



Next Generation Technology for your Inbound/ Outbound/ Blended Call Center

Prefect

An Introduction

Predictive vs. Manual Dialing

Dialer Features

Next Generation Technology with IP-PBX

Dialer Setup

Adding Dialer in existing Setup

Call Flow for Outbound Call Center

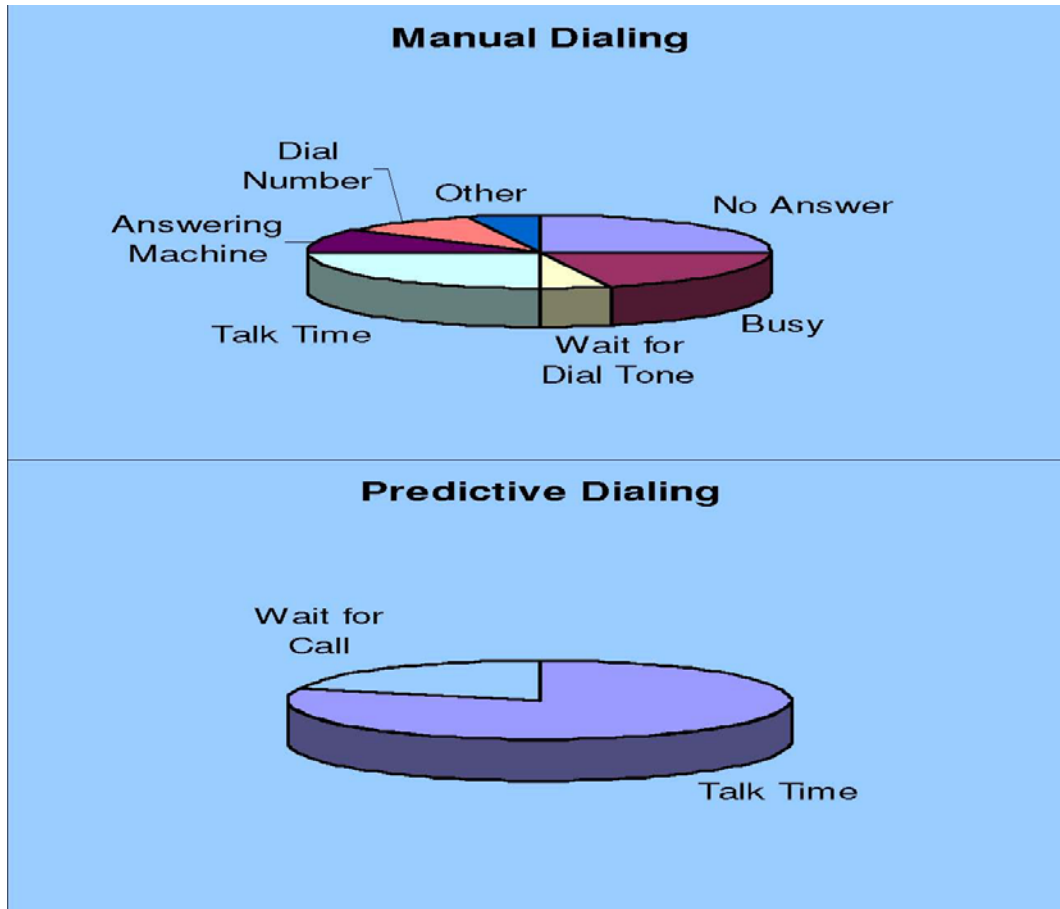
Call Flow for Inbound Call Center

Reports

Going ahead with installation – System Requirement Summary

Introduction

Manual Dialing vs. Predictive Dialing



Manual Talk Time = 25%

PD Talk Time = 80%

Features

General Setup Features

Web or in-house base Architecture for easy installation and management.

A SIP based **Predictive Dialer**, to save time and effort in manual dialing. Calls are dialed by a Central Dialer and live calls are transferred to the agents.

Answering Machine (85%+) and **Fax** detection.

- A customized message can be played for answering machine calls.
- Real time monitoring of agents **Login/ Logout/ Timeout**, for effective Call Center management.
- Comprehensive **CRM interface** to accommodate all kind of scripts, record customer details and disposition of calls.
 - ≈ Choice of Agent's communication Device as Softphone, IP Phone or Analog Telephony Adapter.
 - ≈ Choice of CODECs as GSM, G.729, G.723 or G.711
 - ≈ Complete and high quality voice **recording** of conversation between agent and customer.
 - ≈ **Multiple Campaigns** can be handled from the single server
 - ≈ Linux based **Soft IP-PBX**
 - ≈ Unlimited Dialing channels (channel capacity depends on processor capacity)
 - ≈ Comprehensive and customizable **reporting to track the agents and calls** in call center.
 - ≈ IP based remote support for installation and configuration.
 - ≈ Agents can log in remotely and calls can be directed to any SIP phone.
 - ≈ **Freedom** from adding hardware boxes to their communications systems to get advanced interaction.

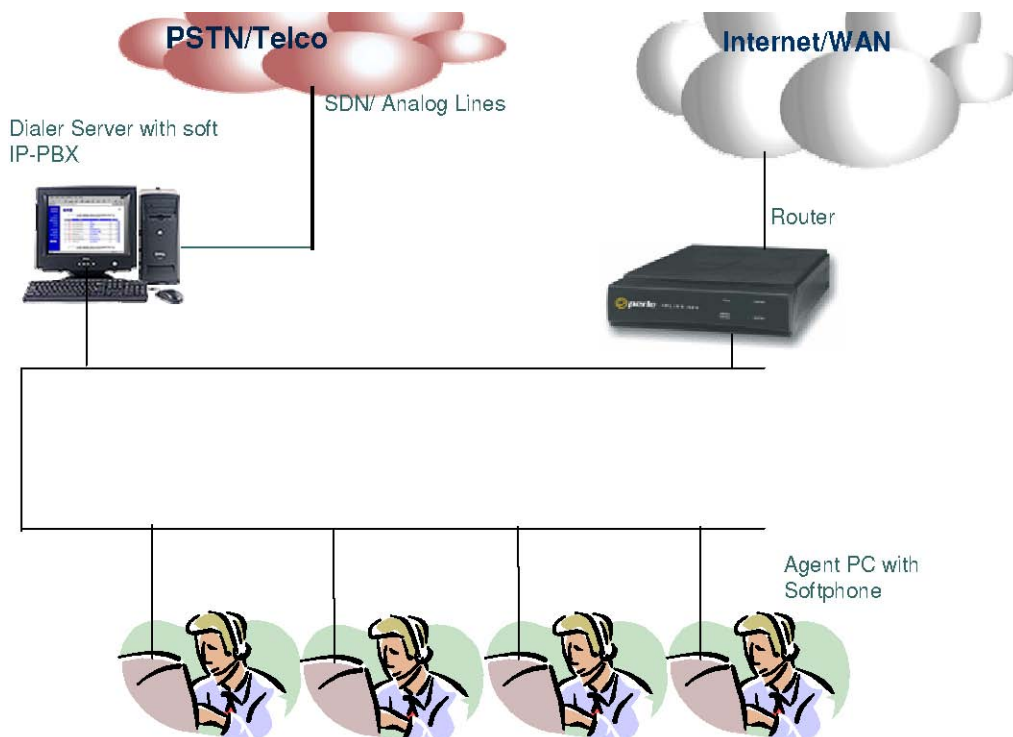
Active Call Management Features (For both)

- Call Answering
- Call Holding
- Call Transfer
- Call Conference (External and Internal Parties)
- Responding to IVRS
- Incoming Call Beep (Configurable)
- Call Barge-In (Internal and External)

Inbound Calling Features

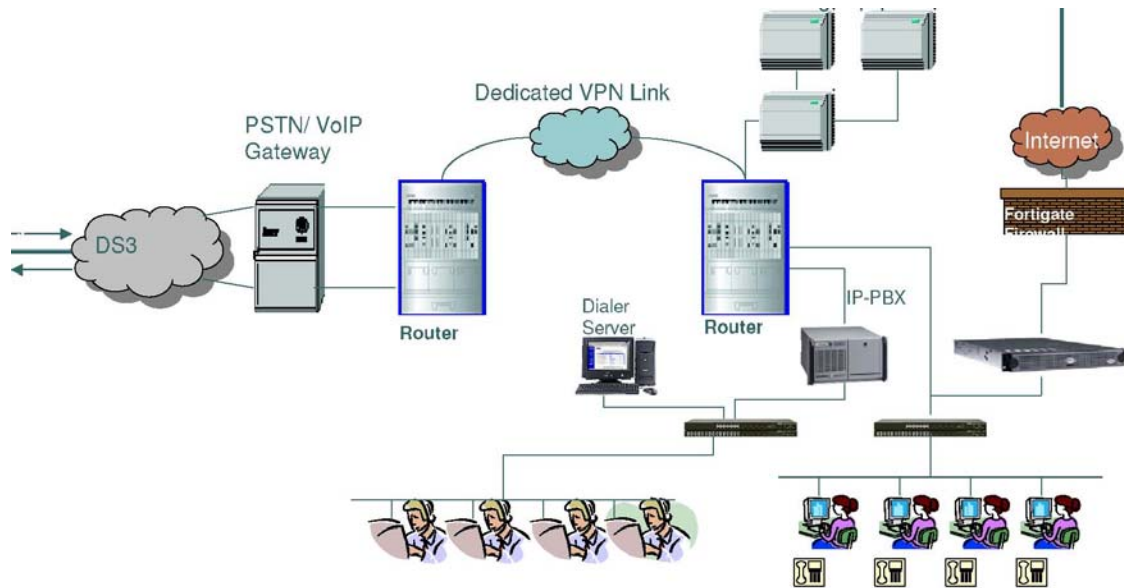
- ≈ Call Queuing and Call waiting message
- ≈ Skill based ACD (Automatic Call Distribution)
- ≈ IVRS.

Setup

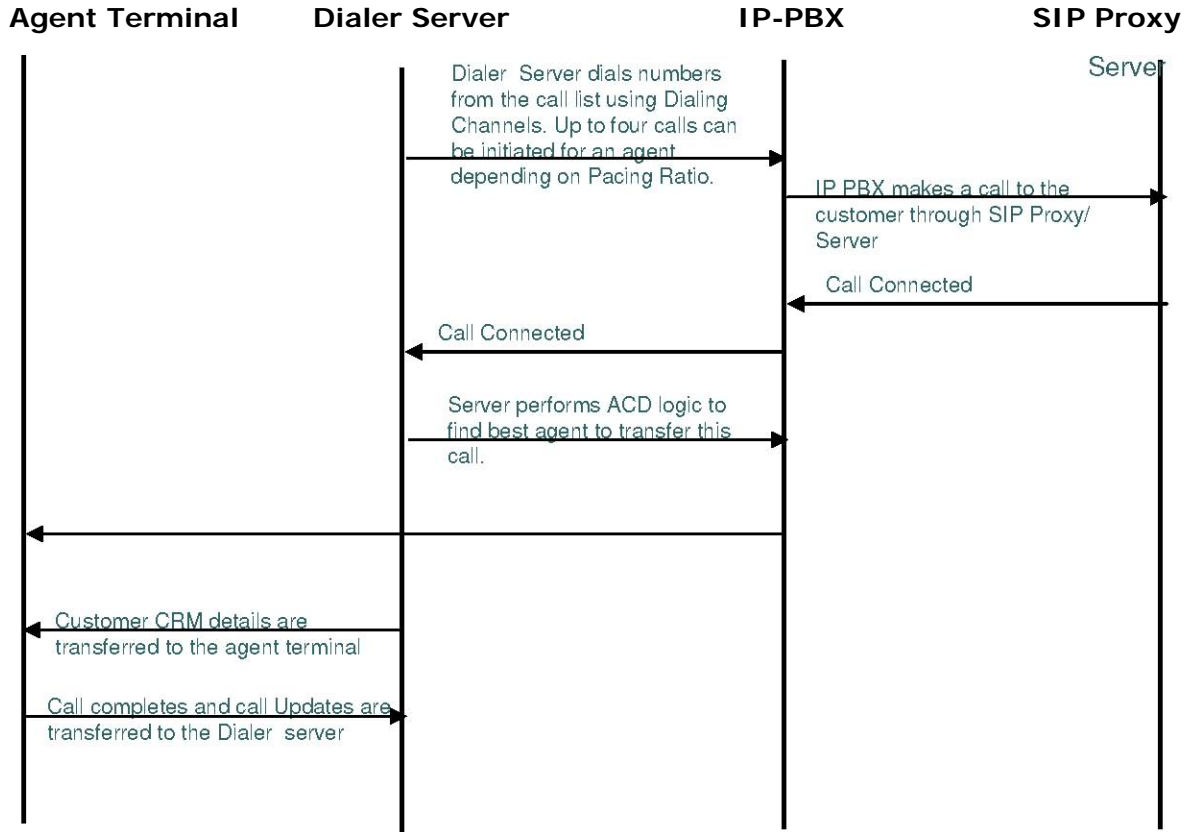


Adding Facilities to existing setup

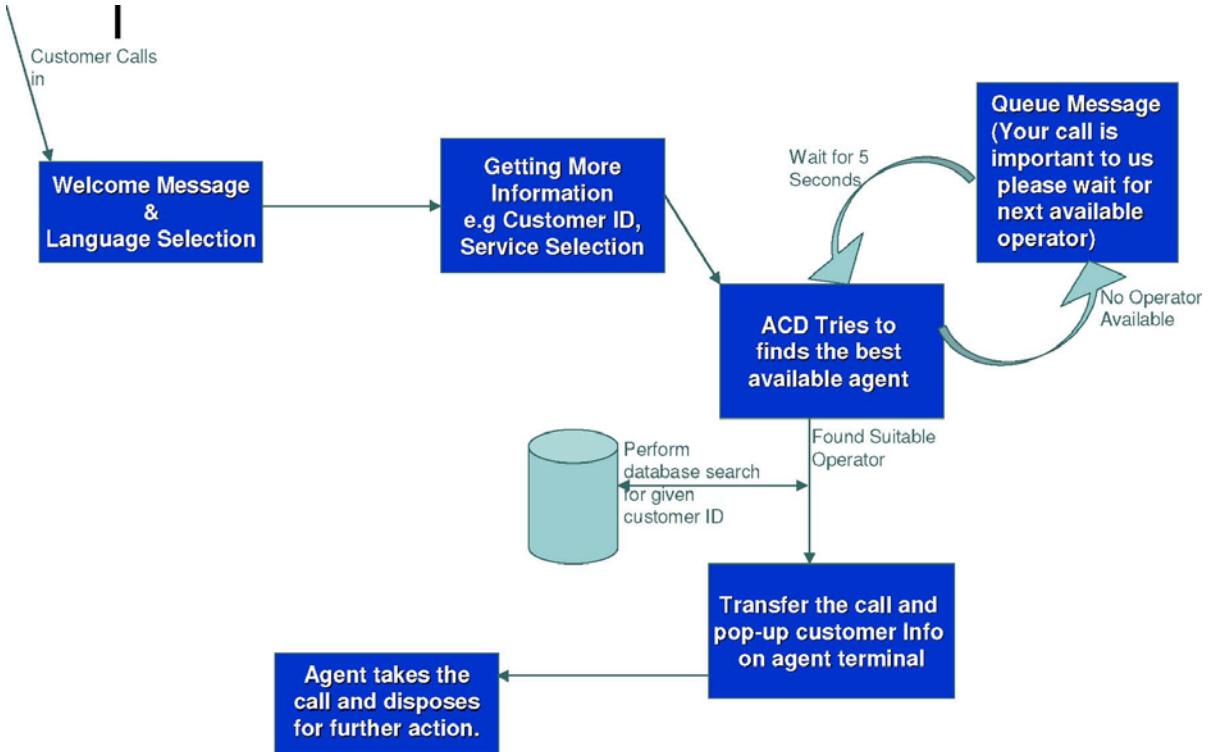
Servers and Call Switching Equipments



Call Flow in Predictive Dialer



Call flow for inbound calls



System Report

Slides will give a preview of reporting module. Please note that our team can customize the reports to suit your requirements.

Dieler Reports : Reports Sunday February 22, 2009 9:29:29 AM

Agent Reports Campaign Reports LeadsReport search

Agent/Dialer Disposition Report

Start Date: 11-02-2009 Start Time: 09:29:21
 End Date: 22-02-2009 End Time: 02:29:21
 Campaign: 02
 Submit
 12-02-2009-22-02-2009
 Download
 Date/Time Range: 2009-02-12 09:29:21 to 2009-02-22 09:29:21

AGENT DISPOSITION		DIALER DISPOSITION	
STATUS	COUNT	STATUS	COUNT
A - Answering Machine	2239	S - Busy	34
B - Busy	1	DROP - Agent Not Available	1996
CBHOLD - Call Back Hold	26	MA - No Answer Auto Dial	6385
DNC - DO NOT CALL	144	QUEFE - Lead To Be Called	13
INCALL - Lead Being Called	17	TOTAL CALLS	8428
N - No Answer	501		
NI - Not Interested	1514		
NP - No Pitch No Price	19		
SALE - Sale Made	3		
TOTAL CALLS	4714		

Graphical View of Reports

Agent Disposition Report Dialer Disposition Report

Dieler ADMIN : Agent Performance Detail - Mozilla Firefox

File Edit View History Bookmarks Yahoo! Tools Help

http://67.205.115.108/TCF/3/TCF3_Age/PerformanceDetail.p...

Dieler Reports : Reports

Agent Reports Campaign Reports LeadsReport Search

Agent Detailed Performance Report

Start Date: 12-02-2009 Start Time: 09:12:02
 End Date: 22-02-2009 End Time: 09:18:02
 Campaign: U2

SUBMIT
Download

Date/Time Range: 2009-02-12 09:18:53 to 2009-02-22 09:18:53

USER	CALLS	TIME	PAUSE	PATSR AVG.	WAIT	WAIT AVG.	TALK	TALK AVG.	DISPOSITION	DISPO AVG.	A	B	CBRULD	DC	DNC	F	ML
Agent 2	1692	23:26:11	00:00:29	00:00:01	09:00:58	00:00:19	10:55:32	00:00:23	02:59:02	00:00:06	800	0	5	0	59	251	513
Agent 3	1525	22:05:12	00:00:59	00:00:01	08:03:20	00:00:18	10:45:37	00:00:24	09:41:16	00:00:06	736	0	5	0	57	173	637
Agent 1	1420	19:27:40	00:00:27	00:00:01	07:45:00	00:00:19	02:02:19	00:00:20	02:04:54	00:00:07	705	1	16	0	28	177	429
TOTALS:	4697	65:03:03	01:46:55	00:00:04	24:47:18	00:00:57	29:43:28	00:01:08	08:45:22	00:00:20	2289	1	26	0	144	601	1614

start | Gmail - Check Micro... | Online Tamil Radio Sh... | Dieler ADMIN : Sock...

Sunday, February 22, 2009 9:39 AM

Dieler ADMIN : Agent Login Logout - Mozilla Firefox

File Edit View History Bookmarks Yahoo! Tools Help

http://67.205.115.108/TCF/3/TCF3_Age/AgentLoginLogout...

Dieler Reports : Reports

Agent Reports Campaign Reports LeadsReport Search

Agent Login/Logout Report

Start Date: 12-02-2009 Start Time: 09:16:03
 End Date: 22-02-2009 End Time: 09:16:03
 Campaign: 02

Submit
Download

Date/Time Range: 2009-02-12 09:16:03 to 2009-02-22 09:16:03

USER	CAMPAIGN	EVENT	DATE / TIME
1001	02	LOGOUT	2009-02-19 19:56:47
1001	02	LOGOUT	2009-02-17 03:10:12
1001	02	LOGOUT	2009-02-17 04:08:33
1001	02	LOGOUT	2009-02-16 22:54:30
1001	02	LOGOUT	2009-02-17 05:00:13
1001	02	LOGOUT	2009-02-19 01:56:33
1001	02	LOGOUT	2009-02-14 02:59:23
1001	02	LOGIN	2009-02-19 19:54:33

start | Gmail - Check Micro... | Online Tamil Radio Sh... | Dieler ADMIN : Sock...

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Dialer ADMIN : Agent Performance - Mozilla Firefox

http://67.205.115.108/TCR/3/TCR3_AgePerformance.php

Sunday February 22, 2009 9:17:02 AM

Agent Reports | Campaign Reports | Leads Report | Search

Agent Performance Report

Start Date: 22-02-2009 Start Time: [] [] []
 End Date: 22-02-2009 End Time: [] [] []
 Campaign: 02

Submit Download

Date/Time Range: 2009-02-12 :: to 2009-02-22 ::

USER	CALLS	TALK	TALK AVG.	A	B	CBHOLD	DC	DNC	N	NI	NP	SALE
Agent 2	1532	12:4:22	00:00:22	964	0	5	0	70	294	597	11	1
Agent 3	1726	12:7:52	00:00:25	782	0	5	0	59	197	676	5	2
Agent 1	1457	08:5:01	00:00:20	726	.	7	0	29	124	494	6	3
TOTALS:	5115	32:47:1	00:01:08	2472	1	27	0	158	665	1767	22	3

start | Gmail - Chat - Micro... | Online Tamil Radio 20... | Dialer ADMIN : Agent...

Dialer ADMIN : List Wise Disposition - Mozilla Firefox

http://67.205.115.108/TCR/3/TCR3_AgeLSummary.p.p

Sunday February 22, 2009 9:20:08 AM

Agent Reports | Campaign Reports | Leads Report | Search

Agent Summary Report

Start Date: 22-02-2009 Start Time: 09:19:57
 End Date: 22-02-2009 End Time: 09:19:57

Submit Download

Date/Time Range: 2009-02-12 09:19:57 to 2009-02-22 09:19:57

USER	CAMPAIGN	LOGIN TIME	LOGOUT TIME	TALK TIME	BREAK TIME	WRAPUP TIME	IDLE TIME	SALE
1001	02	2009-02-19 19:54:33	2009-02-19 19:56:47	02:06:00	07:45:22	03:04:54	01:23:31	0
1002	02		2009-02-17 23:24:43	10:56:07	09:03:25	02:59:12	00:24:14	1
1003	02		2009-02-17 03:10:10	10:46:36	08:03:42	03:41:16	00:45:38	2
1006	02			00:00:00	00:00:00	00:00:00	00:00:00	0

start | Gmail - Chat - Micro... | Online Tamil Radio 20... | Dialer ADMIN : List...

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Agent Reports Campaign Reports LeadsReport Search


Agent Wise Disposition Report

Start Date : 22-02-2009 Start Time : 09 : 00 : 00
 End Date : 22-02-2009 End Time : 09 : 30 : 00
 Agent ID : 100

Submit
Download

Date/Time Range: 2009-02-12 09:30:25 to 2009-02-22 09:30:23

STATUS	COUNT	
A - Answering Machine	850	Details
CBHOLD - Call Back Hold	5	Details
DNC - DO NOT CALL	59	Details
INCALL - Lead Being Called	5	Details
N - No Answer	251	Details
NI - Not Interested	518	Details
NP - No Pitch No Price	8	Details
SALE - Sale Made	1	Details
TOTAL CALLS	1697	Details

Graphical View of Reports


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Agent Reports Campaign Reports LeadsReport Search

Campaign Disposition Report

Start Date : 22-02-2009 Start Time : 09 : 20 : 50
 To Date : 22-02-2009 End Time : 09 : 20 : 59
 Select Campaign : 00

Submit

Date/Time Range: 2009-02-12 09:20:53 to 2009-02-22 09:20:52

STATUS	COUNT
A - Answering Machine	2289
B - Busy	35
CBHOLD - Call Back Hold	26
DNC - DO NOT CALL	44
DROP - Agent Not Available	1996
INCALL - Lead Being Called	7
N - No Answer	601
NA - No Answer Auto Dial	6385
NI - Not Interested	1614
NP - No Pitch No Price	9
QUEUE - Lead To Be Called	13
SALE - Sale Made	3
TOTAL CALLS	13142

Graphical View of Reports


Dieler Reports : Reports Sunday February 22, 2009 9:23:09 AM

Agent Reports Campaign Reports LeadsReport Search

Lead Status Report

LIST ID &	ENTRY DATE	Operations
0	2009-02-05 02:35:00	STATUS
101	2009-02-18 22:25:46	STATUS
143	2009-02-14 00:44:15	STATUS
736	2009-02-19 03:39:19	STATUS

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Agent Reports Campaign Reports LeadsReport Search

List Conversion Report

Campaign ID: 02

LIST	CAMPAIGN	TOTAL NUMBERS	SALE	CONVERSION (%)	PENETRATION
101	02	3760	0	0	5.1791
143	02	8560	1	0.0117	9.469
736	02	2879	0	0	2.4755

AGENT CRM

Installation & Maintenance

- Normal Installation Time is 24 Hrs. Depending on the customization.
- Our Tech Professionals will install and configure the system through remote access for USA.
- A training will be given to the administrator who will be handling the server online.
- 24X7 Support is available through, Skype, Phone Call.

Contact:

Email: support@globalvoipmobile.com

Skype: GlobalVoipMobile / BmaGroup