# TELESOFT

# CALL CENTRE SUITE

## PACD - ACD Analysis
- Inbound Call Analysis
- Agent performance/ efficiency
- Hourly Call Pattern
- Campaign-wise Call Distribution/Traffic
- Live Agent Activity Status

## PSP - Screen Popup
- Pops Up screen showing caller's details
- Appears on first ring on Agent's phone
- Shows last 10 interactions with caller
- Stores feedback to database
- Provides interface for rescheduling

## PAT - Agent Terminal
- Provides call handling telephony functions
  - Highlights missed calls
  - Facilitates dialing missed calls
  - Provides Chat facility efficiency in call handling
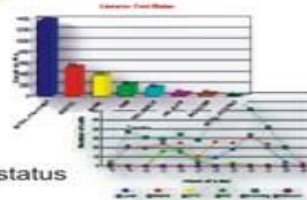  - Updates various counts in real-time mode

## PST - Supervisor Terminal
- Shows Live Status of Agent Activity
- Provides control to barge-in
  - Highlights calls in progress exceeding certain limits
  - Provides Agent Break status in real-time mode
  - Displays counter, Agent Logged In, Available, Missed Calls, and Serviced Calls

## PTA - Traffic Analyzer
- Graphical Presentation of Call Traffic
- Depicts Resource Utilization
- Slide Show having multiple views/ Graph
- No Manual Intervention
- All graphs show in Real-Time status

## PWD - Wall-Board Integration
- Provides dashboard describing real-time scenario
- Shows live count of Agents Logged in, Available, On Break, Logged Out
- Provides Campaign-wise Calls Received, Abandoned, Average Answer Time
- Dashboard can be displayed on TV Screen
- Resets all counts at midnight

## PEI - Email Integration
- Predefine templates can be set
- Email is sent on Predefined trigger conditions
- Multiple emails can be sent at a time

## PSI - SMS Integration
- Hardware Software combination
- Predefine templates can be set
- SMS is trigger on predefined conditions
- Multiple SMS can be sent at a time

## PCI - CRM Integration
- Seamless integration with 3rd party CRM
  - Provides agent & call information on every Inbound call
  - Picks-up list of numbers for outbound call
  - Forwards status of outbound numbers
  - Updates user inputs in CRM