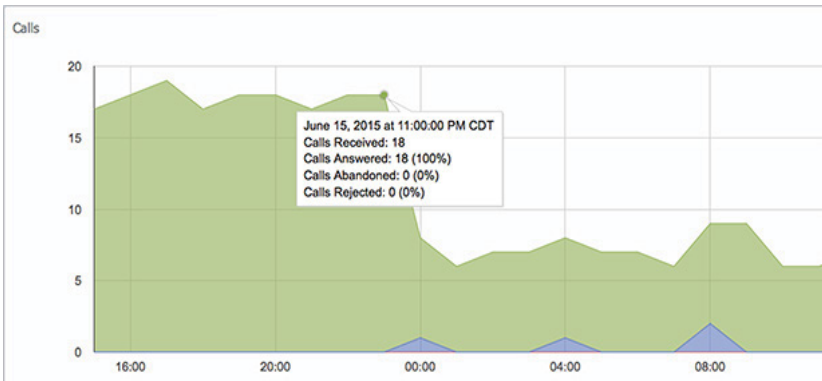




## Call Center Solution

Telesystem Auto Call Distribution (ACD) draws many of its capabilities from Hosted VoIP features such as hunt groups, auto attendant, and music-on-hold. Routing algorithms include longest idle time or round-robin. Music-on-hold enables music or announcements to be played while customers are waiting. All these capabilities can be configured through an easy-to-use web portal.

Agent-level features provide helpful information about the caller and allow agents to monitor performance against KPIs and set what “state” they are in. Supervisors and administrators have a number of powerful features that enable them to coach agents and assist in calls. The supervisor dashboard allows administration of call queues and performance. Detailed standardized or ad-hoc report generation is available to track trends over time.



Features
Multi-Line Hunt Group Call Routing- ring all, linear, circular, round robin, longest idle
Configurable Agent States
Configurable Call Disposition Codes
Monitor, Barge-in and Whisper Actions for Supervisors
Supervisor Dashboard- statistical data and reporting
Agent Dashboard
Multi-Queue Membership
Call Wrap-Up with Configurable Timer
Multiple Language Support (English, French, Spanish)
Ad-Hoc and Standardized Reporting with emailed reports
Caller ID Lookup with URL-based CRM Integration (with Accession Desktop clients)
Time of Day/Day of the Week routing (Premium Attendant)
Music on hold / Messages on Hold
Zero Out of Queue

Call Telesystem or visit [www.telesystem.us](http://www.telesystem.us) for more information on how to boost your team’s productivity today.