



Call Center

Improve the Inbound and Outbound Calling Experience

The Versatile VoIP Call Center extends your PBX for cost-effective inbound and outbound calling capabilities. Get functionality that goes beyond basic hunt groups, along with supervisory controls and more comprehensive reporting and statistics.

Key Features

- › Customized call queue routing and thresholds
- › Queuing and ring status
- › Comprehensive agent customization
- › Agent and supervisor roles
- › Audio monitoring (listen, whisper, and barge)
- › Call recording at device, user, and queue levels
- › Call-back option
- › Agent announcement
- › Graphs, statistics, and trend analysis
- › Real-time monitoring and alerts
- › Configurable dashboards and customizable wallboard with queue analytics
- › Graphs, statistics, and trend analysis
- › Scheduled reports