Positron Telecom Inbound Call Center Solution for Positron Range of PBX

Product Name: Positron Telecom Inbound Call Center Solution for Positron Range of PBX
Manufacturer: -
Model Number: POSITRON-ICCS

Availability: In Stock
Positron Telecom Inbound Call Center Solution
Inbound Call Center firmware for Positron PBX Systems Positron's Inbound Call Centers manage important customer driven activities which in turn, represent important data providing direct contact with customers. A significant advantage for these important customer driven activities is to provide customers with a professional phone experience which includes favorite features such as dial-by-name directory, call queues, priority queues, call recording, supervisor monitoring and much more. Application examples of Inbound Call Centers

ï¿½ Order Taking Services
ï¿½ Toll Free Customer Service
ï¿½ Live Web Chat
ï¿½ Email Response
ï¿½ Direct Response
ï¿½ Conference & Registration
ï¿½ Live Receptionist
ï¿½ 24-Hour Help Desk
ï¿½ Emergency Response

Highlights Inbound call centers can provide the following benefits:

ï¿½ Improve customer relationships
ï¿½ Enhance Agent productivity
ï¿½ Measure and Monitor call center performance

The Positron Inbound Call Center solution offers:

ï¿½ Connectivity to telephone and VoIP networks
ï¿½ Support for up to 30 simultaneous calls
ï¿½ Monitoring tool – CDR, Queues, System status and Agent view
ï¿½ Full PBX functionality
ï¿½ Support for up to 10 call queues

Features: Queues – used by call centers to correctly place inbound calls into the correct queue for agents to answer the calls. A typical example would be “on your touch tone phone hit one for sales, hit two for support….” And the calls are directed to the correct agents. Call Data Records – a listing of all calls on the PBX system. This can be used for call metrics analysis, costing and performance. Real time Monitoring – done largely at a system level to determine the ‘health” of the system. Overview Pane – used to display the status of agents in a call or queue for a more granular look at activity. Configuration allows for:

ï¿½ Full PBX functionality
ï¿½ Agents and Queue configuration
ï¿½ Incoming calls being placed in the queue
ï¿½ Members that answer the queue (extensions or users that login as agents)
ï¿½ A strategy for how to handle the queue and divide calls between members
ï¿½ Music played while waiting in the queue

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ï¿½ Announcements for members and callers

Price: £499.00