



Features Benefits Pricing



For the Smart Contact Centre:

- Capture your incoming calls
- Professional introduction to your business
- Measure and manage your service levels
- Expand or shrink your capability - at will
- Benefits of “the Cloud” in your phone service
- Email or SMS alerts
- Real time monitoring
- Daily & weekly reporting

The ideal system for a small to medium Call Centre.

If you run a small Contact (Call) Centre or any group of staff who need to handle multiple incoming calls – then Advance Call Centre Manager is for you.

Advanced Call Centre Manager is a hosted PBX system offering professional Call Centre style technology “*in the cloud*” as a service that you can use on a monthly basis to manage your calls. It offers the following features:

- **A Direct In-Dial (DID) number** (Australian or International) - the number called by your customers
 - 1300 numbers can re-direct it to this number
 - Existing numbers can be ported in certain circumstances
- Plays a welcome message or offers an **IVR menu – e.g. “Press 1 for Sales, 2 ...”** fully functional.
- **Queues** the call, playing **on-hold music** while calling the agent’s phones
- Agents can be anywhere there is a phone (e.g. at desk or at home)
- Up to 25 agents can login and attach to a queue (skill set) in order to take calls
- Different **skills-sets configurable** to handle different call types
- Many call distribution types (round robin, ring all, least used)
- **Real-time** view of incoming calls and queue status
- Flexible **Overflow** management (e.g. escalate or voicemail if the call is not answered)
- **Voicemail** delivered as email
- Daily and weekly **detailed reports** for each call
- Calls can be **recorded** for performance analysis
- Fully featured Call **Conference** capability available – the best way to handle a complex fault call
- **Administration** Website for real-time control, reporting and configuration
- APIs available to integrate with CRM systems (e.g. **CTI pop-up** information.)

NEVER MISS A CALL AGAIN!

Advanced Call Centre: From \$250 rental per month (10 agents, 3 menus and 3 queues) plus calls.

Call Conferencing: From \$36 rental per month (plus any out-dial calls)