Eliminate the expensive, long-term commitments and provide a superior customer service experience with Telesystem's Hosted Call Center.

With Hosted Call Center, your agents can be deployed and monitored from anywhere in the world. All they need is a High-Speed Internet connection! There's no additional software, or large equipment needed!

Agents
As part of Telesystem's Hosted VoIP Phone System, the Call Center application utilizes the Software-as-a-Service (Saas) model, allowing your agents to log into the call center from anywhere in the world using only our user-friendly Graphical User Interface (GUI) and a telephone. After loggin in, your agents can:

- Answer/treat incoming calls
- Associate a call reason code to a call
- View their supervisor's phone status and escalate a call
- Initiate a conference call
- View the entire company directory
- Run reports on their performance, and much more!

Supervisors
Your supervisors will appreciate the flexibility of monitoring the call center from any computer; tablet or mobile phone...any device with High-Speed Internet instantly connects your supervisor to the call center!

With the Supervisor GUI, they can:

- Quickly view queue/agent statistics
- Easy color coded agent status - Green = available, Red = unavailable, Yellow = ringing
- Change an agent's status
- View calls in queue, and reprioritize or retrieve any call
- Silent monitor current/next call, with barge-in
- Run reports

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Live Monitoring

Live monitoring calls have never been easier! Simply click an agent, then the Silent Monitor button to silently monitor the current call. With the Barge-In feature, you can join the call to assist your agent. With the Silent Monitor Next Call feature, you can silently monitor a call to a particular agent, or the next call into the queue.

Supervisors can Silent Monitor a call from their cell phone or any phone that has the capability of receiving inbound calls. Simply activate the Remote Office feature, and the Call Center application will dial the specified number and allow the call to be monitored.

Call Recording

Add Call Recording to your Call Center and you will have the ability to access your recorded calls anywhere via the Internet.

With Call Recording, you can configure your settings to determine:

- Agents to record
- Calls to record (record all calls, percentage of calls, inbound/outbound only, days of the week, etc)
- On Demand recording – enter a string of digits on your phone to begin recording
- Recording mute – enter a string of digits on your phone to mute recording – allowing compliance with regulations such as HIPPA, PCI, etc

Reporting

Queue reports are just a click away and can be displayed on screen, exported to .xls or .pdf and all can be scheduled to run daily/weekly/monthly, etc and then emailed to the specified recipients.

Hosted Call Center offers virtually all of the features you would find on a high-end, premise-based phone system. Here is the full list of features available with our Call Center packages:

### Standard
- Entrance Greeting
- Unique Music on Hold
- Video Support
- Comfort Message
- Queue placement announcement
- Priority Queuing
- Overflow routing
- Distinctive Ring for ACD calls
- Redirect on no answer routing
- Stranded routing policies
- Unique Agent unavailable codes
- Auto-post call wrap up
- Configurable queue size
- Configurable queue wait time
- Agent Held Call notification
- Click-to-Supervisor Escalate
- GUI interface
- Agent Web-based reports
- Historical/Real Time reports

### Premium
- Alternate Comfort Message
- Agent Auto Login/Answer
- Call Disposition Codes
- DNIS support
- Last Agent Sign-out Warning
- Call Whisper announcement
- 2GB/Agent Call Recording

### Supervisor
- Silent Monitor
- Supervisor Barge-in
- Scheduled reports
- Supervisor Dashboard
- Reprioritize Calls in Queue

visit www.telesystem.us to learn more