IP Contact Center PROTEI

PROTEI Call Center is a new generation cost-effective solution for any companies that provide information, help desk, booking and other similar kind of services.

New generation technologies: VoIP and WEB are widely used in PROTEI call center. Subscriber can access PROTEI call center services by standard way from PSTN/PLMN, from Internet via WEB/e-mail call-back order, by e-mail or by making VoIP call and that gives an opportunity creating geographically distributed call centers.

The system supports unlimited number of the agents' groups and service access numbers with a possibility to organize any number of services in one system. Several types of call routing algorithms (on the base of dialed number, CgPN, time/day, state of the service queue) and flexible call distribution (including skill level differentiation) are implemented. This allows tuning up the Call Center according to the needs of the particular customer.

The System has embedded call recording and call monitoring systems. Call center Supervisors and System Administrator has efficient tools for service quality monitoring.

Different types of services can be effectively organized using PROTEI Call Center: information services, telephone ordering systems, emergency services, telemarketing, outsourcing etc.

Key Benefits

- Well proven IP based solution with smart functionality.
- Email; chat; SMS; Telegram; WhatsApp, Viber, FB; VK massages exchange support.
- Suitable for emergency service's needs.
- High performance and proven reliability.
- User-friendly agents' interface.
- VoIP-technologies based architecture.
- Easily scalable with unlimited number of agents.
- Embedded Call Back and telemarketing functions.
- Remote operator support.
- Integration with mobile or NGN/IMS networks.
- Easy maintenance and administration.
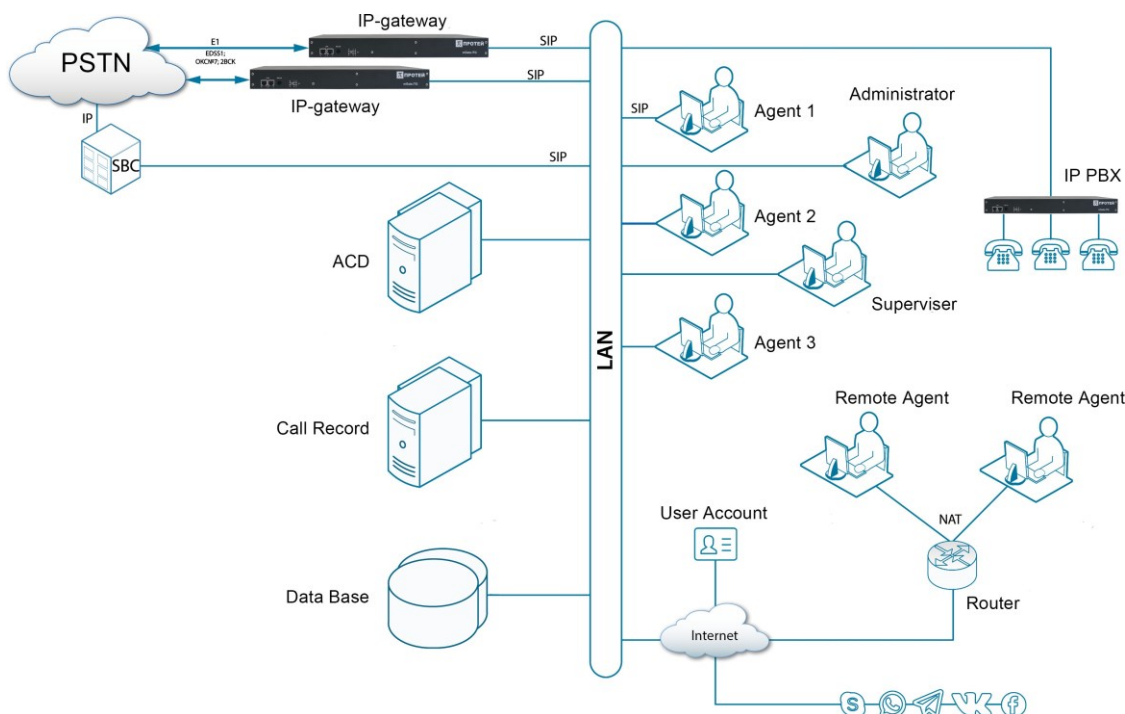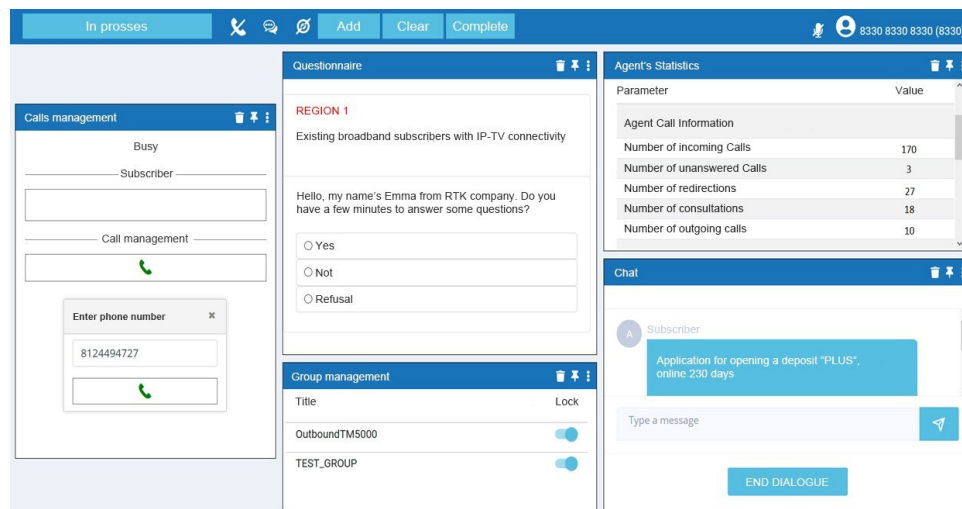
Features

- **π** Wide range of Call Routing Algorithms are implemented in PROTEI Call center. The routing depends on dialed number, CgPN, time/date, data from caller dialogue with IVR, estimated waiting time for service/agent group, number of free operators in group, current workload of operators, agent qualification level.

- **π** Call Monitoring and Recording. To provide an effective tool to control the call service quality and to save necessary voice information for further using the powerful call monitoring and the call recording subsystem are implemented in PROTEI Call Center. 100% call and operators' screens recording are provided in the system for further analysis and service quality improvement. External media, integration with voice recognition systems, emotional voice analysis and other promising mechanisms are also supported.

- **π** Statistics and Call Logging. Powerful statistics and call logging subsystem implemented in PROTEI Call Center can ensure optimal distribution of the Call Center resources, and allows providing the best service quality level for clients. The system can form and store a large amount of statistical data and operation logs. It can also generate real-time reports and chronological long-time reports. The system allows very flexible manipulations with accumulated statistical data, built-in report constructor is implemented, table and graphical report generation is available.

- **π** Administration and Maintenance. PROTEI Call Center software includes WEB based administration tools that allow efficient and comfortable configuration management. By using this software tools System Administrator can flexibly configure any call center service parameters for achieving the best QoS and raise incomes.

- **π** Telemarketing functionality can greatly increase agents' efficiency by automating a range of process. Telemarketing functionality can greatly increase agents' efficiency by automating a range of process. Outgoing calls online monitoring, predictive dialing, outgoing interaction optimization suite and multi-level profile created tool can help you to reach maximum results at telemarketing projects.

- **π** Embedded multi-level smart IVR subsystem are supported in PROTEI IP Contact Center. Embedded multi-level IVR subsystem are supported in PROTEI IP Contact Center. Our smart IVR enables interactive self-service capability and reach-functional subscriber notification service with flexible voice prompts settings.

- **π** Universal agents desktop has a unique design and supports wide-range of features for smart call service with high QoS.

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