ZYCOO CooCentre-S30 Call Centre Solution

Product Name: ZYCOO CooCentre-S30 Call Centre Solution
Manufacturer: ZYCOO
Model Number: S30

ZYCOO CooCentre-S30 Call Centre Solution
The Zycoo CooCentre-S30 is an all-in-one solution that includes a fully-featured IP PBX, Call Center, CRM and Telemarketing system. It is an ideal choice for small and micro enterprises wishing to improve internal communications, customer care, while also improving the efficiency of company telemarketing. Zycoo CooCentre-S30 Key Features

ï¿½ Cost-saving
ï¿½ Easy to Install and Manage
ï¿½ Security
ï¿½ WebRTC
ï¿½ Built-in CRM
ï¿½ Call Popup
ï¿½ IVR (Multi-layer IVRs)
ï¿½ Satisfaction Survey

The CooCentre-S30 includes IP PBX features, such as voicemail, video calls, paging and intercom, IVR, call recording. Call center features including call pop-up, ACD, call queues and CRM are all available and ready to use without any license fees.
ZYCOO CooCentre-S30 Technical Specification
Hardware

ï¿½ RAM: 4GB DDR3L
ï¿½ Storage: 16GB EMMC + 500GB HDD
ï¿½ USB (External Storage): 2xUSB (Max. 1TB mobile HDD with external power supply)
ï¿½ Ethernet: 2x10/100/1000Mbps
ï¿½ Power: AC 100~240V

Telephony Interfaces

ï¿½ Slot1: E1/T1/4FXO/4FXS/4GSM
ï¿½ Slot2: E1/T1/4BRI/4FXO/4FXS/4GSM

System Capacity

ï¿½ Call Center Agents: 60 (WebRTC or SIP extensions)
ï¿½ IP PBX Extensions: 120
ï¿½ Simultaneous Calls: 30

Call Center Features

ï¿½ Call Popup
ï¿½ Call Queues
ï¿½ Callback Reminder
ï¿½ Remote Agents
ï¿½ SIP Agents
ï¿½ WebRTC Agents
ï¿½ ACD
ï¿½ Call Monitoring
ï¿½ Click-to-call
ï¿½ Auto Dial

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ï¿½ Satisfaction Survey
ï¿½ Call Statistics
ï¿½ Built-in CRM
ï¿½ Questionnaire
ï¿½ Call Barging
ï¿½ Whisper Coaching
ï¿½ IVR
ï¿½ Voicemail

IP PBX Features

ï¿½ Caller ID
ï¿½ Video Calls
ï¿½ Paging & Intercom
ï¿½ Voicemail
ï¿½ DID
ï¿½ Voicemail to Email
ï¿½ IVR
ï¿½ PIN Set
ï¿½ Call Recording
ï¿½ 3-way Calling
ï¿½ Conference Call
ï¿½ Phone Provisioning
ï¿½ SIP Trunking
ï¿½ Blacklist
ï¿½ BLF
ï¿½ Feature Codes
ï¿½ Call Transfer
ï¿½ Call Parking
ï¿½ Call Forward
ï¿½ Call Hold
ï¿½ Call Waiting
ï¿½ Ring Groups
ï¿½ Call Pickup
ï¿½ MOH

Network Features

ï¿½ Network Protocols: IPv4, IPv6
ï¿½ Network Mode: Static IP, DHCP, PPPoE
ï¿½ VPN (Server/Client): L2TP, PPTP, OpenVPN, N2N
ï¿½ Transport Protocols: UDP, TCP, TLS
ï¿½ Others: DDNS, HTTPS, SSH

Security

ï¿½ Firewall, IP Blacklist, Auto Defense

Codecs & Signaling

ï¿½ Audio Codecs: G.711 (a, u), G.729, G.722, G.726, GSM, Speex
ï¿½ Video Codecs: H.264, H.263+, H.263, H.261
ï¿½ Signaling: SIP (RFC3261), IAX2
ï¿½ DTMF Mode: RFC2833, SIPINFO, In-band

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Environment

ï¿½ Operating: 0℃~40℃
ï¿½ Storage: -20℃~55℃
ï¿½ Humidity: 5~95% no condensation

Dimension

ï¿½ Unit: 440x234x44mm
ï¿½ Packing: 500x315x95mm

Gross Weight

ï¿½ 3.8KG

Price: £2,324.60