Kinetic VoIP™

Call Center edition
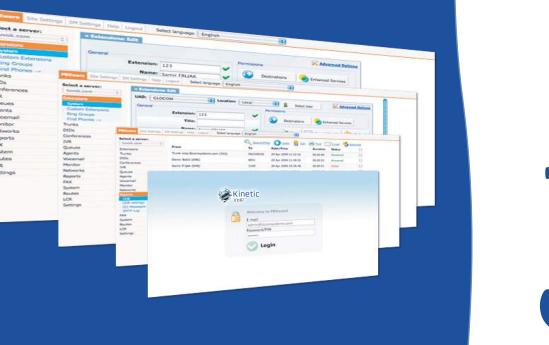
Call Center Edition

The Call Center Edition offers a set of features needed for an organization to effectively start and manage inbound or outbound call campaigns.

Call Center features include unlimited ACD Queues, unlimited call agents, comprehensive reporting, real time queue statistics, real time queue monitoring, soft phone, optional predictive inbound and out bound dialing, skills based routing, and more.

Add Queues:

- Unlimited Agents and Queues
- Ringing Strategy
- Call Recording
- Predictive Dialer
- Queue Call Back

Call Center Statistics

- Queues/Agents statistics and real time status
- Inbound/Outbound Graphs
- CSV and PDF Data Export
- Windows, Mac and Linux Desktop Applications

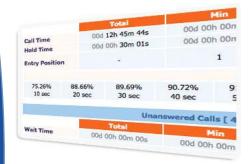## Real Time Agent Monitoring

- Barging
- Listening
- Monitoring

CRM/CTI Integration

- Sugar CRM
- Sales Force

Personal Account Manager

- Experience Pre-Sales Consultation to ensure the 'right' solution
- Post-Sales Responsibility to Ensure Project is delivered
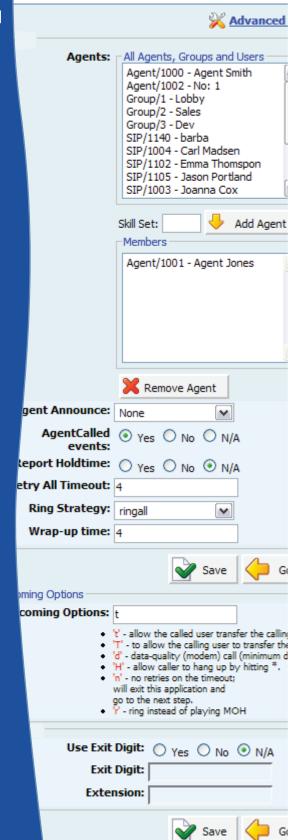- A friendly voice

ACD Queues:

The intelligent ACD queuing in PBX provides the user with easy to create queues. Whether it is giving music on hold, random announcements, or even just assigning agents to queues, PBXware's advantage is that it provides all these complex features in an easy to use, user-friendly interface.

ACD Queue Features:

- Easy Queue Setup
- Music on Hold
- Periodic Announcements
- Agent Announcements
- Agent Whisper
- Call Recording
- Agent Auto-Fill
- Queue Statistics
- Agent Groups

Ring Strategies:

- Ring All - Ring all assigned phones
- Round Robin - Ring Agents in succession, one after another
- Least Recent - The agent with the longest wait time
- Fewest Calls - The agent that has taken the least calls
- Random - Randomly distribute calls
- Round Robin Memory - Remember where one left off

Queue Statistics

The Call Center includes comprehensive queue statistics reports. These reports will help you achieve better customer service by forecasting call volumes, calculating agent requirements, and comparing results with expectations.

Statistics data is opened in a separate pop-up window and displays:

Queue Features:
- All calls
- Answered calls
- Unanswered calls

- Call time
- Hold time
- Queue entry
- Exit position

- Minimum time
- Maximum time
- Average time
- Total time

Agents Statistics
- Number of calls
- Calls per minute
- Calls percentage
- Talk time
- Idle time
- Session time
- Number of hangups

The PBX statistics functionality is designed to give you ad-hoc reporting when and where you need it. Simply select your date range and the required information, and PBX presents you with comprehensive data that is flexible enough to dive through and filter by simple clicking on the areas of interest.

Real-Time Displays

Real time queue - agent monitoring allows authorized user to keep track of status and traffic in each queue. Data is automatically refreshed every 3-60 seconds. The following details are displayed:

Queue Monitoring

- Name
- Total Calls
- Maximum Calls
- Calls Unanswered
- Calls Waiting
- VIP Calls Waiting

AQMON

AQMON is a call center application designed to help an entire organization have a better view of calls in progress and to provide adequate management tools to call center supervisors.

Supervisors can view all agent activity, hang-up and transfer their calls as well as monitor queues, the number of calls waiting, agents status, etc.

An entire organization can use the included wall board facility which displays major real time call statistics on a large LCD screen.

AQMON also offers real-time graphs which show the above information graphically. Messages can be shared between agents and supervisors. Agents can send assistance requests from agentCOM which is another application used by agents.

Call Recording

Call Center allows you to record all incoming and outgoing calls made by any extension or call agent. Calls can be recorded in: gsm, wav, wav49 and ogg audio format, downloaded, and played back on your desktop.

One important part of every call recording solution is storage and easy access to archived recordings. PBX builds your call recordings right into your call reports. By combining two major functions such as reporting and call recording, PBX gives you the ease of clicking on a Queue/Agent/Caller ID and seeing call by call all your recorded calls. Then simply click to download.

System Recording

Records all calls on the system.

Extension Recording

Records calls from a specific extension on the system.

Instant Recording

This service records calls from the point that the activation code is entered (*159). From that point, the call will be recorded until one of the parties hangs up. It is very useful when it is necessary to record parts of an important call.

Ring Group Recording

Records calls answered by any extension being a member of the Ring Group where Call Recording is enabled.

Agent Recording

Records calls answered by any agent that is a member of a given queue.

Queue Recording

Records calls answered by agents regardless of whether they are static, dynamic, or callback agents.

Number	9806	Date/Time	Duration	Duration	Status	1	
01890417888	9806	02 Oct 2007 09:41:07	00:02:05	00:02:00	Answered	1	
01890417888	9806	02 Oct 2007 09:41:06	00:00:05		Not Answered	1	
0612701478712	9806	02 Oct 2007 09:40:44	00:00:05		Not Answered	1	
6127014789712	9806	02 Oct 2007 09:40:01	00:04:56	00:04:51	Answered	1	▶
612708799913074	9806	02 Oct 2007 09:40:01	00:00:49	00:00:44	Answered	1	▶
0612701624515	9806	02 Oct 2007 09:39:47	00:05:00	00:04:55	Answered	1	▶
0612701635886	9806	02 Oct 2007 09:39:35	00:02:44	00:02:39	Answered	1	▶
18904417888	9806	02 Oct 2007 09:39:07	00:05:24	00:05:19	Answered	1	▶
	9806	02 Oct 2007 09:39:05	00:03:48	00:03:43	Answered	1	

End User Applications

Sound Converter
- Sound Converter Wizard
- Audio formats supported
  .gms, .ulaw, .alaw and .sln
- Files Automatically Upload

outCALL
- MS Outlook Integration
- Click To Call
- Real-Time Popup Call Notification
- Unlimited Language Support

Presence Panel
- Monitor Extensions
- Extension Status
- Click To Call
- Color Coded

Call Center Communicator
- VoIP Soft Phone
- Instant Messaging Client
- Operator Panel
- Conference Administration
- Call Center Communicator
- Fax Send/Receive
- MS Windows Desktop Application

Standard System Features

	1
Multiple Languages	●
Standard or E164 Routing mode	●
Conferences Permissions	●
Remote Mobile/Cell Extension	●
Astmanproxy/Asterisk manager	●
CDR Search	●
Extension(s)	1000
PSTN/VoIP Trunks	∞
IVR Auto Attendants	∞
Conferencing	∞
Enhanced ACD Queues	∞
Music On Hold	●
FAX over IP (FoIP)	●
Instant Messaging Server	●
Networking and Branch Support	●
Ring Groups	●
Call Recording	●
Call Monitor	∞
Fax Files Removal	∞
Queue statistic enhance filtering	●
OSC Destinations	●
OSC Enhanced Services availability	●
Channel(s) Limit Warning	●
IVR/Queues Custom Ring Tones	●
Monitor E-mail Template	●
Call Recordings Auto Mailing	●
Operation Times Access Code	●
Queues Operation Times	●
Fax Exists Icon	●
MOH Download	●
Caller ID From Group Hunt Over Trunk	●
CALLER ID = DNIS	

Standard System Features

Operation Times ON/OFF	●
Monitor Announcement	●
Extension Notes	●
DID Do Not Show	●
Extension Search By Default	●
Search Extension By MAC	●
Trunk Number	●
HTTP Only Mode	●
DID To ES/CID	●
System Wide/Per Extension On/Off	●
User Label	●
Polycom Phone Directory	●
Call Parking Time and Return Extension	●
Call Remote Extension to DID	●

Delivery Method(s)

Appliances	●
Hosted	●

Call Center Applications

AQMON	O
AgentCOM	O
Queues Callback	O
Call Agents	∞
Skills Based Routing	∞
Queue and Agent Statistics	∞
Real Time Queue - Agents Monitoring	∞

Billing

CDRs	●
Real Time Telephony Billing	O

LEGEND

Yes	●	Optional	O
Unlimited	∞	Not Available	

Cloud PBX
Features

System Administration

Feature	
Web Browser Administration	●
Role Based Administration	●
Multi Site Administration	●

Setup And Configuration

Feature	
	●
Unlimited Expandability	●
System Setup Wizard	●
Phones Auto Configuration/Provisioning	●

Enhanced Services

Feature	
	●
Follow Me	●
Group Hunt	●
Call Forwarding	●
Do Not Disturb	●
Caller ID	●
Last Caller	●
Call Park	●
Instant Recording	●
Call Pickup	●
Call Filters & Blocking	●
Speakerphone Page	●
Directory/BFL List	●
Speed Dial	●
Monitor Queues	●
Web Callback	●
Delete Recordings	●
Listen To Recordings	●
Call Monitoring	●
Phone Callback	●
Monitoring Conferences	●
Overhead Paging	●
Paging/Intercom	●
Remote Access	●
Personal IVR	●
Online User Directory	●

Enhanced Services

Feature	
Operation Times ON/OFF from a Phone	●
Pause/Unpause Recording	●

System Customization & Reliability

Feature	
Services Monitoring	●
System Backup	●
Powerful Reporting	●
Custom Extensions	●

Voicemail

Feature	
Enhanced Voicemail	●
Operator / Exit Digit	●
Unified Messaging	●
Time Zones Support	●
Voicemail Groups	●

Product / Customer Support

Feature	
Firmware Updates	●
Customer Support	●
Standard	●
Enhanced	●
Emergency	●
	●

Desktop / Web User Applications Communicator

Feature	
Agent / Supervisor	●
Sound Converter	●
outCALL	O
User Self Care	●
Presence Panel	●

CRM / CTI Integration On Request

Feature	
SugarCRM	●
Sales Force	●

LEGEND

Yes	●	*Optional*	O
Unlimited	∞	*Not Available*	