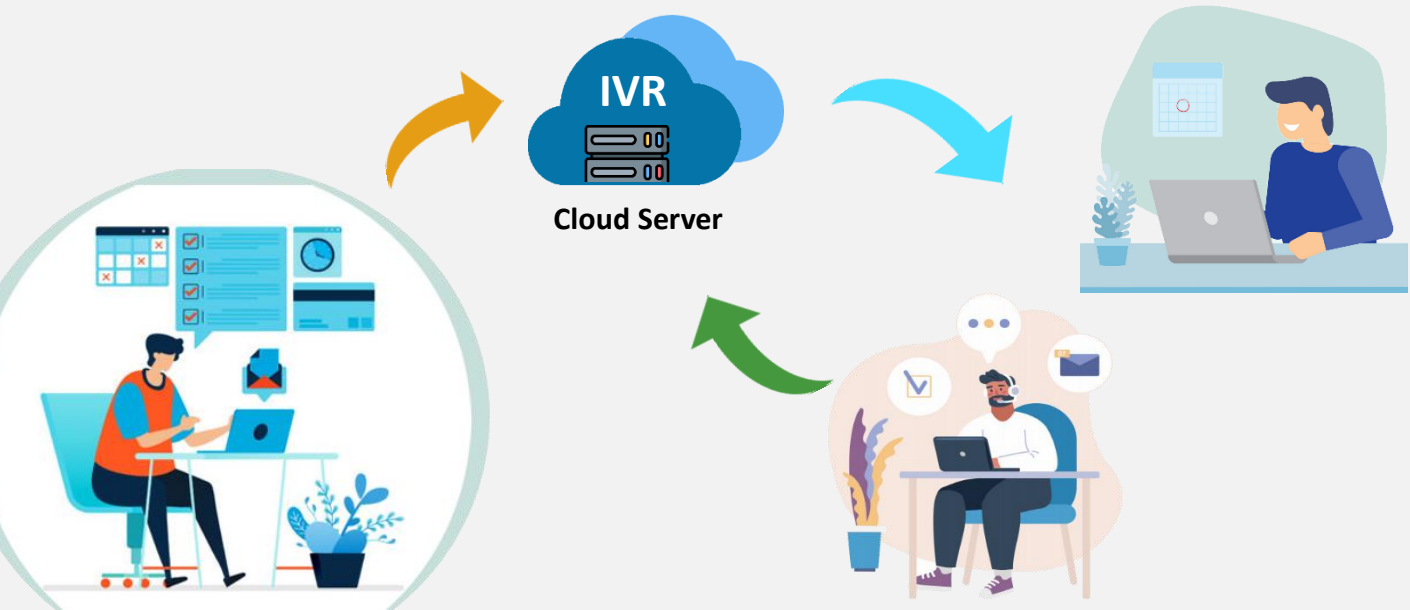




Hosted call center solution

A Hosted Call Center is a modern customer experience solution where contact center software is installed or hosted by an off-site service provider's system.

A hosted call center consider focus offers the administrations that an on-premises client care focus gives, just as effortless technical support. As clients are rapidly receiving advanced channels, for example, online media, versatile and web for client assistance, the capacity to help those channels without added framework, upkeep and backing costs is a significant business advantage.

Approaches cloud telephone frameworks can be gone to by specialists from their portable, tablet, PC, or some other gadget. Your deals and client assistance can work distantly while remaining at home to accept calls from clients or possibilities. Further, you can add however many specialists as your organization needs behind a solitary number, making it an exceptionally versatile arrangement.



MAIN FEATURES



Thoughtful UI



Multilevel IVR



Agent
Performance MIS



Customer
Service



Real Time Analytics
and Report



Automated Call
Distribution



Skill Based
Routing



Self Designable
Web Based CRM



Click to Call



Unified Agent
Desktop



Seamless
Integration



HIGHLIGHTS

Dialing Modes

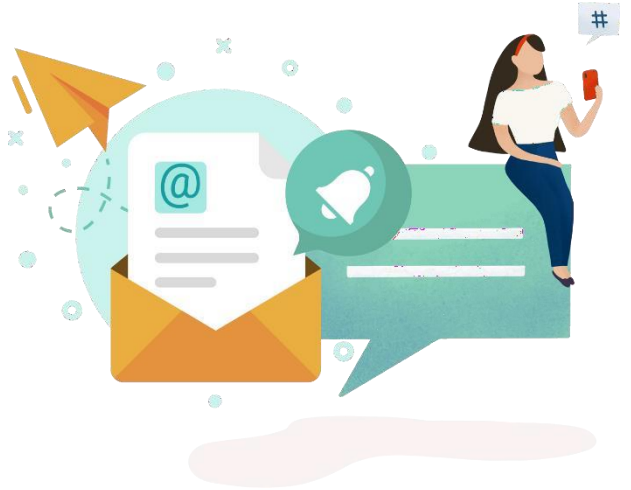
- ✓ Progressive
- ✓ Preview
- ✓ Manual

Email & SMS Integration Campaign Management

- ✓ Outbound/Inbound

Unlimited TL

- ✓ Team Leader / Supervision



CRM

- ✓ Caller ID Popup
- ✓ Unlimited Processes
- ✓ Quality Monitoring Tools
- ✓ Online Agent Monitoring
- ✓ Dashboard Templates with user rights
- ✓ Provision to export in excel with user rights



IVR

- ✓ Call Barging
- ✓ Call Forwarding
- ✓ Time Conditions
- ✓ Multi Process
- ✓ Voice Mail



Recording

- ✓ Low space / minimal file size
- ✓ Recording Clarity
- ✓ 100% digital call recording

MAIN FEATURES



SMS Messaging



VoIP Gateways



Web Voicemail
Interface



Volume Control



Time and Date



Music On
Transfer



Voicemail to
Email



Trunking



Voicemail
Groups



Caller ID



Call Details
Records



Caller ID on Call
Waiting



Blind Transfer



Automated
Attendant



Call Conference



Blacklists



Call Forward
Variable



Call Forward on
Busy



Call Forward on
No Answer



Call Transfer



MAIN FEATURES



Remote
Extension



Remote Barging



Call Monitoring



Call Parking



Call Routing
(DID & ANI)



Call Waiting



Direct Inward
System Access



Distinctive Ring



Do Not Disturb



Flexible
Extension Logic



Local and Remote
Call Agents



Music On Hold



Flexible MP3-
based System



Random or
Linear Play



Remote Call
Pickup



Remote Office
Support



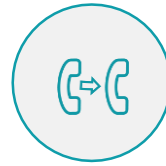
Voicemail



Three-way
Calling



Talk Detection



Supervised
Transfer



Route by Caller
ID



Roaming
Extensions



CRADLE

(Hosted Call Center Solution)


Cradle

CONTACT US



CONTACT US!



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