handling requirements. Select from Standard or Premium services to best meet your needs.

iPBX Call Center Benefits

Simple, Flexible Configuration

- ▶ **Easily configured** through the iPBX Portal, and can just as easily be changed when necessary.
- ▶ **Customizable** through assignment of iPBX user services.

Multi-Site Capability

- ▶ **Can work seamlessly across multiple sites** to take advantage of resources or time differences.
- ▶ **Supports virtual call centers**, with agents working from home or at multiple locations.

Improve Productivity

- ▶ **Use resources more wisely and improve performance** with comprehensive reporting available to the Call Center supervisor.

Enhance Customer Experience

- ▶ **Improve customer satisfaction** by customizing call distribution policies, queue setup, and overflow numbers during busy periods.
- ▶ **Identify customers quickly** with Outlook integration and caller ID screen pops.

Feature Type	Standard Call Center	Premium Call Center
Basic Features		
Maximum Calls in Queue	50	525
Music on Hold/Comfort Announcement	X	X
Entrance Message Announcement	X	X
Reporting	X	X
Agent State Support	X	X
Agent & Supervisor Clients	X	X
Routing Policies		
Overflow	X	X
Bounced Calls	X	X
Stranded Calls	X	X
Forced Forwarding		X
Holiday Service		X
Night Service		X
Comfort Message Bypass		X
Advanced Policies		
Reset Call Statistics		X
Forced Delivery of Calls		X



Call Center Features

Function Feature Description

Multiple Call Distribution Policies Incoming calls are handled according to the selected policy -- uniform call distribution, linear hunt group, circular hunt group, no-answer, or simultaneous ringing.

Call Queuing When all call center agents are busy, incoming calls can be queued until they can be presented to an available agent. Calls in queue are provided with an initial greeting, a periodic greeting, and audio on hold, all of which are configurable for each call center.

Queue Escape Callers who are queued can press a key to be sent directly to a designated number or the call center voice mailbox instead of waiting for an available agent.

Queue Flushing When all agents in the call center group log out, queued calls are automatically sent to a designated number or the call center group voice mailbox.

Agent Login/Logoff Agents can log in and log out from an ACD queue so that calls are only presented to agents that are on duty. The Call Center agent add-on also lets agents who are logged in change their ACD state as needed. States include Available, Unavailable and Wrap-up.

Overflow When a call center cannot accept any more calls, incoming calls can be forwarded to an overflow phone number.

Statistics and Reporting Statistics are captured for each call center and each agent during configurable periods. The standard Call Center includes daily statistics that can be viewed/downloaded by the administrator via the iPBX Web Portal and sent to selected e-mail addresses at regular intervals. The optional Call Center statistics and reporting supervisor client provides a dashboard with historical or real-time graphs, charts and tables helpful in managing resources and assuring customer satisfaction.

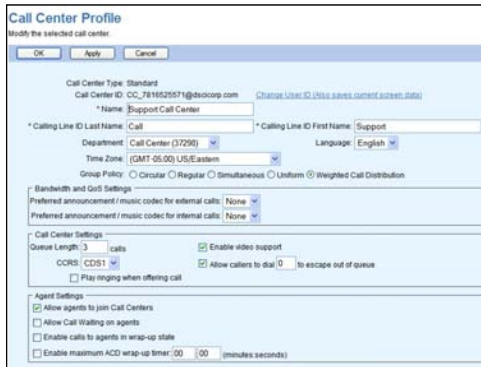
Screen Pops Incoming calls pop up on a web screen showing information associated with the incoming call. A group-specific URL is accessed for each call.

Night Service Calls received after hours or on non-business days can receive a service menu of options allowing a caller to leave a voice message or transfer to an emergency number.

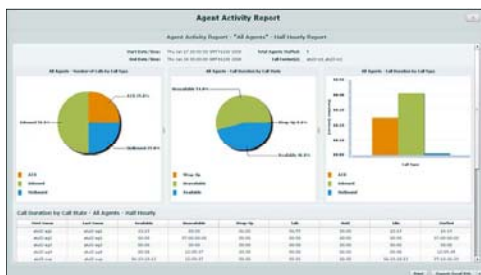
Voice Mail If there are no agents to handle an incoming call or the call goes unanswered for a specified amount of time, the call can be forwarded to a call center voice mailbox.

Service Integration Any iPBX user service can be assigned to the call center phone number to customize the call center group. This includes services such as call forwarding, call notification, call screening, and voice messaging.

Outlook Contact Integration vCards from the agent's Outlook or Exchange contact database pop up for incoming calls.



The iPBX Call Center profile provides a comprehensive choice of features which are easily configured through the iPBX Web Portal.



The Call Center supervisor add-on client provides an information-rich dashboard for real-time or historical analysis when combined with the Call Center statistics reporting package.



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866.438.3724 | www.dscicorp.com