



CALL CENTER DIALER

Your call center operation requires a proactive, scalable, end-to-end solution to monitor and manage processed and systems.

***iTechnysys** call center dialer is just what you need. It provides visibility and control over the performance and productivity of your call center.

***iTechnysys** call center solution has all the features associated with high end and high cost proprietary call center solutions.

KEY OFFERINGS

- Automatic call distribution
- Interactive voice response
- Voice logger
- Voice blasting
- Hosted dialer
- CRM integration
- SMS integration
- Live/current agent monitoring
- Report and campaign statistics
- Voicemail to email
- Missed call alert on agent screen
- Call history search and dial option
- Feedback IVR
- Sticky agent and account based call routing

*iTechnysys Edge

- GSM predictive dialer
- Auto change of the campaign according to time zone
- Automatic agent account lock
- IVR database retrieval
- Click to call from website
- Dial-in/dial out multiparty conference

TESTIMONIAL

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We at Odisha State Co-operative Marketing federation (MARKFED) under Co-Operation Dept of Government of Odisha run our call centres on ***iTechnysys** servers – a customized product supplied and supported by ***iTechnysys** Bhubaneswar for getting feedback from citizen of Odisha Farmers regarding Agricultural benefits.

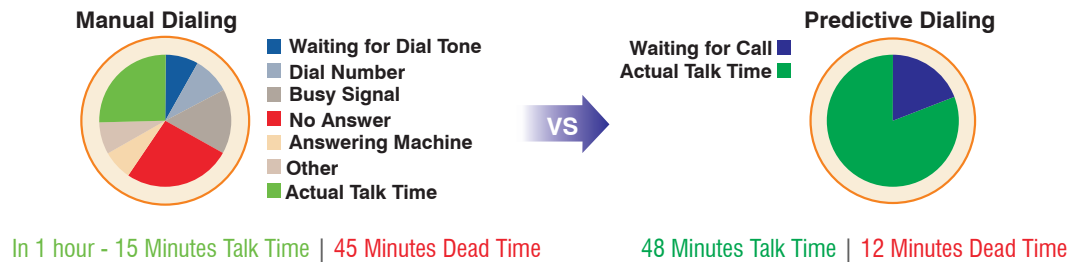
We understand the requirement and provide suitable solutions. The support team are also available 24×7 and are quick in troubleshooting whenever there is a need.

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*iTechnysys Outbound Call Center Suite

***iTechnysys** predictive dialer effectively integrates all outbound processes (Telemarketing, Sales, Surveys, Collections) with the life cycle. It precisely manages outbound calling to achieve maximum productivity by supporting various campaign and list management strategies.

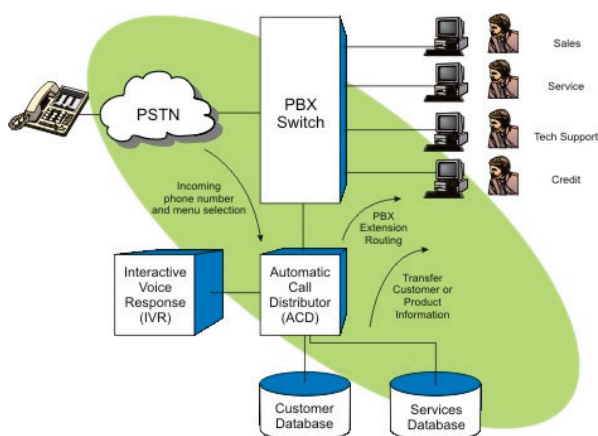


FEATURES

- Manual, progressive & predictive dialing
- Outbound ACD
- Longest idle agent based routing
- Call back scheduling
- Multiple campaign management
- Multiple dialing modes
- Agent inter dialing support
- Call forward and three way conferencing
- DNC list management
- Agent call intervention
- Real time supervision
- Music on hold
- Call transfer
- Call retrieval

*iTechnysys Inbound Call Center Suite

iTechnysys inbound solution can provide substantial improvement to the productivity of your call center. Skill based routing organizes incoming calls and route them to the most appropriate agents



FEATURES

- Interactive voice response
- Automatic call distribution
- Skill based routing
- Inbound call pop up
- Most idle agent based routing
- Real time supervision
- Agent call intervention
- Call back scheduling
- Call conferencing

LOGICAL PARTITIONING

iTechnysys Products are 100% logically partitioned as per the requirements of Indian Telecom Regulations. **iTechnysys** logical partitioning features can control calls based on pre-defined configuration, thereby logically separating cross flow of calls between your private & public network.



Reporting

Agent Interface

Server Stats and Reports

Real-Time Reports

- Real-Time Main Report
- Real-Time Campaign Summary

Inbound and Outbound Calling Reports

- Inbound Report
- Inbound Service Level Report
- Inbound Summary Hourly Report
- Inbound DID Report
- Inbound IVR Report
- Outbound Calling Report
- Outbound Summary Interval Report
- Frontier - Closer Report
- Export Calls Report

Agent Reports

- Agent Time Detail
- Agent Status Detail
- Agent Performance Detail
- Single Agent Daily

Time Clock Reports

- User Timeclock Report
- User Group Timeclock Status Report
- User Timeclock Detail Report

Other Reports and Links

- Server Performance Report
- Administration Change Log

Call disposition time | Call Disposition report
 Login Logout report | Call detail report

Call Center Analytics - Add on feature

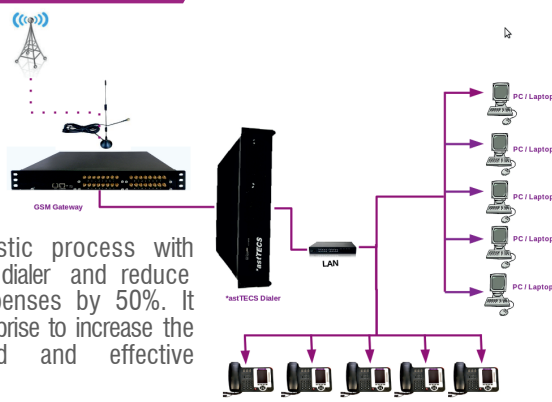
Get detail reports on agent behaviour, outliers detection, profiling, QA conformance, gap analysis with add-on feature of call center analytics.

Voice files

Analysis result of voice files



iTechnysys GSM Dialer



Run your domestic process with **iTechnysys** GSM dialer and reduce your telecom expenses by 50%. It also help the enterprise to increase the sales turnaround and effective utilization of leads.

Hosted Dialer Solution:

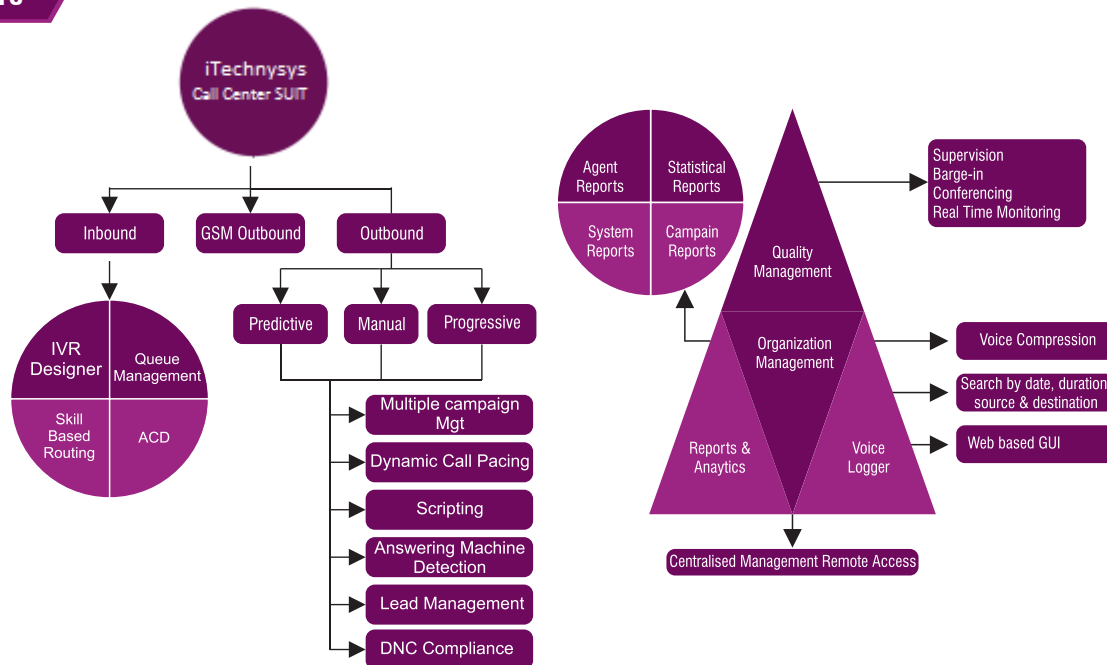
iTechnysys hosted dialer solution is a plug and play technology for international call centers and is intended for those call centers who want to operate on OPEX model

Voice Logger:

iTechnysys voice logger is in a digital multi-channel voice logging, call monitoring and recording software. You can search the files by destination, source, duration, date and time.



Architecture



PRODUCT BUNDLES:

ITCCS5 - for 5 Agents
ITCCS10 - for 10 Agents
ITCCS20 - for 20 Agents

ITCCS50 - for 50 Agents
ITCCS100 - for 100 Agents

* Upgradable by clustering / compatible with PRI, GSM & VoIP

Technical Specification

INTERFACES:

Network Interface : 2X Ethernet 10/100 base-RJ-45
ISDN : PRI interface (optional)

PROTOCOLS:

VoIP : SIP, H.323, MGCP, SCCP, IAX2
ISDN : PRI DSS 1 (Q931, National variant)
Mobile : GSM 850/1800/1900 Mhz channels

CODECS

: ADPCM, G.711(A-Law & u-Law) G.722, G.723.1(pass through), G.726, G.729 (through purchase of a commercial license), GSM, iLBC, Linear, LPC-10 Speex

PRI card

: T1/E1 port with optimum PCI interface

DIMENSIONS

: 2U/4U Form factor chassis

POWER

: 100-240 VAC, 200 W

TEMPERATURE:

: 0 - 50 degree celsius

About iTechnysys:

iTechnysys is leader in end to end unified communications, offering wide range of cutting edge enterprise telecom products based on open source technology. We also provides world class 24X7 support to global customers through our in-house Global Support Management Center (GSMC).



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