Call Center Solution

.....Ultimate Choice for.. Seamless Customer Support

COMMLINK INFO TECH LTD
"Link the Future"

Introduction

Commlink Call Center Solution is a total Contact Center solution designed for small and medium-sized organization as well as scalable up to enterprise businesses. Designed with resellers and IT professionals in mind, it is the hybrid communication solution. With a professional service and support organization standing behind it, it has around-the-clock proactive monitoring, remote management, software updates, complete phone mobility, and regular configuration backups. It is a unified Call Center solution having integrated module for video call support, video conferencing, Instant Messaging, SMS messaging and so on.
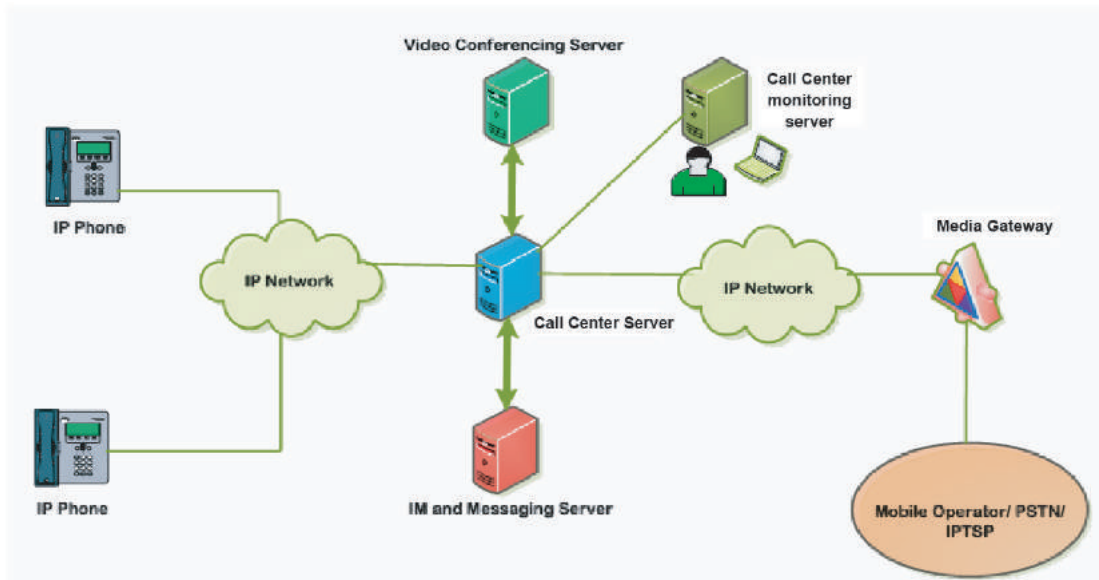
Why Commlink Call Center System

Commlink Call Center Solution is based on a market tested and proven contact center solution backboned by latest, secured, powerful technology deployed. Commlink Call Center Solution is a highly stabilized version of technologies used with modifications made to decrease internal structure lock contention, improve database handling. It shows a high performance improvement for busy systems with high task concurrency. Combined with web based control panel applications, Commlink has created a stable, feature-rich and user-friendly communication platform. Commlink Call Center Solution scales from single-site businesses, with basic communication needs, up to distributed communication and even multi-national corporations. It has advanced presence management and communication tools. Commlink Call Center Solution is market proven, hybrid architecture allows systems to be proactively monitored and maintained. Anyone can quickly and easily learn about the status of the system and receive notifications based on operating thresholds that he define on real-time, graphical reports for system resources, trunk interfaces, and even see historical snapshots. It enables user to do more, rather than just talk.

Commlink Value Proposition

◈ Expert in Communication and IP telephony products/solutions.

◈ Provides Total solution (i.e. lot more than a communication system!) for enterprise communication.

◈ Pool of External Consultants.

◈ Strong R&D team, comprising of 25+ BUET graduates.

◈ 24*7 support by dedicated professionals.

◈ Seamless user experience across all locations/sites.

◈ Above all - Our Client Speak of us.
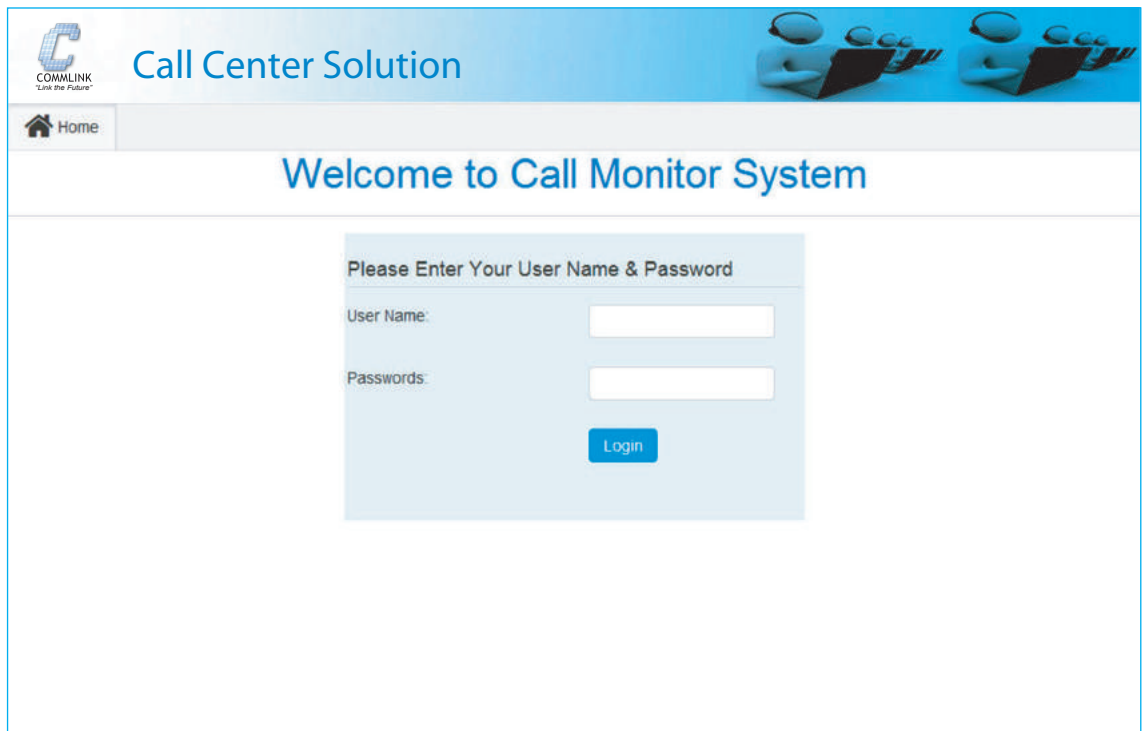
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Architecture

Call Center Monitoring System Web Portal

Commlink Call Center System has web interface from where administrator, service designers, monitoring agents, extension users etc. can do their respective task from locally or remotely based on their role defined by the Super Administrator.

Login Page

Agent/User Addition

Role Management

Web Dialer

CDR Search and Listening Recorded Files

Call Center Solution

Technical Specifications

System expandability	Up to 5500 end-users
Supported User Interfaces	Digital Sets Analog Sets IP phones (IP Key phones / Soft phones) SIP Phones (SIP desk phones / soft phones) DECT Phones VoWLAN (WIFI Sets)
Management	Web based GUI CLI interface through SSH client
BHCC	9024
VoIP Signaling	• SIP, • H.323 • MGCP
IPv6 support for server and gateway	It supports IPv6
Connectivity	IP Connectivity, SS7 Trunking, SIP Trunking, PRA Trunking, External Media Gateway, Internal Media Gateway (Cards Support)
Operating System	The system runs on Linux/Unix/Solaris operating systems

Features

Voice and Video Call

Commlink Call Center system utilizes the Session Initiation Protocol (SIP).The Session Initiation Protocol (SIP) is the IETF standard for the establishment of multimedia sessions over IP. These sessions might be used for audio, video or other real-time data communication sessions.

Instant Messaging

Commlink Call Center Solution has integrated Instant messaging system to create a unified communication platform for telephony and instant messaging

Presence

• Always-on subscription management

• Presence update notification relay

• User and buddy lists

• Enforce complex authorization policies

• Centralize user presence

Messaging

Commlink Call Center Solution is integrated with a SMS platform by which one send SMS to any mobile network or web based interface.

Mobility

It supports mobility features like Find Me / Follow Me, remote IP extensions and fixed mobile convergence. It has mobile dialer. The system knows all about your Converged Phones, so it's easy to make calls and interact with other users, no matter where they are. The phones can be connected via Wireless Network like Wi-Fi.

Supported SIP Clients

• Analog SIP client with SIP client device such as Integrated Access Device.

• Hard IP Phone for Voice and Video Call.

• Soft IP Phone for Voice and Video Call.

• Web based SIP Dialer for Voice and Video Call.

• Desktop/Tablet PC/Application based SIP Client for Voice and Video Call.

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Automatic call distribution (ACD)

Automatic Call Distribution (ACD) forms an integral part of a Hosted PBX phone system handling customer care numbers. Commlink solution can handle a large number of calls received constantly through these customer care numbers. Management of these calls is critical when it comes to achieving long-term enterprise goals. Conversion of callers into potential customers or clients is guaranteed if calls are handled in a professional manner, without keeping the callers waiting.

The implementation is done in a virtual manner using a dedicated connection. Our phone systems hence cost less. Our PBX phone features an advanced auto attendant system that effectively utilizes the Automatic Call Distribution technology. Using the Automatic Call Distribution technology, calls to your numbers will be evenly distributed among your caller agents. The routing will occur instantly without keeping the callers in waiting. Call queues with the smallest possible delay will be maintained.

Skill Based Routing

Skills based routing is an essential ingredient for achieving efficiency and quality of service that inbound call centers need. Call center managers look for a lot of flexibility in skills based routing. Commlink invested considerable effort in research and development to design and build an ACD that is truly skills based. This ACD architecture takes full advantage of all the features of contact center without sacrificing the flexibility of skills based routing and prioritization.

System Accessibility

Commlink Call Center Solution has web-based graphical user interface as well as Command Line Interface (CLI) to create, modify service or monitor the whole system. The administrator can create the monitoring agents with different role to different agent to monitor the whole system. Monitoring agents can view the status of the whole system or modules and can restart or reset the different component of the system i.e. phones, media gateways, module etc.

Outgoing call masking

Commlink solution is able to mask outgoing calls with specific numbers. The mask value can be defined by numbering plan and logic.

Robot Call/Automated Outgoing Calls

Automated outbound calling, sometimes also called Robot Calling, is cost effective and easy to set up. We use our advanced automated outbound calling systems to contact each of the potential clients or supporters, during the designated call window, with the message. If their input is required (in the case of a poll or survey, for example), we capture and record their responses. Finally, our call center services can provide you with relevant details for each call including: time of call, duration of call and status of call (hung up, voicemail, busy, no answer etc.).

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Voice mail

Commlink Call center solution enables callers to leave voicemails for your agents. When your customers require personalized service from your agents, it can pose a significant operational challenge. Frequently, call centers must find a balance between customer service and efficiency. One of the ways that you can provide more personalized service without incurring significant additional costs is by allowing callers to leave voicemail when agents are unavailable, and returning those calls during call center downtimes.

Interactive voice response (IVR)

It plays pre-recorded voice when any caller calls to the short code or the long code. It will take options from caller to select the service he/she wants by taking DTMF. It walks callers through self-service applications or gathers caller information needed to identify the best available agent or service.

Web Based Reporting

It generates Hourly, Daily, Monthly or Yearly Graphs as you wish on Calls with one click. It has extremely User Friendly Interface. It will also generate Summary Reports / Invoices. It has provision to view Detailed Summaries & Invoices for Each DID (Direct Inward Dialing Number). User or administrator can search and view the reports on different criteria as he wish.

Real-Time Monitoring

The administrator can monitor the calls on queues, waiting status, channel usage etc. on real time. It provides real-time monitoring of agents, their idleness, performance etc.
• Status of ongoing calls
• Status of different extensions
• Status of different agents
• Call on Queues, waiting status
• Status of Channels, i.e.SS7 channels, PRA channels, SIP Trunks etc.

Conferencing

A conference bridge allows a group of people to participate in phone call. The most common form of bridge allows participants dial into a virtual meeting room from their own phone.
Meeting rooms can hold dozens or even hundreds of participants. This is in contrast to three-way calling, a standard feature of most phone systems which only allows a total of three participants. One of the best ways to cut down on travel costs is teleconferencing. Commlink Call Center Solution provides two kind of conferencing (a) Inward conferencing, where the participants will call a predefined number and will enter username and password (Optional. It depends on moderator's policy of conferencing) to enter a conference room (b) Outward Conferencing, where call will be generated by the system to the participants.

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Scalability

• Uses commodity Ethernet hardware

• Voice-over IP

• Allows for integration of physically separate installations

• Uses commonly deployed data connections

• Allows a unified dialplan across multiple offices

Computer-Telephony Integration

• This system can be integrated with different scripts like PHP script, Python script etc.

• Graphical Call Manager

• Predictive Dialer

• TCP/IP Management Interface

Call Agent and Auto Answering Module

• Support for Inbound and outbound call center agents

• Pre-recorded voice can be uploaded to the system by web interface. These voice file can be used as greeting voice of the system.

• Caller will get different menu to select as per pre-configured by system administrator.

• Call will just select the proper menu as per his requirement

• The console supports many operators concurrently logged-in.

• The system support many calls queues with prioritization and call overflow features like Number of calls overflow, No Operator and Wait Time

• The system can call external script like php, python, java etc. and can take appropriate action according to the response from external system/scripts. It support queue scripts. So different music for different queues and IVRs are configurable. System administrator or user will just configure this as per his requirement.

• The system has been integrated with Short Message Service (SMS) system. So user can put absentee note. When a caller will call that number he will get the absentee note.

• The system is integrated with different databases, directory and personal directory groups etc. with the help of external script calling.

• Telephony features are: handset ringing, call recall, Call Park and recall. Call toggle, Emergency-mode, Night service and Conference, Call Forward on different criteria, Call Parking, Queuing, Call Retrieval etc.

Security

Commlink Call Center System supports end-to-end Real-time Media Encryption, Access Security Gateways, and Malicious Call Trace. It supports strong and standard Signaling Encryption and end-to-end Media Encryption to ensure security of IP voice packets.

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Other Features

- It support virtualization, clustering & redundant mode
- CRM features: manage & analysis inbound/outbound calls, log call details, single click dialing, Queue monitoring, agent status and other reports etc
- Uses standard routers and switches
- Web Administration
- Support for integration of external application for External Call Control
- Monitoring of agent assigned to a call
- Day-Night mode control
- External Call Transfer Restrictions
- External Call Transfer Restrictions
- Bandwidth Management
- Call Transfer
- Internal/ External Database Integration
- DND
- Fax
- VDN (Vector directory Number) monitoring
- Route by different criteria.

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