



# CONTACT

BREAKTHROUGH IN OMNICHANNEL CUSTOMER ENGAGEMENT



Voice



Chat



BI Reports

# Real Time Monitoring

**Gain insights into your contact center operations.**  
**Track, monitor and optimize KPIs in real time, wherever you are:**

- Monitor and manage remote agents as easily as in-house staff
- Check your active calls, active users, active queues in real time
- Give agents the support they need when they need it
- Provide agents and supervisors with real-time KPI status



Admin  
Support Preview


Admin Rules  
Provisioning  
Admin Settings  
Geo Zones  
API Servers  
Servers  
Status

groups			
From			
	Device	User	
	7128	18888	
91	17007	25407	
247595	17247	25675	
41615083	17357	25933	9715
390200689	17388	26214	3934630.
442038083	15968	24125	27838976
97145869	7033	19198	971506500
447098169	17012	25415	447366125
16043343	5445	19008	447522965
35924903	7108	26201	27790241
97145869	7187	21571	971529026
27101093	6802	19609	27823388
442036959	14285	24296	27726634
0506779			d4109 4109
442039667	17279	25980	905336405
27211110	12727	18925	254719724
551131975	4842	23873	675708886
74992131	15890	25000	79158516
74992131	15880	26209	79534945
358942720	15885	24191	358415443
25034000	10000	11115	30011710

# Reports

Leverage real-time KPI visualization to monitor and optimize business performance, gain relevant insights, promptly resolve issues such as idle time, and promote overall efficiency

- ⦿ Real-Time CDR
- ⦿ Call Reports
- ⦿ Comprehensive Agent Efficiency Reports
- ⦿ Scheduled Reports
- ⦿ Custom Reports



The background image shows a software interface with a table of call data. The table has columns for Start time, Users, CallerID Num, Destination, and Destination. The data is filtered for the date 2019-03-26 and status Answered. A large orange eye icon is overlaid on the right side of the image.

	Start time↓	Users	CallerID Num	Destination	Destination
↑	2019-03-26 12:13:53	Noah Jeffer	anonymous	27749283	South
↑	2019-03-26 12:13:52	Joey Ahm	97145869	971552188	United
	2019-03-26 12:13:41	Jennie Tayl	35924903	60173683	Malay
	2019-03-26 12:13:37	Pavel Sok	35924903	996550500	Kyrgyz
	2019-03-26 12:13:34	Kristine Wes	35924903304	27721417	South
	2019-03-26 12:13:31	Adam Cl	35924903	27633968	South
	2019-03-26 12:13:28	Audrey Ha	35924903304	27611864	South
		Ann Silver	anonymous	27712998	South
		Noah Jeffe	27101093545	27749283	South
		Bro	35924903314	27639654	South
			35924903304	37498198	Armen
			27101093545	27789940	South
			27101093545	27604033	South
			2703304	27739615	South
			27745	27749077	South
			27659211	27659211	South
			2724398	2724398	Kazak
			274	274	United
					Malay
					Kyrgyz
					ited



# Chat

**Build the best customer experience on the channels that your customers prefer**

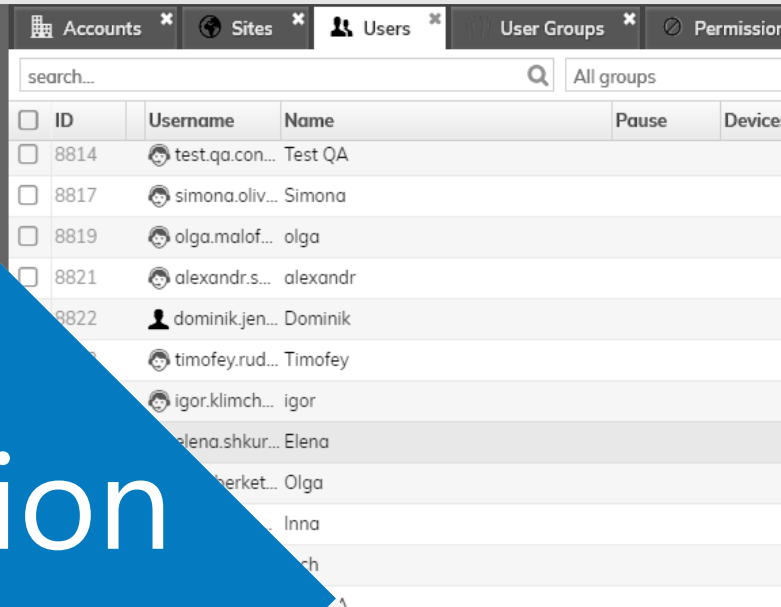
Reach your customers via web chats, social networks and messengers  
See performance reports and manage your chat queues in real-time



# Security and Administration

Take advantage of our flexible solution  
Configure agents, groups and permission  
levels

- ⦿ Accounts
- ⦿ Sites
- ⦿ Users
- ⦿ User Groups
- ⦿ Permissions Groups



The screenshot shows a web application interface for user management. At the top, there are tabs for 'Accounts', 'Sites', 'Users', 'User Groups', and 'Permissions'. The 'Users' tab is active. Below the tabs is a search bar with the text 'search...' and a dropdown menu showing 'All groups'. A table of users is displayed below the search bar. The table has columns for 'ID', 'Username', 'Name', 'Pause', and 'Device'. The table contains several rows of user data, including 'test.qa.con...', 'simona.oliv...', 'olga.malof...', 'alexandr.s...', 'dominik.jen...', 'timofey.rud...', and 'igor.klimch...'. The background of the slide features a large blue diagonal shape on the left and a large orange diamond shape on the right, both containing a white speech bubble icon. At the bottom right, there is a large, faint, light blue gear icon.

ID	Username	Name	Pause	Device
8814	test.qa.con...	Test QA		
8817	simona.oliv...	Simona		
8819	olga.malof...	olga		
8821	alexandr.s...	alexandr		
8822	dominik.jen...	Dominik		
	timofey.rud...	Timofey		
	igor.klimch...	igor		
	elena.shkur...	Elena		
	berket...	Olga		
	Inna			
	ch			

# Voice Analysis & Speech-to-Text

Identify and handle unprofessionally treated calls in real time by analyzing the tone and sentiment of both customers and agents.

Keep track of your call scripts and meet all legal regulations by searching for prohibited keywords



# Voice

## Best-in-Class Telephony Solution

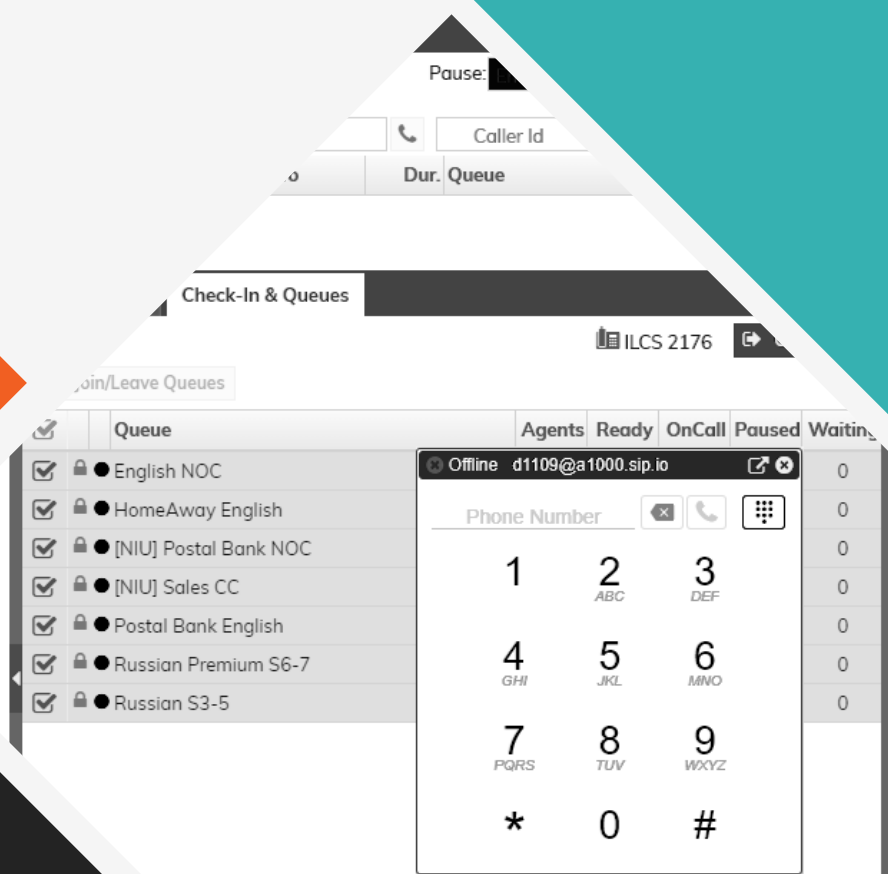
- ⦿ Devices & Web-phone
- ⦿ Extensions
- ⦿ DID & Routing
- ⦿ Voice Activated IVR
- ⦿ Conditional Routes
- ⦿ DTMF Input
- ⦿ Ring Groups
- ⦿ Announcements
- ⦿ Forward
- ⦿ Conference
- ⦿ Dial Rules
- ⦿ Callback
- ⦿ Intercept Groups
- ⦿ Fax Boxes
- ⦿ Voicemail
- ⦿ SIP Trunks
- ⦿ Provisioning



# In-browser Softphone

**Empower your agents by enabling them to manage the call center directly from their browser**

Utilizing In Browser Softphone, agents can handle calls more quickly and gain access to caller data while enabling supervisors to monitor their work in real time



# Call Center

Provide your customers with the best phone support while selling more products and services

- Agent Call Panel
- Advanced Capabilities
- Custom Pauses
- Call Outcome and Disposition
- Automatic Dialers
- Do-Not-Call Lists
- Real-Time Dashboard Configuration
- Custom Call Scripts Based on HTML
- Campaign Management
- Dynamic Call Flows
- Announcements in 18 Languages
- Self-Service & IVRs
- Agent Skills and Tiers
- Virtual Hold Proxy

# Media Handling

Manage your media files with ease

- Text-to-Speech in Languages 5
- Upload in Any
- Formant
- Labeling
- Condition-Based
- Announcements
- Real Time HD Stereo
- Call Recording



The screenshot shows a web application interface for managing media files. It has two tabs: 'Media Files' and 'Media Playlists'. The 'Media Files' tab is active, displaying a table with columns for 'Duration', 'Name', and 'Note'. The table contains several rows of audio files with durations ranging from 00:05 to 00:17. The file names include various status codes and labels like '[NIU]\_RU\_Failed', 'ES\_Failed Identification', 'EN\_PB\_Inactivity', 'EN\_Transferred', 'ES\_Enter', 'HB\_Transferred', '[NIU]\_RU\_Confirm', 'ES\_GBT', 'Medic\_Announcement', and 'Transferred'.

Duration	Name	Note
00:15	[NIU]_RU_Failed	
00:11	ES_Failed Identification	
00:17	EN_PB_Inactivity	
00:09	EN_Transferred	
00:05	ES_Enter	
	HB_Transferred	
	[NIU]_RU_Confirm	
	ES_GBT	
	Medic_Announcement	
	Transferred	



# Phone Book

Synchronise your contacts across all end-points:

- 📍 Your CRM
- 📍 GSuite
- 📍 Office 365



Menu		
Conference		
Dial Rules		
Callback		
Groups		

Groups		
search...		
Name	Company	Phones
Russian Queue		4002 (Internal)
Card activation Clinical Trials		15102578509 (External)
Main card activation line		4007 (Internal)
Post bank English Queue		4008 (Internal)
German Queue		4003 (Internal)
French Queue		4005 (Internal)
Queue		4006 (Internal)
Queue		4011 (Internal)
Activation line		15102578510 (External)
		4009 (Internal)
		4014 (Internal)
		4012 (Internal)
		972768871133 (External)
		4001 (Internal)
		4000 (Internal)
		4010 (Internal)
		4013 (Internal)
		5124 (Internal)
		4022 (Internal)
		4023 (Internal)
		4024 (Internal)
		25 (Internal)
		(Internal)
		(Internal)



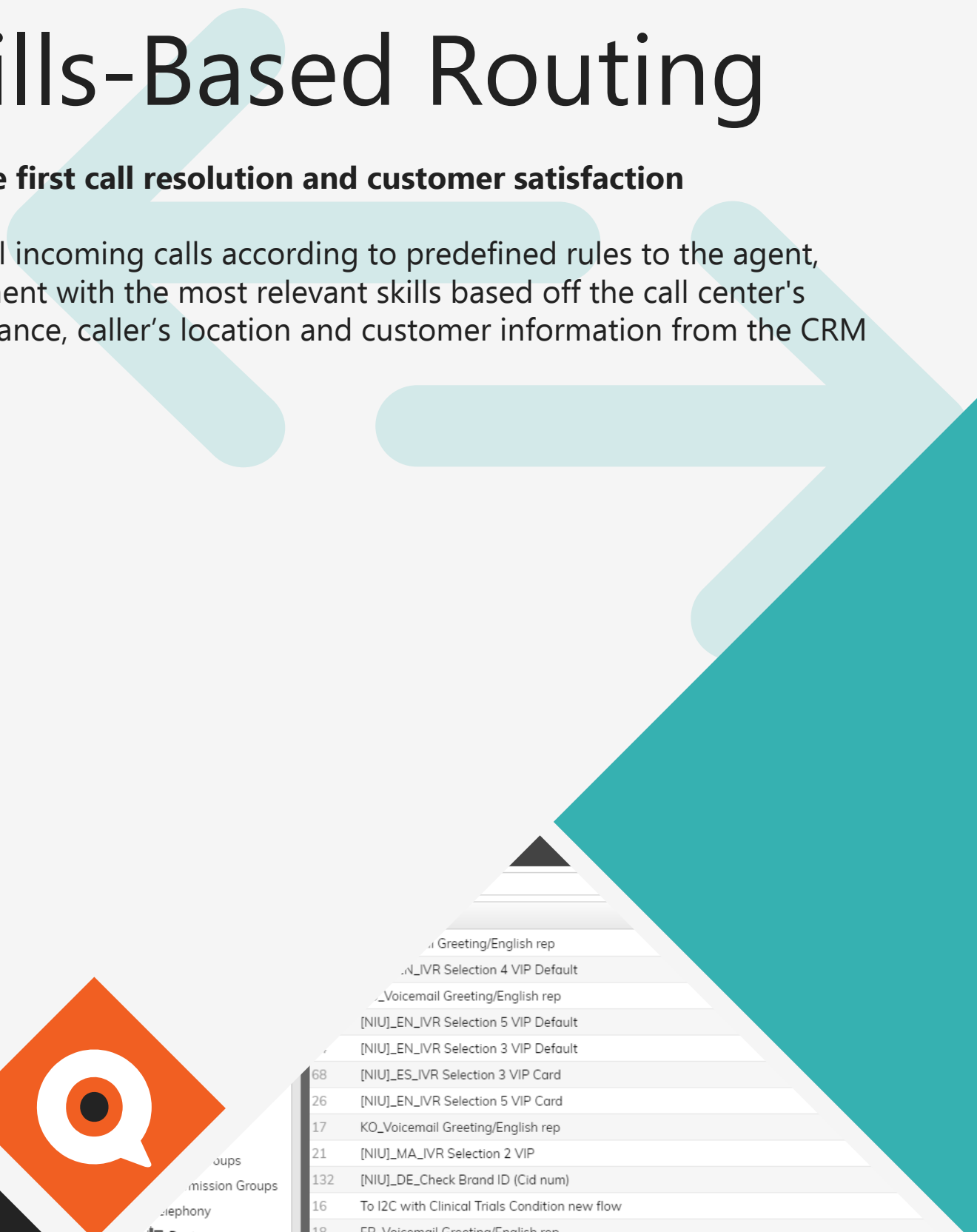
# Conditional and Skills-Based Routing

## Enhance first call resolution and customer satisfaction

Route all incoming calls according to predefined rules to the agent, department with the most relevant skills based off the call center's performance, caller's location and customer information from the CRM



- Groups
- Permission Groups
- Telephony
- Devices
- # Extensions
- DIDs & Routing
- IVR Menu
- Voicemail IVR Menu
- Conditional Routes
- Out



	[NIU]_EN_IVR Selection 4 VIP Default
	[NIU]_EN_IVR Selection 5 VIP Default
	[NIU]_EN_IVR Selection 3 VIP Default
68	[NIU]_ES_IVR Selection 3 VIP Card
26	[NIU]_EN_IVR Selection 5 VIP Card
17	KO_Voicemail Greeting/English rep
21	[NIU]_MA_IVR Selection 2 VIP
132	[NIU]_DE_Check Brand ID (Cid num)
16	To I2C with Clinical Trials Condition new flow
18	FR_Voicemail Greeting/English rep
20	DE_Voicemail Greeting/English rep
39	[NIU]_EN_Time Reduction GBT Menu
272	[NIU]_KO_Check Brand ID (Phone number Input) [New]
271	[NIU]_KO_Check Brand ID (Cid num) [New]
70	[NIU]_ES_IVR Selection 5 VIP Card
38	[NIU]_EN_Time Reduction Card Menu
40	[NIU]_EN_Time Reduction Account Menu
76	[NIU]_ES_IVR Selection 2 VIP Account
52	[NIU]_RU_Time Reduction Card Menu