

KEY FEATURES

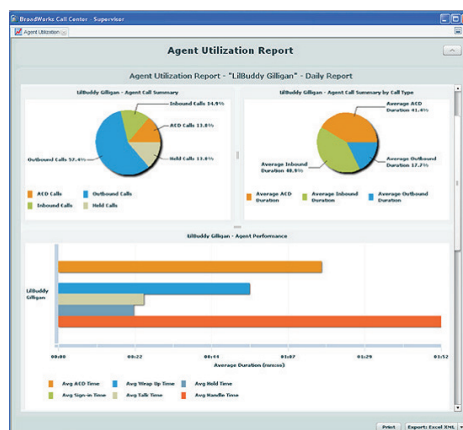
- » Web-based Administration – Configure and manage ACD settings from any location.
- » Auto Attendant – Flexible routing of incoming calls to direct callers to the appropriate group of agents, or other options.
- » Flexible ACD Engine – Fully integrated into ProVoice Call Center, the automatic call distribution provides intelligent call routing and queuing, based on agent availability, line state, and ACD group settings.
 - » Entrance Greetings and Queue Announcements – Greet callers with a customized greeting, periodic comfort announcements, and Music/Video on Hold.
- » Configurable Call Handling Options – Multiple options for bounced, stranded, or overflow calls, including escape option for callers.
- » Alternate Routing Options – Multiple options for handling calls after business hours, on holidays, or in temporary overload conditions.
- » Multiple Agent Options – Agents can be on IP phones, mobile phones, and soft phones.
- » Basic and Advanced Reporting Options – The ProVoice Call Center solution provides both Basic Statistics, using the web portal and daily emailed reports; or Advanced Reporting, with in-depth real time and historical reporting options.
- » Desktop Clients – Optional desktop clients for Agents and Supervisors allow for more efficient call handling, particular in a high-volume call center environment.



ProVoice ACD & Call Center Application

The ProVoice ACD & Call Center application provides an integrated, flexible ACD solution for any size business, supporting everything from individual users, to workgroups, to formal large scale Call Centers.

- Scalable – ACD groups are defined on ProVoice web portal, which allows for larger groups, groups that span multiple sites and agents that work in multiple locations.
- Affordable – A hosted service, with an affordable monthly fee structure, allows small and mid-sized enterprises to access advanced ACD and reporting capabilities, without the high capital costs of an on-site solution.
- Flexible – Enterprises can define ACD groups that best utilize their resources, instead of having to define ACD groups around physical locations. Define skill groups that include agents from any site, or include mobile users in ACD groups.



Report Application

KEY BENEFITS

- Cost Savings – Hosted ACD service is dramatically less expensive than premises-based ACD platforms, both in capital costs and ongoing maintenance costs.
- Virtual ACD groups – ProVoice Call Center service allows groups to span physical locations, increasing flexibility.
- Business Continuity – Agents can receive inbound calls on alternate devices, even when their main worksite is offline.

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