

# Blended Multi-channel Contact Center Management

Xtend Call Center Solutions is a powerful and advanced computer telephony integrated software solution designed to automate the inbound and outbound calls in an organization. The cost-effective communication toolkit manages the call center peak loads through efficient call handling, Interactive Voice Response System (IVRS), Automatic Call Distribution (ACD), Campaign Management, Voice Recording, Conferencing and much more.

The product provides large scale, complete and integrated set of options for multiple call handling through different incoming channels and can also be utilized as a powerful telemarketing tool to promote various programs, advertisements, offers and value added services to customers with reduced cost and time. Implementation of the automated telephony application leverages the contact center capabilities and thereby enhances customer satisfaction resulting in increased revenue opportunities.



**Xtend Call Center Solutions**

Inbuilt IVR, ACD, OBD, Call Logging & Popups

### Web-based administration interface

IVR & automatic call distribution

Call routing, queuing status & auto-callback

Real-time agent status with live monitoring

Monitoring of call traffic/answered/abandoned calls

Average handling times, occupancy, service history

Proportional routing of incoming calls

Agent login from any system

Queue position, voice mail & call recording

Easy login access with agent session reports

### Multi-line operational mode

Advanced call reports with export to CSV format

Extensive call search options for retrieving information

Integration with existing CRM applications

Auto-dialer with multiple campaign management

Robust contact filtering with DND management

Full-fledged campaign activity reports

Add, edit and set priority for each process

Upload data in CSV/XLS Format

Popup screen for client information & CRM updation

## Inbound Application

The inbound call center solutions provide all the features to completely control the routing of incoming calls and ensures that the calls are managed effectively and efficiently to provide the best customer interaction, based on their specific needs. The software with support for IVR System functions as an automatic call distributor to queue and distribute the calls to the available agents over the network. Administrators can view the real-time status of the Call Center System, add, modify or delete agents/queues, record the interactions and supervise the call reports.

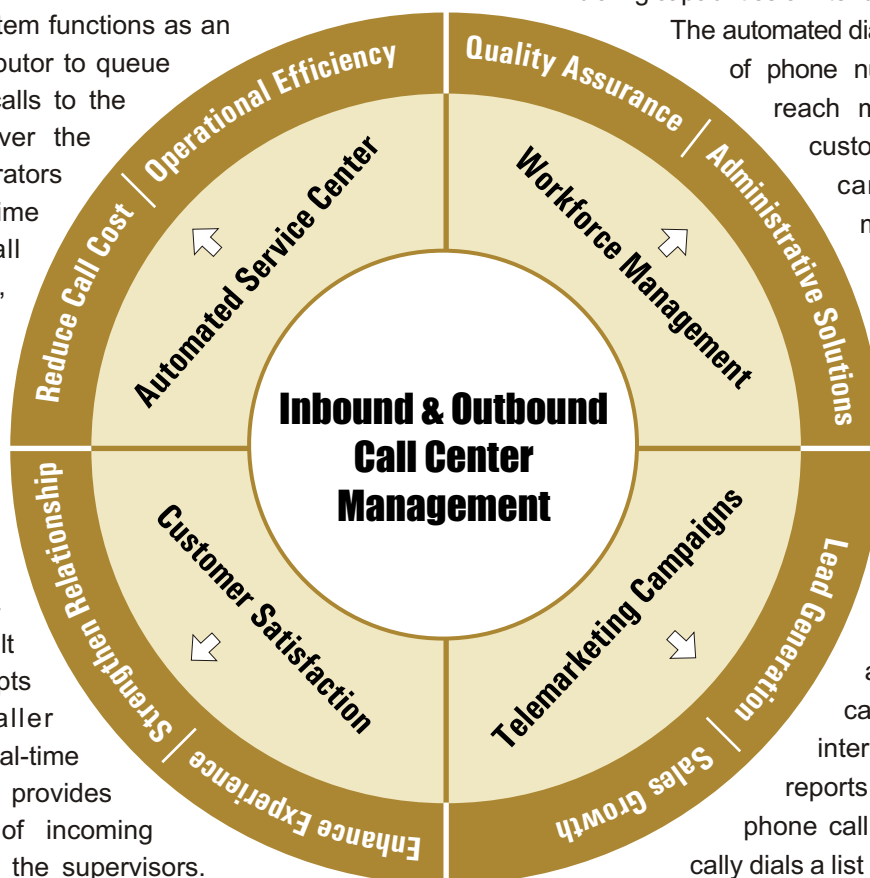
Queue can be managed through automated announcements using default or customized prompts for improving caller experience. The real-time reporting software provides detailed statistics of incoming calls and agents to the supervisors. This allows analyzing performance, productivity and streamlining call load management operations to a large extent. With proportional routing, call processing time is faster and contact center agents can deliver accurate information, ensuring a highly personalized experience to customers at all times.

## Outbound Application

Whether you want to announce any advertisement or need to inform customers about upcoming events, offers, bill dates etc., all you have to do is automate your outbound calls and this can happen with the outbound dialing capabilities of Xtend Call Center Solutions.

The automated dialing system dials a list of phone numbers and tries to reach maximum number of customers with variety of campaigns. The call management toolkit is equipped with the innovative features to handle all your outbound telemarketing and promotional needs.

Supervisors can view the real-time status of the outbound dialing system, add, modify or delete campaigns, record the interactions and view the reports. The computerized phone calling system automatically dials a list of numbers, detects a "live" answer on the line and plays the pre-recorded greeting message. This voice message can be an introduction to your company, products or services. If the line status is "busy" or "no answer", the call can be rescheduled for a later time. Voice calls can also be connected to a live operator for an elaborate assistance.



# Salient Features

## Automated Attendant

Inbound automatic call answering solutions with instant routing, dynamic queue management, live monitoring and multi-channel support across voice platform empowers businesses to deliver perfect customer service. Detailed reports with critical details like number of calls in queue, average handling times, occupancy and service history allows supervisors to manage call center activities more accurately and effectively.

## Outbound Dialing

Reduce operating costs in Call Center by generating multiple campaigns simultaneously for telemarketing, polls, promotions, etc. Auto-upload contact list in CSV/XLS format, prioritize campaigns, assign to agents, monitor accounts and track call outcomes to boost productivity and profits.

## User-friendly Interface

Unified desktop application with user-friendly navigation helps to manage call routing, agents, queues, inbound calls, outbound calls, wait times, occupancy, call volumes, and many other facets of the contact center performance with ease.

## Automatic Call Distribution

Real-time ACD information is provided on the supervisor's desktop for efficient monitoring of calls. Reports include queue status, number of calls in queue list, longest waiting call duration as well as agent statistics with individual report showing counts for agents on call, break and idle mode.

## Call Recording

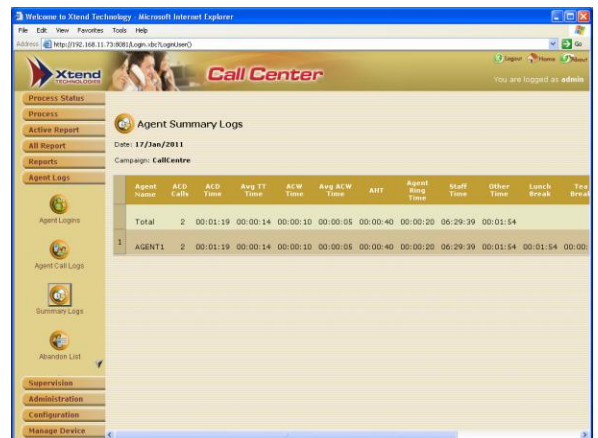
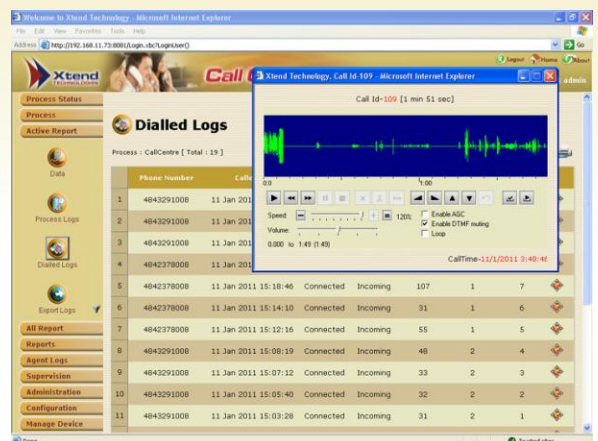
High quality audio recording and archiving of voice calls. Each record is tagged with rich information such as agent, extension, time/date, duration plus any other data related to the call. Use this recorded information to assess the quality of agent performance and customer experience.

## Call Routing, Queuing & Auto-callback

IVR-based call answering delivers excellent customer service by attending all inbound calls automatically and routing the call to an agent for further assistance. If all the agents are busy, the caller will wait in the queue till an agent is available. The ACD feature effectively allocates the inbound call to an available agent and ensures balanced load distribution. Real-time display of queues, active calls/agents, waiting time, queue status and automatic allocation reduces workload and processing time to a large extent. Auto-callback feature allows completion of incomplete tasks and ensures superior user experience.

## Agent Occupancy & Service History

Process-wise result of average handling time of calls with respect to individual agents gives an idea of occupancy. Review the occupancy reports and identify the percentage of time that an agent actually spent handling ACD calls. Reports on calls that have been dropped in the IVR, answered and abandoned calls helps to decide the service level of the delivered campaigns.



## Hot Desking Service

User-friendly browser interface allow agents for desktop sharing thus making it easy to process the calls in a faster pace. Overall management costs are reduced as the staff can sit on any desktop to serve the customer. During long-wait times, callers are allowed to leave voicemail or request for a callback so that the agents can revert to them at their preferred time.

## Reporting & Search Options

Detailed reports for every second of phone activity from simple to obscure data like average waiting time, ring duration, break, idle status, occupancy and much more allows supervisor to judge the real-time activity of call center at any time. Advanced web interface with customized search capabilities helps to locate the call quickly and generate reports as per the given specification.

## CRM Updation

The computer telephony integration provides instantaneous screen popups on call arrival, which may be based on the caller's number or any other information provided to self-service speech application earlier. Call details entered through the popup gets updated in the CRM automatically.

## Publicity Campaigns

Centralized administration accessible over web helps to setup, monitor and flexibly manage multiple outbound campaigns with unprecedented ease, all through a single unified platform.

## DND Call Blocking

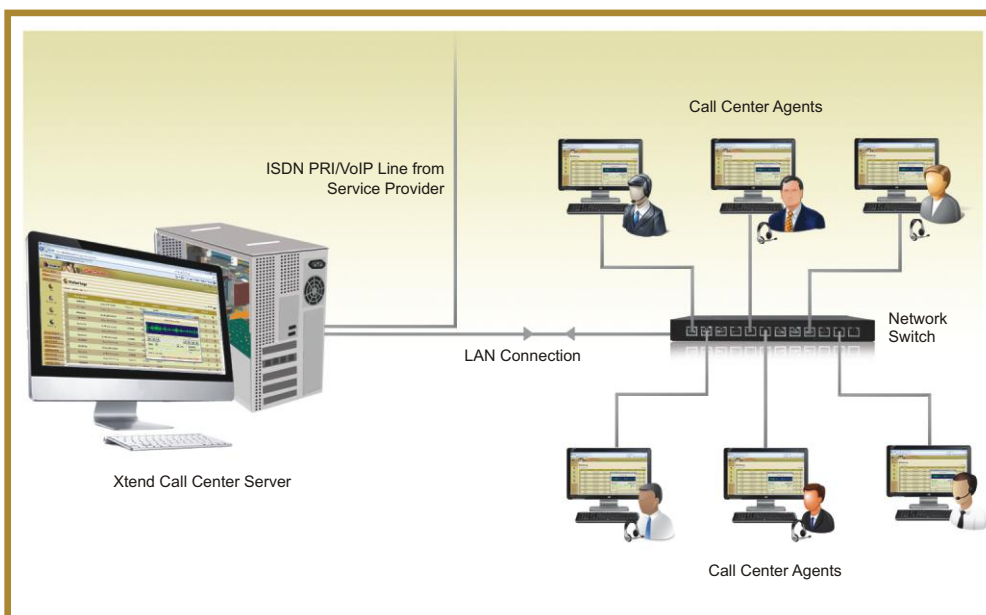
Integrated as a call screening module, the DND scrubbing feature has the ability to filter and block the dialed blacklisted numbers. Publicity campaigns are dialed only to whitelisted numbers thus taking proper care that the outbound calls do not disturb or annoy people enrolled in do-not-call lists.



### Minimum System Requirements

Operating System	: Windows Server 2008/Windows 7/8/10
Processor Type & Speed	: Intel Quad Core, 2.5 GHz or more
Browser	: Internet Explorer 8.0 or above
Memory	: 4 GB or more
Hard Disk Space	: 2 TB (1 TB x 2) or above

*Note: The minimum system requirements mentioned here shall vary based on the actual user requirements.*



## Beneficial for

Call Centers

Businesses

Financial Firms

Government Offices

Public Sectors

Private Enterprises

Features and screenshots shown here may vary depending on the latest software release.

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