Hosted PBX Contact Center

The fastest, easiest and most cost-effective way to deploy a full featured Contact Center

TelePacific's Hosted PBX Contact Center supports the requirements of every business — and that's saying a lot. Some companies may need simple hunting and queuing for individuals and work groups. More complex environments can demand sophisticated call distribution and routing, conditional announcements, agent availability states, interactive menus, desktop clients, advanced monitoring, reporting and more. We cover all the bases.

Ours is a cloud-based call center that does not require any specialized on-premises equipment. Call Center agents gain maximum flexibility to handle calls using any device associated with their Executive or Advanced TelePacific Hosted PBX seat, including IP phones, soft phones and mobile phones. In addition, agents can use their phones, the TelePacific Subscriber portal, or specially-designed call center clients to manage their availability.

Benefits of Contact Center

Hosted in the cloud. Since the platform is hosted by TelePacific, a Contact Center group can include any user, regardless of their location. Inbound calls can efficiently reach a broader set of agents, including agents at different branch locations, home-based workers and agents working from temporary locations.

Lower total cost of ownership. End customers can operate a feature-rich Contact Center without incurring up-front expenditures for hardware, software, and platform integration.

On-demand service. End customers can deploy the service in days not months since the only activity is to configure and activate the Contact Center service for the enterprise. There are no platforms to install and integrate.

Carrier-class availability. TelePacific's solution provides more resilience and fault tolerance than a premises-based platform. If a physical site is unreachable because of either power or transmission issues, inbound calls can be routed to alternate locations, or callers can get an announcement, instead of a busy signal and unanswered calls.

Supports small/simple and large/complex environments. The solution can be configured to support any environment, from the most simple queuing to complex Contact Centers, allowing even the smallest customer to get access to features that were previously out of their reach.

Integrated with Hosted PBX. A single point of contact for support and consolidated billing.

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Key Features

Inbound interactive menus. Add the optional Automated Attendant to route callers to the most appropriate set of agents, with different routing options for business hours and non-business hours.

Automatic Call Distribution (ACD). Intelligent call distribution to select an available agent, using a combination of the agent's line state, availability setting and an advanced call distribution algorithm (direct agent hunt, most idle hunt, simultaneous ringing, weighted distribution).

Queuing. The queuing of a call when all the agents are busy, with the associated entrance announcement or music on hold, and periodic comfort messages played to the caller while they wait.

Queued call prioritization. Calls in queue can get prioritized based on their time in queue and the dialed number (DNIS).

Customized greetings and announcements. Callers can receive custom greetings and announcements when they reach a Contact Center, are in a queue, or are re-routed to alternate locations.

Time and schedule-based routing. Inbound calls are routed to alternate destinations during non- business hours and holidays.

Conditional routing. Calls are re-routed based on various conditions, such as bounced calls, stranded calls, calls that have waited too long and calls that reach a Contact Center with an excessive number of queued calls.

Temporary forced routing. Calls can be automatically rerouted to alternate locations due to a temporary condition in the Contact Center.

Outbound calling. Outbound calls from agents can be associated with a Contact Center to support outbound dialing campaigns.

Agent and Supervisor Clients. An intuitive interface enables greater agent productivity and management oversight.

Monitoring and Reporting. Real-time monitoring of agents and queues, plus historical reports to track key performance indicators (KPIs).

Optional Web Based Clients

The optional web-based clients provide a feature-rich, easy- to-use interface that allows calls to be handled more efficiently, particularly in high volume call center environments. Agents can quickly identify and answer incoming calls, manage and move active calls, manage their personal availability and view their performance history. Supervisors can use the client to monitor agent and queue activity in real-time, manage active and queued calls and run real-time and historical reports on agent and queue performance.

Reporting and Monitoring

This solution provides a comprehensive set of in-depth, real-time and historical data on agent and queue activity, utilization and performance. Accessible either on-demand via the web-based client — or as scheduled reports delivered via email — TelePacific provides a broad set of reports on key performance indicators and trends to help maximize the performance and efficiency of call centers. TelePacific also provides the option for creating custom reports to support the unique business process and monitoring requirements of many call centers. A real-time dashboard provides information on queues and agents to help monitor activity and identify trends.

Contact Center Offering

We offer three agent licenses designed for a wide range of deployment environments.

- **Basic:** Supports a simple call distribution and queuing scenario, such as a front office receptionist or a small work group. Inbound calls will be distributed based on the agent's line state and "join" status. Callers will get appropriate entrance and queue messages and calls can overflow to alternate locations if they wait too long in queue or the queue is beyond capacity.

- **Standard:** Supports more complex environments where more flexible routing options are desired, agents need to set additional availability states, Contact Center clients are desired, and queue and agent reporting is desired.

- **Premium:** Provides a more advanced set of routing and call management options to support a formal Contact Center environment. It supports such capabilities as multiple DNIS numbers being assigned to a single Contact Center, additional Unavailable Codes for when agents are not able to take calls, Disposition Codes to associate with ACD calls, Outbound calling, and Silent Monitoring of Agents.

Features	Basic	Standard	Premium
Hunting with Queuing	■	■	■
Entrance Announcement	■	■	■
Music on Hold	■	■	■
Comfort Greeting	■	■	■
Estimated Wait Time	■	■	■
Escape from Queue	■	■	■
Agent Reports		■	■
Queue Reports		■	■
ACD State		■	■
Unavailable Codes		■	■
Escalate to Supervisor		■	■
Disposition Codes			■
Auto-Answer			■
Outbound Calling			■
Multiple DNIS			■
Priority DNIS Queuing			■
Agent Whisper Message			■
Silent Monitoring			■

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