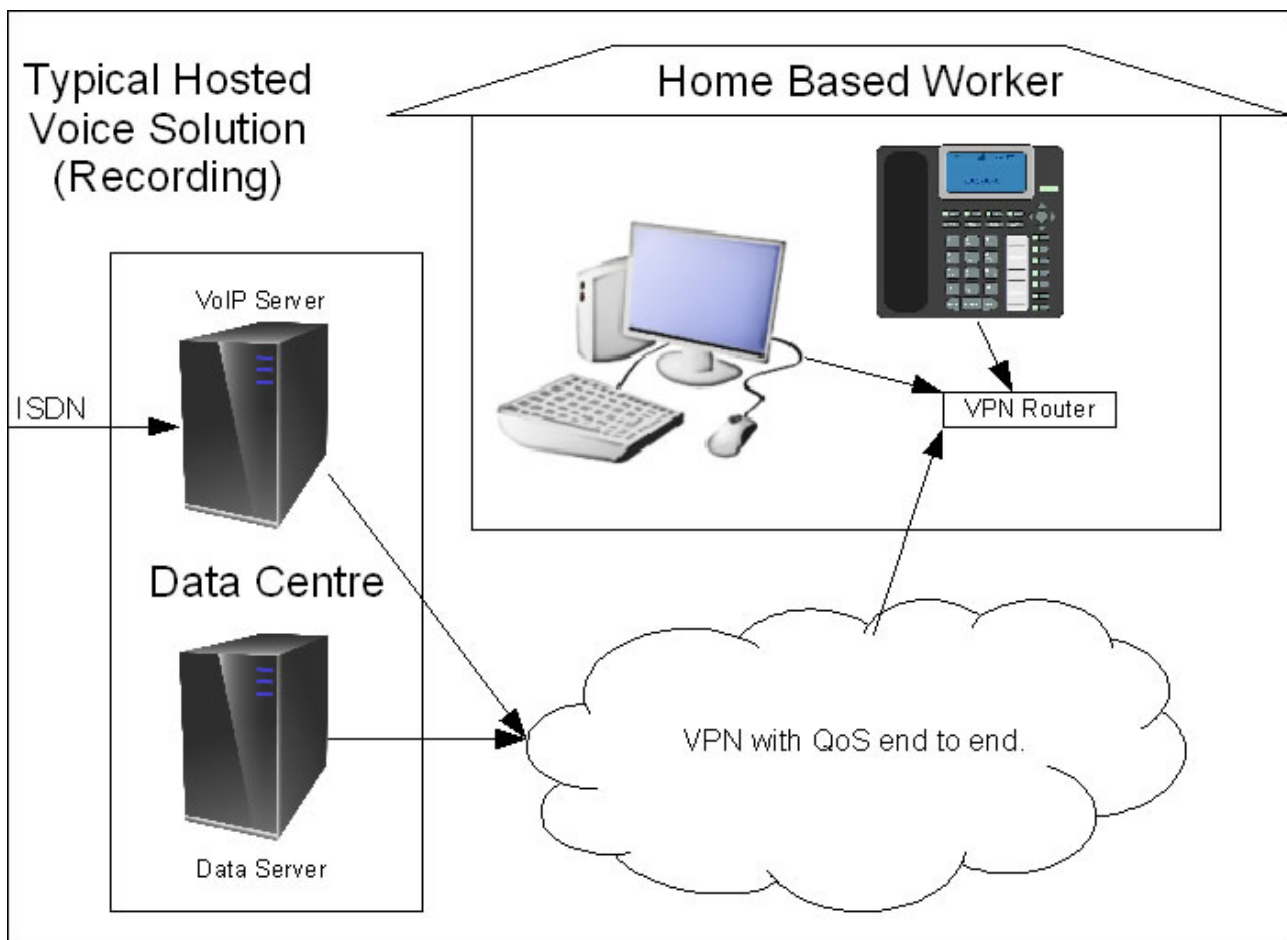


The technology to facilitate home workers for your next virtual call centre.

When we mention VoIP, it means crystal clear telephony integrated with databases and CRM systems, high quality call recordings and on screen prompts for operators. Our services include building custom web based applications which can be driven from an IP phone or PC based web browser including click to dial.



Hosting – the choice is yours. You can either host our solution on your own network, or we can work with alternate vendors to competitively build the necessary infrastructure. We understand that the quality of the phone call primary.

Technology – giving you the tools to get the job done. We leverage technologies such as call recording and web management interfaces with field proven call processing software to enable communications across a distributed area.

We use IBM and Fujitsu-Siemens server hardware with quick response service level agreements and genuine Digium telephony cards.

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System Functionality

The following features and functions are available with all of our installations; some options will require activation and configuration but generally don't require payment of licensing fees.

Web based reporting allows you to easily and quickly access and search data about inbound and outbound telephone calls. The available information includes data to help review KPI's.

Web based configuration allows quick and easy additions and changes to the system.

Whispers can be used to alert an operator to certain information when they answer a call or used by an external manager to whisper over the call.

Announcements can be programmed into the system which can be made to specific callers and at specific stages of their call.

Snooping can be done by authorised staff and allows a supervisor to move through conversations via the telephone key pad.

IVR, or interactive voice responder system, functions are easily programmable and can have as many options and levels as you require.

Call recording can be setup for all inbound and outbound calls, or for only the calls that have come in via a queue.

Conferencing is a cost effective way to have virtual meetings with large numbers of staff who work remotely. Additional tools are available from third party developers to manage large conferences.

Call transfer and hold / park is available for all calls on the system. Call parking facilitates pick up of calls at another extension.

Multiple call queues can be hosted on a single server.

Music on hold is available in either a random selection of music and marketing messages or an alternative mode will play audio files in sequence for each call so music on hold and marketing messages can be carefully co-ordinated for a set user experience.

Customised queue messages can also be played informing the user of the expected wait time, their position in the queue and a message advising them of your understanding.

Multiple call media can be used including traditional telephone lines and SIP phones.

Product / Database / Software Integration

We can integrate many different types of databases into our system to make your operations run more smoothly (for example to pre-check account numbers) and can even build credit card payment processing systems.

For more information or to discuss the appropriate service level agreement for your solution, please call us on +61 3 8888 5361

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