



PBXACT



Operate Your Call Center with PBXact

As technology continues to change along with consumer behavior, customer service has become paramount for businesses in order to maintain loyalty, in turn increasing profits.

To achieve this goal, businesses are investing in new strategies to improve customer service experience, which can consist of simple improvements to their existing infrastructure or the adoption of a new solution.

Sangoma's PBXact phone systems offer advanced capabilities including those for small-to-medium call centers. These features not only ultimately help provide the best customer experience but offer tools to improve staff and operation efficiency to protect your business financially. Some key areas Sangoma can help with are:

Great Customer Experience

- ◆ Inbound callers can optionally hang-up while in queue and still retain their position in line
- ◆ Customer announcement to inform in-bound callers of special advertisements or popular topics
- ◆ Web call-back for customers who are unable to make outbound calls
- ◆ Advanced queuing mechanisms helping longer waiting callers reach an agent quicker
- ◆ IVR Options to customize language prompts and playback for the caller's region

Staff and Operational Efficiency

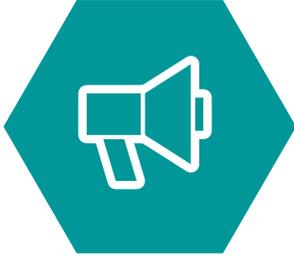
- ◆ Advanced features such as hot desking, letting you log in to any device with your own extension and custom settings
- ◆ Desktop unifying end-user tools with a softphone, great for mobile workers
- ◆ Automated appointment reminders allow you to schedule calls, allowing recipients to confirm, cancel or reschedule
- ◆ Outbound call limiting to protect your business from over dialing regulatory charges
- ◆ Operator panel visualizing live call center statistics along with agent capabilities

Enhance Customer Satisfaction

One of the most challenging tasks for a call center is the ability to handle high call volumes and still providing great customer service. Today's busy consumers are less tolerant to waiting for long periods of time before being serviced and this can affect your bottom line. The key is to offer more options which fit into the lifestyle of your customers. Sangoma's PBXact phone system provide advanced features that enrich the customer's experience with your call center.

Caller Announcements

Enrich a call-in customer's experience by periodically notifying them of their position in the queue.



Web Call Back

Allow customers to be called by simply inserting their phone number on your website. Great for customers unable to make outbound calls to the call center.



Music-On-Hold

Insert a custom message in your IVR to alert inbound callers with special messaging which may handle the reason for their call. Great for service outage periods.



Queue Call Back with Queue Pro

Allow callers to optionally hang up once they are in-queue and retain their position. Once they are first in queue the phone system will automatically call them back and connect them with an agent.



Expedite Wait Time with Queue Pro

Depending on the wait time of call-in customers, automatically move them into another queue which has more available agents.



Improve Call Processing Operations

Call Center operations must operate at peak efficiency and not be a bottle-neck of the entire operations. Any inefficiencies can increase inbound caller wait times, staff confusion and be catastrophic to your business.

Great Customer Experience

- ◆ Insert standard and custom greetings for customers who call into your call center
- ◆ Direct dial capabilities allow specific callers to break through to a special extension
- ◆ With over 28 possible destinations you can route inbound callers virtually any way you wish

Appointment Reminder

- ◆ Unique way to automate appointment confirmations, cancellations and reschedules.

Time Conditions

- ◆ Send inbound callers to different IVRs based on time of day, great for after hours callers who can reach an outsourced IVR located in a different region.



Automatic Call Distribution (ACD)

- ◆ Built-in queue priority means you can prioritize specific customers above others
- ◆ Automatically move longer waiting customers to roll-over queues which have available staff waiting to take calls
- ◆ Caller-ID-Name prefixing, multiple ring strategies, agent announcement and more

Outbound Dialing

- ◆ Create automated outbound dialing campaigns to save you money by simply uploading a CSV file. Built-in scheduling and routing based on human/voicemail make this a great feature for outbound call centers.
- ◆ The Outbound Call Limiting Module protects your business from over dialing restrictions based in your region

Quality Control & Cost Reduction

A successful call center must always evaluate its operations in order to verify top scores for customer service but at the same time making sure that every second of each call counts. This means not only efficient call processing but also strong monitoring and reporting capabilities.

Monitoring

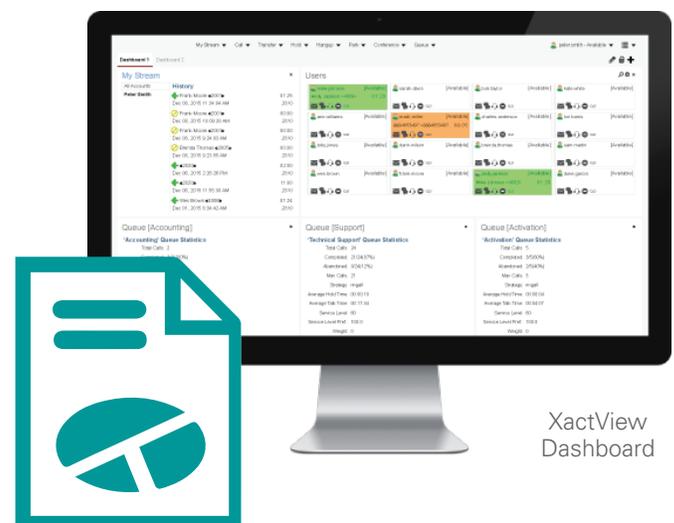
Monitoring the activity of your call center is key to verifying your agents are processing calls effectively and to detect any trends or any service outage situations.

- ◆ The XactView Dashboard provides call center management with a live view of call center metrics, agent activity and the ability to barge in and move callers through the queue

Reporting

Overall Call Center performance is reviewed quickly with:

- ◆ Q-Xact Reports, which provide management with reports for things like call distribution, service thresholds, disconnects and more, all from the Web GUI
- ◆ Call Recording reports help guarantee customer satisfaction with easy to use Web GUI driven search and filter capabilities with built-in archiving



Combine Your Solution with Sangoma IP Phones

Sangoma IP Phones come with built-in phone apps that allow users to manage advanced features using the display instead of trying to remember feature codes:



Call Recording

Managers can record phone calls ad-hock for any agent in any queue, directly from the on-screen phone feature.

Queue

Managers can view live call center statistics directly from the phone's display and also login/logout agents.

Hot-Desking & Queue Control

Agents can log in to any station and their phone profile follows them so all their feature are always with them no matter where they sit. They can also login/logout of queues using the Queue app button.

Other Great advantages of using Sangoma IP Phones with PBXact:



Headset Integration

Sangoma Phones pair with the most popular headsets on the market, such as Jabra, Plantronics, Sennheiser and more. With our EHS adaptor, answer/disconnect calls while roaming your office for true wire free call control.



Quick Setup

All Sangoma IP Phones provision automatically as soon as they are plugged into the corporate network or even remotely over standard internet access. This is an exclusive feature called Zero-touch-Provisioning, which uses the most secure redirection service along with full integration with PBXact. Deployments have never been so easy to setup, even in highly secured network environments.



Increase Staff Productivity

All Sangoma Phones come pre-built with Phone Apps, which are advanced phone features with intuitive full-screen navigation and control. Users can use their phone's display to control features instead of typing in feature codes. User applications include: Call Parking, Follow Me, Do Not Disturb, Conference Rooms, Call Forwarding, Time Conditions, Presence, Queues, Queue Agents, Transfer to Voicemail, Visual Voicemail, Log In/Out, Call Flow and Contacts.



Maintain without Disruption

Sangoma Phones come with PBXact's EndPoint Manager tool letting users control their global phone settings, program their keys, map extensions, upload images all without rebooting. You don't need to schedule downtime any longer to make any phone changes!



Secure Your Investment

Sangoma Phones are programmed with VPN clients which automatically connect to PBXact's built-in VPN Service, allowing your remote workers to connect to the corporate infrastructure without security concerns and without complicated firewall provisioning.