VoIP/PBX Contact Call Center

Key Features

- Advanced PBX and ACD Management Functionality
- Custom Rule IVR Management
- Custom Inbound Filter Management
- Custom IVR Scripting Functionality
- Advanced Call Routing and Event Handling

- Automated Agent Load-Balancing and Rotation
- Advanced Agent and Group Reporting
- Web Based Console Management
- ASP CRM Module Support

Problem

A company needs to introduce advanced VoIP/PBX Call Center that will allow scaleable inbound call throughput, self-service menus, and intelligent call routing. The Call Center must support local(PSTN) and remote(VoIP or outsourced call centers) service agents, service groups with customizable filters, IVR scripting for flexible IVR Logic, as well as agent reporting and monitoring.

Solution

SysMaster VoIP PBX Server offers custom IVR scripting, integrated Sales and Support Automation Server (CRMaster) with advanced email, web, web chat, and phone data stream convergence. The system tracks all inbound email, phone, and web requests in ticket/lead threads for increased data access and agent throughput (for more information refer to CRMaster Brochures). In addition, the system supports flexible call routing based on the selected routing mechanism to allow agent group manager to select the most suitable inbound request distribution method.

SOLUTION FEATURES

Advanced PBX and ACD Management Functionality

SysMaster offers one of the most advanced integrated servers on the market that supports the following services in VoIP (including H323, SIP) and PSTN formats in single physical unit:

- VoIP/PSTN PBX Server with Call Screening and Call Recording
- Auto Attendant/IVR Server
- VoIP/PSTN Voicemail Server
- VoIP/PSTN Conference Server
- VoIP/PSTN H323 Gateway/Gatekeeper Server
- VoIP/PSTN SIP Gateway/Registrar/Proxy Server
- VoIP/PSTN Callback Server
- VoIP/PSTN Follow-me/Roaming Server
- Call Recording and Monitoring Server

All supported functions allow for more that 360 users to communicate concurrently and utilize the supported services. These services are fully customizable and allow voice prompt management, rule management (such as off-hours call routing), custom IVR script management and call routing.

Advanced Agent and Group Reporting

SysMaster CRMaster offers advanced reporting engine to allow agent managers to make knowledgeable assessment about the inbound and outbound chat request throughput, agent response times, and request handling procedures. The reporting allows not only agent productivity and workload analysis, but also helps to facilitate procedure optimization and throughput increase initiatives.

Automated Agent Load-Balancing and Rotation

SysMaster Call Center Server enables managers to define agent groups and select methods for distributing inbound call requests to group agents. The system supports the following distribution methods:

- Rotational/Round-Robin - inbound call requests are assigned to agents sequentially for maximum flexibility and automated lead/ticket distribution.
- Least Utilized - inbound call requests are assigned to the agents with the least workload.
- Predictive - inbound call requests are assigned to agents on the basis of prior customer communication history, so that customers are matched with preferred agents.
- Assigned by Manager - inbound call requests are manually assigned to agents by their managers to allow multi-level request route management. The manager accepts all inbound requests and subsequently transfers them to the underlying agent.

The Call Center server allows flexible workload and call requests distribution to fit any type of CRM environment.

Application Service Provider (ASP) Functionality

SysMaster Call Center offers unmatched ASP functionality to allow companies to offer ASP services to third-party companies that require high degree of CRM Call Center management. The ASP module allows server partitioning and customization where SysMaster Server Managers can create customer accounts, and give privileges to customer group managers to manage their own call streams and agent groups.

SOLUTION FEATURES

Custom Rule IVR Management

SysMaster Call Center offers custom rule support to allow Auto Attendant IVR menu customization based on pre-defined set of time or server availability rules. The system can dynamically change its behavior based on time parameters or the availability of agents or lines to service inbound calls. Full route failover and overflow is also supported.

Advanced Call Routing and Event Handling

SysMaster Call Center offers advanced routing functionality handled by its VoIP PBX server. The system is capable of handling over 360 concurrent callers and provides a high-level of automation services to optimize CRM operations. The system features unlimited number of rule-based Auto Attendant menus that can play both traditional voice prompts and execute custom IVR scripts. The system can route the calls to any number of legitimate endpoints such as: Automated Call Distribution (ACD) groups and queues, broadcast or rotational dial groups, voicemail servers, conference servers, follow-me servers, etc. The system can also handle OnConnect, OnDisconnect, and OnHangup events to provide high level of customization and API interface to third-party servers such as Web, Database, and PBX.
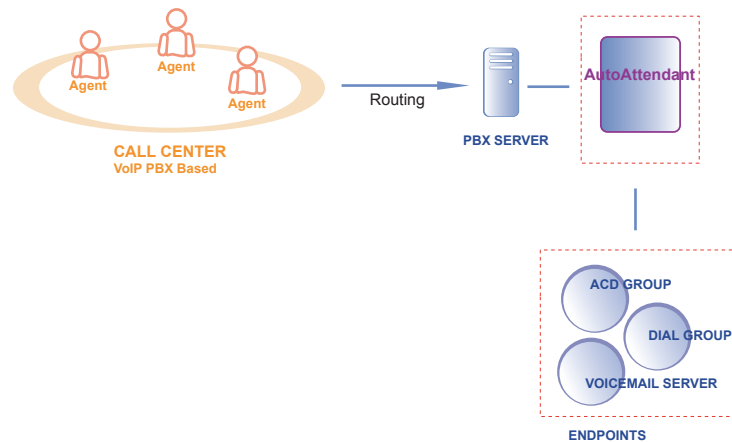
Custom IVR Scripting Functionality

SysMaster Call Center server support custom IVR scripting that can be hosted in any Web server or Database server (supported database servers are: Oracle, Sybase, MS-SQL, and DB2). The custom IVR application is executed via the Auto Attendant menu, and returns scripts that allow subsequent custom announcement or call routing. Building custom IVR scripts is easy and intuitive and does not require programming skills. Custom IVR scripts can also be developed on the fly to access corporate information via a specialized database connection or directly off the corporate web site. IVR scripts are directly linked to the SysMaster CRMaster Sales and Support Automation Server to allow advanced call routing and call agent interface. For example, the system will identify a customer via product code, and route the call to the agent that currently handles the existing ticket or if this is a new ticket it will automatically open a new ticket onto the agent desktop once the agent picks up the phone.
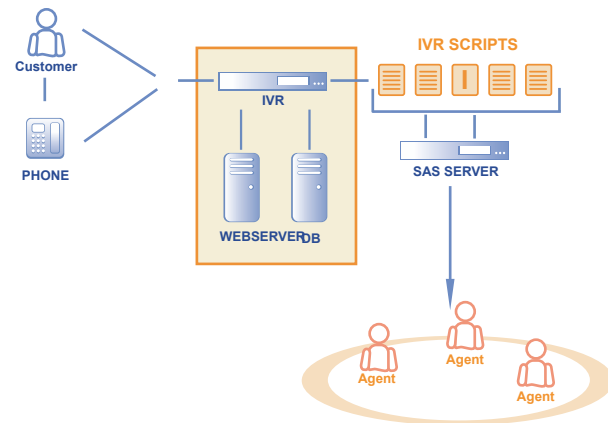
Custom Inbound Filter Management

SysMaster Call Center allows managers to define unlimited number of custom inbound filters such as IP, DNIS, DID, and ANI for service specific customer CRM interaction. For example, based on the DID (direct inward dial) or ANI (automatic number identification/caller id) number the system can enter one prompt type and route the caller to a specific support group. Filters can be shared among trunks to allow resource sharing and higher system throughput with reduced maintenance line cost. In addition, the system can read off Info Digits send by the Telco providers to offer least-cost routing or shortest-route call handling and routing.

Web Based Console Management

SysMaster Call Center features an advanced web interface to allow flexible global agent participation and customer management. It fully supports remote and telecommuting agents to provide easy access for outsourcing and ASP module implementation. All agents can enter the system via the secure password-protected web console and manage the system parameters via the advanced GUI interface. The system supports all variations of Unified messaging to allow flexible voicemail retrieval and call management.

CONTACT INFO

SysMaster Corporation
370 N. Wiget Lane, Suite 100
Walnut Creek, CA 94598
United States of America

email: info@sysmaster.com
Toll free: 1-877-900-3993
web site: http://www.sysmaster.com