SMART CALL CENTER

Today Contact Centers need to transform their customer's experience from delightful single interaction to an entire journey of personalized and consistent interactions. Customer Experience(CX) is all about engaging customer on a channel of their choice and allowing them to hop from one channel to another seamlessly while keeping their omni channel experience uniform

Customer call center Solutions
Centralized Distribution

CRM

Caller

Interactive Voice
Response (IVR)

Automatic Call
Distributor (ACD)

Agent
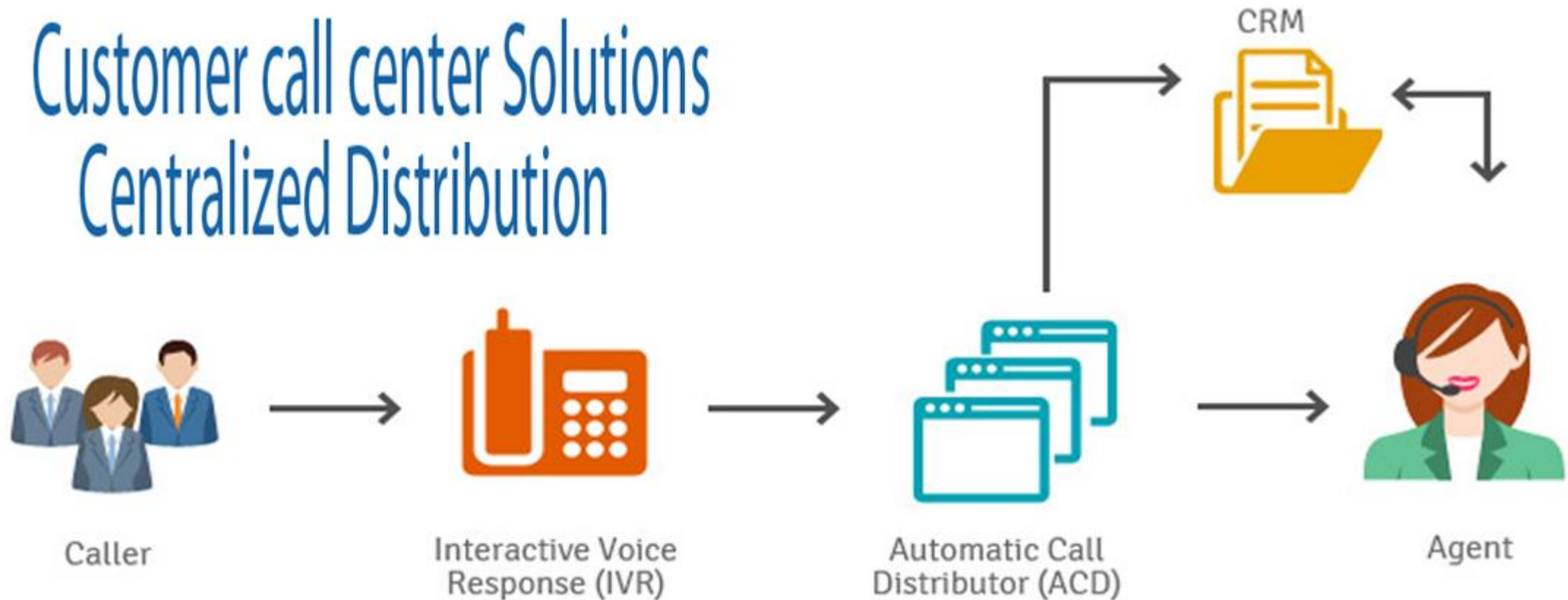
CALL CENTER SOLUTION - a robust contact/ call center software that helps organizations provide a seamless customer experience across all channels in the customer service journey. All interactions from various channels come to a single unified queue on the Inter Dialog platform. With unified view agents get to see all historical interactions , enabling him to give a resolution quickly. Inter Dialog UCCS is a comprehensive Contact/Call Center Software with robust CTI, Unified Q (ACD), Reporting, Unified Agent Management, Administrator, Supervisor - Monitoring (Pmonitor)

Voice - handle Inbound/Outbound calls efficiently

Inbound call center solution With self service, multilevel IVR and intelligent routing, resolve queries easily

Outbound call center software - Click to Call, Progressive & Predictive Dialer with advance dialing logics

IVR Software - allow customers to help themselves

Reduce costs with self service options, Handle off hours queries(service round the clock)

Mobile - delight customers on the go with web call back

Visual IVR(visually guided menus to aid customer)

CRM integration

CRM integration with inbound call pop-up

Automatic Call Distribution (ACD)

Skill-based routing functionality directs calls to an available agent with the Highest skill level to handle the communication traffic.

This helps to ensure that your clients are getting together with someone who has the skill to assist them to.

Thereby lowering the instances where customers have to be transferred, escalated or called back.

Smart Call Center Features Computer Telephony Integration

CTI allows you to leverage telephone functionality integration to our CRM products. Computer Telephony Integration (CTI) interfaces interconnect with your computer, enabling the

Management and data delivery to the Agent like screen pop up.

Control of telephony functions from the desktop like transfer, mute, conference, etc.

Complete PBX SYSTEM – AKseries

Customer expectations have soared. Purpose-built for SMEs to fulfill more sophisticated communication needs, AKseries PBX System is a converged system to wrap a suite of services around, including voice, video, applications, collaboration, and more.

- Integrated PBX appliance or custom software installation

- Optimized experience built for everyone

- Embrace boundless communications

- Click to call from any web pages

- All office extension features

- Paired with ACD, IVR prompts callers to their desired destinations with customized rules.

- Route incoming calls to the proper queue and the right, available agent based on certain strategies you set up.

- Use detailed statistical reports for multi-dimension performance measurement.

PBX System

AK INFOS
www.akinfos.com

VoIP Softphone

Click-to-call in Browser or Windows/MacOS Desktop App
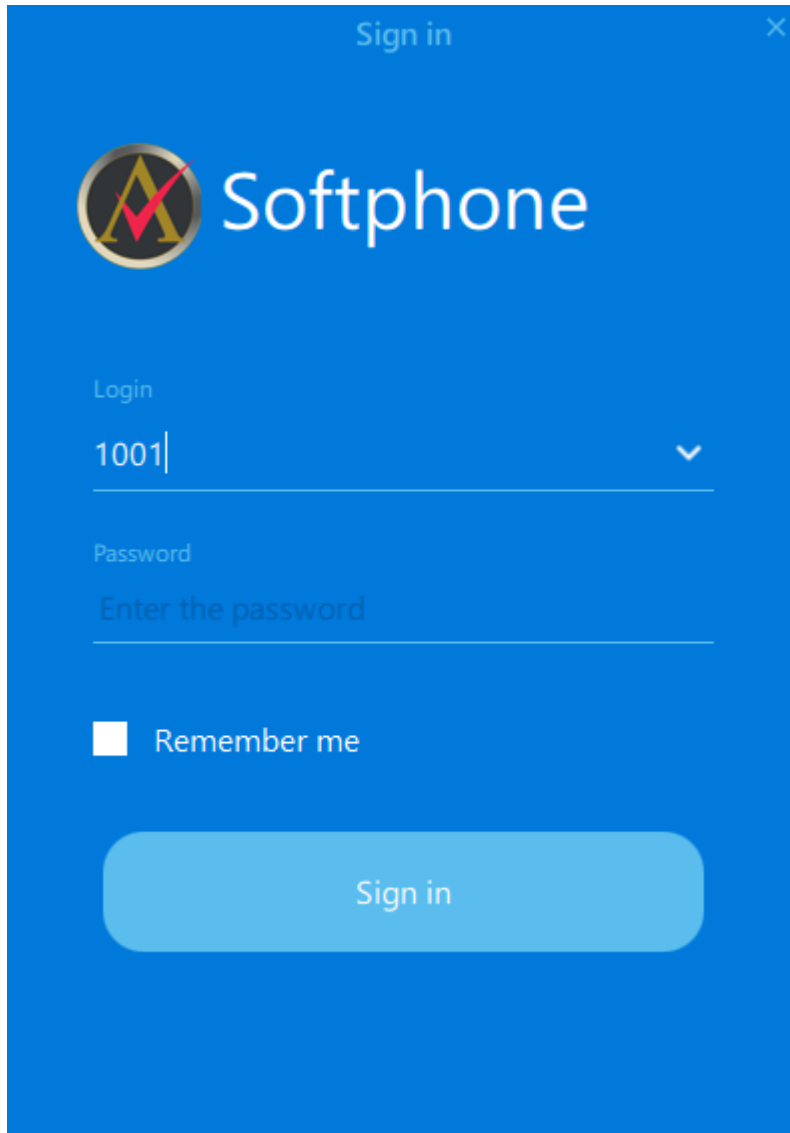
Call by one click from any web or Windows application.

"callto:", "sip:" and "tel:" Click-to-Call Links

Most CRM and Helpdesk software provides "callto:", "sip:" or "tel:" click-to-call links. Enable that feature on Softphone and save time dialing with a single click Screen Pop with Account Information Based on Caller ID.

Screen Pop with Account Information Based on Caller ID

Set up your CRM lookup URL or command line. Softphone can open browser window, call REST web-service or execute program on incoming call. It also passes Caller ID and any other information available such as DID number to a 3rd party software.

CENTRALIZED STORAGE OF CALL LOG AND AUDIO RECORDINGS

Log Calls in a CRM or Helpdesk Software

Set up Softphone to open URL or execute program when call is finished. Softphone logs all data related to a call: Caller ID, DID number if available, type (inbound\out bound), talk time and call recording MP3 file.

Upload Call Recordings to Web Server

Configure automatic uploading of call recordings from the agent's computer to the web server using the HTTP or HTTPS protocol.

Upload Call Recordings to FTP Server

Configure automatic uploading call recordings from agent's computer to FTP server.

Upload Call Recordings to Shared Network Folder

Configure automatic uploading call recordings from agent's computer to Shared Network Folder.
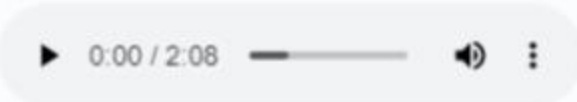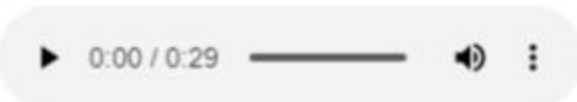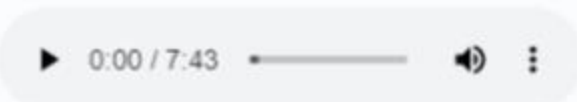
⊙ Call History

Call History | Unknown Call

Search: [   ]

Name	UserCode	Meter Address	Caller ID	Date & Time	Status	Comments	Audio
XXXXXXXXX	01515159	309061032863	009715XXXXXXX ●	13/09/2021 08:18:12	In	recharge	▶ 0:00 / 2:00 🔊 ⋮
XXXXXXXXX	01515628	309061033235	009715XXXXXXX ●	12/09/2021 20:45:15	In	Gas stopped	▶ 0:00 / 5:17 🔊 ⋮
XXXXXXXXX	00770081	301070302754	009715XXXXXXX ●	12/09/2021 19:30:52	In	detector alarm	▶ 0:00 / 2:08 🔊 ⋮
XXXXXXXXX	01616136		009715XXXXXXX ●	12/09/2021 19:27:48	Out	billing	▶ 0:00 / 0:29 🔊 ⋮
XXXXXXXXX	00770081	301070302754	009715XXXXXXX ●	12/09/2021 19:19:55	In	detector alarm	▶ 0:00 / 7:43 🔊 ⋮

📞 CALL LOG

Date * | 12/09/2021 | 📅 | ✔Search

| IN CALLS 36 | OUT CALLS 52 | UNKNOWN IN 30 | UNKNOWN OUT 36 |

10 ▾ records

Search: ▢

Name	Address	Caller ID	Time	Comments	Audio	Action
XXXXXXXXXX	123 Apartments	009715XXXXXXX ●	20:45:15	Gas stopped	▶ 0:00 / 5:17 🔊 ⋮	✚
XXXXXXXXXX	123 Apartments	009715XXXXXXX ●	19:30:52	detector alarm	▶ 0:00 / 2:08 🔊 ⋮	✚
XXXXXXXXXX	123 Apartments	009715XXXXXXX ●	19:19:55	detector alarm	▶ 0:00 / 7:43 🔊 ⋮	✚
XXXXXXXXXX	123 Apartments	009715XXXXXXX ●	18:12:44	Sec dep	▶ 0:00 / 4:58 🔊 ⋮	✚
XXXXXXXXXX	123 Apartments	009715XXXXXXX ●	17:43:43	Billing	▶ 0:00 / 3:11 🔊 ⋮	✚