

## Callcenter MODULE



The evolution of Internet and telecommunication technologies has led to new market opportunities with regard to call centers.

Companies that take advantage of this opportunity today can serve even in other regions and countries at the lowest costs, thanks to the availability of IP telephony.

**HIPERPBX OFFERS A PRODUCT FOR CALL CENTERS ACCOMPANYING THESE COMPANIES PROVIDING TOOLS TO HANDLE INBOUND AND OUTBOUND CAMPAIGNS AND TO MONITOR THE LEVEL OF SERVICE AND QUALITY OF CARE.**

### HIPERPBX'S CALL CENTER MODULE OFFERS THE FOLLOWING SERVICES

- # Predictive Dialer for outbound campaigns with additional information for each call.
- # Manage Inbound Campaigns
- # Multiple Campaign Support
- # Web CTI interface for agents to display information on each incoming or outgoing call. Helper script (Script).
- # Custom Breaks
- # On line forms for agents to enter information from the calls.
- # Handling ACD queues with different ring strategies: round robin, random, least recent, fewest calls.
- # Reports and Monitoring for Supervisors
- # Call Recording, Live Monitoring and Whisper Mode
- # Web interface with real time information on the calls for the call center supervisors
- # Generate manual calls from web interface.

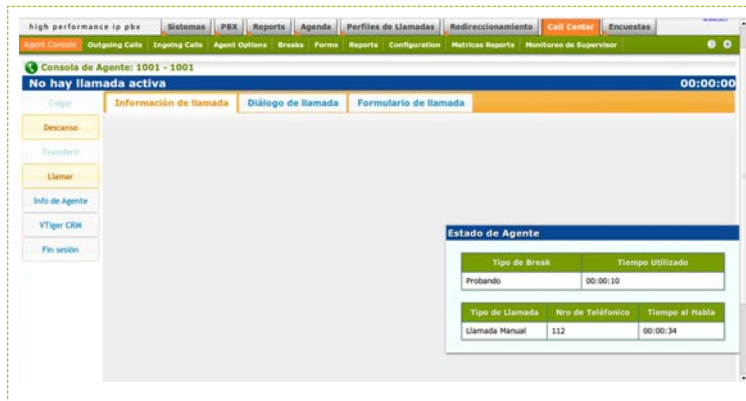


## Call Center Module

### AVAILABLE REPORTS

THE FOLLOWING REPORTS CAN BE VIEWED BY THE WEB INTERFACE MODULE:

- Breaks
- Call details per Agent
- Amount of calls per Hour
- Amount of calls per Agent
- AVG hold time
- Agent Login / Logout
- Incoming calls completed
- Incoming calls per Hour Graph
- Detailed Information per date of the Agent
- Agent Monitoring
- Trunks Used per Hour
- Real-time monitoring of the behavior of the platform
- Latest calls and break information for the agent to visualize



### CALL CENTER METRICS

FILTERED BY QUEUES AND AGENTS

#### + CALL CENTER METRICS

- Total calls answered.
- Total calls transferred.
- Avg call duration time.
- Avg total wait time.

#### + DISTRIBUTION OF CALLS PER AGENTS:

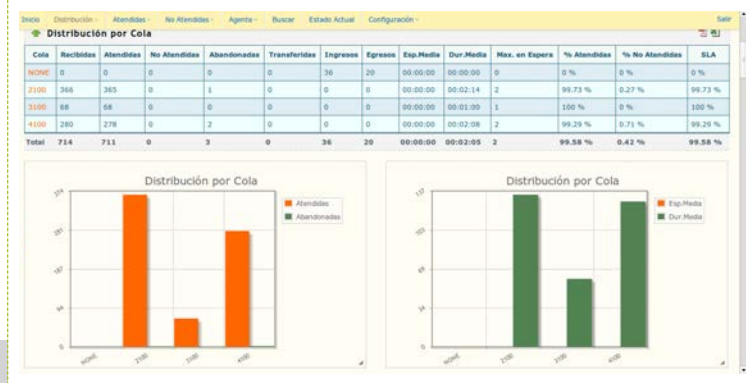
- Percentage and amount of calls.
- Percentage and duration of calls.
- Avg call duration.
- Total wait time accumulated.
- Avg wait time.
- Bar Graphs.
- Service level 15 second intervals.
- Call distribution per Queue.
- Percentage of Disconnect cause (agent vs. Caller hung up).

#### + UNSUCCESSFUL CALL METRICS

- Amount of calls not answered.
- Avg wait time before caller hangs up.
- Avg queue position before caller abandons queue
- Percentage of user abandoned calls vs system timeout
- Distribution percentages and amounts of calls not answered by queues.

#### + METRIC DISTRIBUTION

- Date range
- Day of the Week
- Time of day



### ORDERING DETAIL

PRODUCT CODE: MOD-CALLCENTER

MODELS:

- Hasta 5 agentes simultáneos > MOD-CALLCENTER-5
- Hasta 10 agentes simultáneos > MOD-CALLCENTER-10
- Hasta 20 agentes simultáneos > MOD-CALLCENTER-20
- Hasta 40 agentes simultáneos > MOD-CALLCENTER-40
- Hasta 60 agentes simultáneos > MOD-CALLCENTER-60
- Hasta 100 agentes simultáneos > MOD-CALLCENTER-100