Telesystem
Hosted Call Center

Eliminate the expensive, long-term commitments and provide a superior customer service experience with Telesystem's Hosted Call Center.

With Hosted Call Center, your agents can be deployed and monitored from anywhere in the world. All they need is a High- Speed Internet connection! There's no additional software, or large equipment needed!
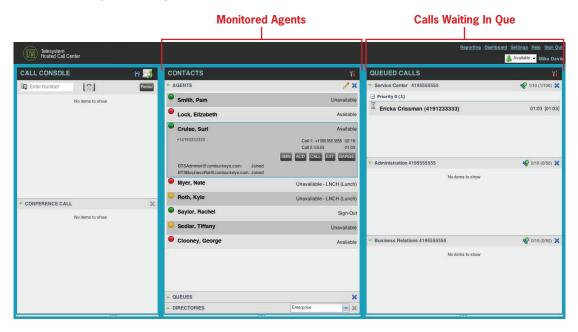
Agents

As part of Telesystem's Hosted VoIP Phone System, the Call Center application utilizes the Software-as-a-Service (Saas) model, allowing your agents to log into the call center from anywhere in the world using only our user-friendly Graphical User Interface (GUI) and a telephone.

After loggin in, your agents can:

- Answer/treat incoming calls
- Associate a call reason code to a call
- View their supervisor's phone status and escalate a call
- Initiate a conference call
- View the entire company directory
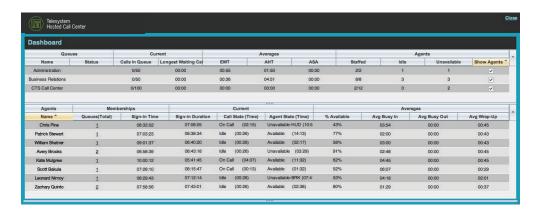- Run reports on their performance, and much more!

Supervisors

Your supervisors will appreciate the flexibility of monitoring the call center from any computer; tablet or mobile phone...any device with High-Speed Internet instantly conncects your supervisor to the call center!

Monitored Agents   **Calls Waiting In Que**

With the Supervisor GUI, they can:

- Quickly view queue/agent statistics
- Easy color coded agen status - **Green**=available, **Red**=unavailable, **Yellow**=ringing
- Change an agent's status
- View calls in queue, and reprioritize or retrieve any call
- Silent monitor current/next call, with barge-in
- Run reports

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Live Monitoring

Live monitoring calls have never been easier! Simply click an agent, then the **Silent Monitor** button to silently monitor the current call. With the **Barge-In** feature, you can join the call to assist your agent. With the **Silent Monitor Next Call** feature, you can silent monitor a call to a particular agent, or the next call into the queue.

Supervisors can **Silent Monitor** a call from their cell phone or any phone that has the capability of receiving inbound calls. Simply activate the **Remote Office** feature, and the Call Center application will dial the specified number and allow the call to be monitored.

Call Recording

Add **Call Recording** to your Call Center and you will have the ability to access your recorded calls anywhere via the Internet.

With **Call Recording**, you can configure your settings to determine:

- Agents to record
- Calls to record (record all calls, percentage of calls, inbound/outbound only, days of the week, etc)
- On Demand recording – enter a string of digits on your phone to begin recording
- Recording mute – enter a string of digits on your phone to mute recording – allowing compliance with regulations such as HIPPA, PCI, etc

Reporting

Queue reports are just a click away and can be displayed on screen, exported to .xls or .pdf and all can be scheduled to run daily/weekly/monthly, etc and then emailed to the specified recipients.

Hosted Call Center offers virtually all of the features you would find on a high-end, premise-based phone system. Here is the full list of features available with our Call Center packages:

Standard
Entrance Greeting
Unique Music on Hold
Video Support
Comfort Message
Queue placement announcement
Priority Queuing
Overflow routing
Distinctive Ring for ACD calls
Redirect on no answer routing
Stranded routing policies
Unique Agent unavailable codes
Auto-post call wrap up
Configurable queue size
Configurable queue wait time
Agent Held Call notification
Click-to-Supervisor Escalate
GUI interface
Agent Web-based reports
Historical/Real Time reports

Premium
Alternate Comfort Message
Agent Auto Login/Answer
Call Disposition Codes
DNIS support
Last Agent Sign-out Warning
Call Whisper announcement
2GB/Agent Call Recording

Supervisor
Silent Monitor
Supervisor Barge-in
Scheduled reports
Supervisor Dashboard
Reprioritize Calls in Queue

visit www.**telesystem**.us *to learn more*