



Multilingual Call center services

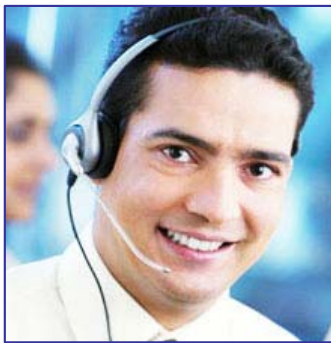
Call Center Software

Call Center Software uses **voice over IP** technology to offer CTI extensive functionality while lowering operating costs. Unlike proprietary communication systems, our Call Center Software is based on open source Asterisk® IP-PBX to offer a streamlined solution that is customizable, flexible and scalable. Exceed your expectations today and expand the possibilities for your business tomorrow with our Call Center Software.



Inbound

Provide Outstanding Customer Satisfaction and Increase Sales



Intelligent call management empowers your agents to spend their time helping and selling instead of transferring calls and looking for files.

- Accurately route calls by matching customers' needs with the skills of available agents
- Increase the effectiveness of marketing campaigns by providing agents with customers' profiles and preferences
- Control the queue load by monitoring call levels and staffing

Outbound

Optimize the Profitability of Telemarketing Campaigns



Automatically target the ideal customers and connect them to your best agents with intelligent outbound call management

- Automatically target the ideal customers and connect them to your best agents with intelligent outbound call management
- Control every element of your outbound telemarketing campaigns
- Automate the dialer to adjust to customer and agent availability
- Change any element of the campaign to maximize results
- Reach customers quickly
- Run multiple customized campaigns
- Increase the profitability of your telemarketing campaigns by controlling all aspects of your outbound calls. Built-in flexible filters and actions help you create the best prospect list for each campaign. Multiple dialing methods keep agents busy without leaving calls abandoned. Reports show you the success of each campaign with complete information about callbacks and remaining numbers.



Reporting

Build business intelligence with detailed performance measurement



Analyze your corporate data quickly and easily to assess the performance of your contact center on all levels and carry out short-term adjustments, midterm improvement or long-term vision.

- Gain real-time visibility into key business metrics
- Monitor key business activities like call center volumes
- Create accurate and up to date sales and customer reports so you can make good operational decisions
- All information about every aspects of your business; agents, groups, calls, campaign, line management, queues, adherence, is available in every details in the database. To help you save time, we offer 10 different proven reports you can choose from, depending on your priorities. Crucial data for contact centers is at the heart of each report. Our experts could develop a specific report on demand.

How it looks

Campaigns

Campaign	Time Started	Status	Dialing mode	Target	Dials	Answered	No Answer	Abandoned	Answer Machine	SIT	Busy	Fax
XMAS_Telemarketing	04-19-2006 15:01:56		Unknown	Unknown%	0	0	0	0	0	0	0	0
CC_Collection	04-19-2006 14:41:24		PREDICTIVE	10%	2644	329	861	30	1447	0	0	0
CC_Fidelity	04-19-2006 07:43:46		PREDICTIVE	10%	878	207	203	8	468	0	0	0
Aheeva_Promotion	04-19-2006 07:43:50		PREDICTIVE	10%	3858	690	2051	18	1093	0	8	0
B2B_SchoolsCommision	04-19-2006 07:44:00		PREDICTIVE	10%	1227	153	553	3	466	0	30	0
Fidelity_Promo	04-19-2006 14:40:18		PREDICTIVE	8%	3674	359	834	10	2473	0	0	0
DailyPlanet_Subscribtion	04-19-2006 09:41:37		BROADCAST	10%	288	15	185	0	49	0	0	0

Reporting

Agents

Agent Groups		Agents	Current Status	Current Call Length	Total Calls	Avg Handling Time	Total Login Time	Total Talk Time	Productivity ratio	Total Wait Time	Total Not Ready Time	Total Wrap Up Time	Total On Hold Time	Total Conference Time	Total Dialing Time
Aheeva_Outbound	Doe, John [302]		00:04:11	00:00:00	2	00:00:00	00:16:27	00:00:00	82.47%	00:00:11	00:02:45	00:00:00	00:00:00	00:00:00	00:00:35
	Pan, Peter [310]		00:39:28	00:00:00	0	00:00:00	00:02:02	00:00:00	86.88%	00:00:00	00:00:16	00:00:00	00:00:00	00:00:00	00:00:34
	Smith, Malcolm [300]		00:01:26	00:00:00	0	00:00:00	00:06:22	00:00:00	82.46%	00:00:00	00:01:07	00:00:00	00:00:00	00:00:00	00:03:49
	Smith, John [301]		00:04:02	00:00:00	0	00:00:00	00:02:11	00:00:00	0.00%	00:00:00	00:02:11	00:00:00	00:00:00	00:00:00	00:00:00
	Smallville, Clark [304]		00:25:17	00:00:00	5	00:01:20	00:30:55	00:02:54	95.90%	00:24:02	00:00:29	00:00:47	00:01:53	00:01:06	00:00:00
		5 agents	00:14:52	00:00:00	7	00:00:59	00:57:57	00:03:02	86.68%	00:24:13	00:06:48	00:00:55	00:01:53	00:01:06	00:04:58
Customer_Service	Louis, Bernard [2125]		00:03:13	00:03:13	33	00:04:50	03:00:15	02:08:31	83.25%	00:05:13	00:14:57	00:15:14	00:02:37	00:13:26	00:00:17
	Deco, Albert [1965]		00:02:54	00:02:54	31	00:05:12	02:54:53	02:04:58	85.44%	00:04:17	00:16:06	00:09:21	00:07:25	00:19:36	00:00:00
	Baltazar, Raul [1934]		00:00:10	00:00:00	24	00:07:20	03:03:30	02:02:02	81.47%	00:04:18	00:17:58	00:16:02	00:37:59	00:00:00	00:00:06
	Aussie, Ben [1983]		00:01:24	00:01:24	27	00:06:10	03:03:51	02:05:39	86.00%	00:03:03	00:16:55	00:08:49	00:30:09	00:02:12	00:00:00
	Lambert, Mathieu [1961]		00:03:21	00:03:21	29	00:05:42	03:02:50	01:47:01	80.72%	00:07:19	00:27:12	00:08:03	00:50:35	00:00:01	00:00:00
	Klimos, Chloe [1658]		00:02:45	00:11:40	32	00:04:42	03:04:10	01:42:47	82.93%	00:03:35	00:14:36	00:16:50	00:18:29	00:12:21	00:00:00
	Castafiori, Bianca [1927]		00:03:06	00:03:06	31	00:04:56	03:04:57	02:15:10	84.67%	00:09:39	00:16:35	00:11:46	00:06:09	00:00:10	00:00:00
		7 agents	00:02:24	00:03:39	207	00:05:28	21:14:26	14:06:08	83.49%	00:37:24	02:04:19	01:26:05	02:33:23	00:47:46	00:00:23
Aheeva_Sales	Karam, Joseph [1924]		00:01:54	00:01:54	13	00:06:58	01:34:27	01:19:46	95.12%	00:02:03	00:00:02	00:04:34	00:06:05	00:00:15	00:00:00
	Iron, Christina [1421]		00:03:19	00:17:34	32	00:03:55	02:59:47	01:21:56	87.10%	00:07:14	00:13:45	00:09:26	00:32:22	00:02:06	00:01:03

Sites

Network Sites Servers & Services

Main

alpha

beta

pluton

jupiter

saturne

rsNeptune

Remote Site A

st_john1

st_john2

rsStJohn2

rsStJohn

Remote Site B

mars

rsStJerome

external

Recording Server Statistics

Server name	rsNeptune@Main
Status	Connected
Since	January,09 02:08:02
Total recordings	541468
Daily Total recordings	1666
Disk usage	
Used. 76.27 Go	Rem. 55.93 Go

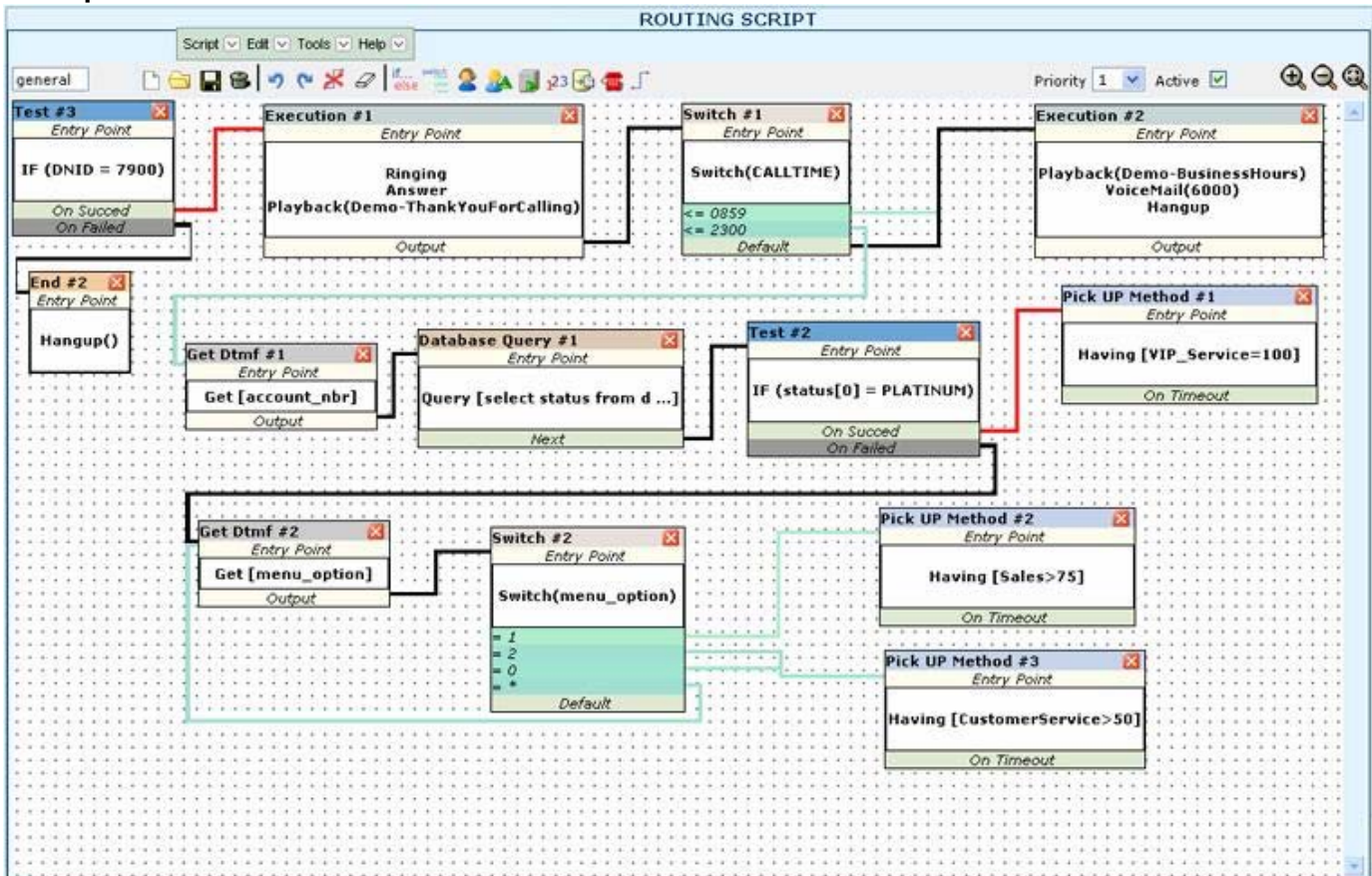


Reporting

Queues

Queue	Entered	Distributed	Abandoned	Waiting calls	Longest call waiting	Current average waiting time	Average waiting time	Service Factor	Abandon Level
Aheeva_telemarketing_Mar	17	0	17	0	00:00:00	00:00:00	00:00:11	0.00%	100.00%
Collection_March	1345	1282	57	6	00:00:40	00:00:25	00:00:27	50.00%	4.23%
Collection_April	632	569	57	6	00:00:40	00:00:25	00:00:58	50.00%	9.01%
Collection_May	677	641	35	1	00:00:52	00:00:52	00:00:32	38.60%	5.16%
Aheeva_Promo_EST	334	298	35	1	00:00:52	00:00:52	00:01:05	38.60%	10.47%
Aheeva_Promo_CENTRAL	537	505	29	3	00:02:10	00:01:48	00:00:39	28.27%	5.40%
Aheeva_Promo_WEST	242	211	28	3	00:02:10	00:01:48	00:01:27	28.27%	11.57%
B2B_Pharmaceuticals	237	229	8	0	00:00:00	00:00:00	00:00:35	28.12%	3.37%
B2B_Government	96	88	8	0	00:00:00	00:00:00	00:01:27	28.12%	8.33%
B2B_Aerospace	360	343	16	1	00:01:34	00:01:34	00:00:19	21.28%	4.44%
B2B_Shools_A	49	32	16	1	00:01:34	00:01:34	00:02:19	21.28%	32.65%
B2B_Shools_B	297	280	17	0	00:00:00	00:00:00	00:00:17	10.81%	5.72%
B2B_Shools_C	37	19	18	0	00:00:00	00:00:00	00:02:21	10.81%	48.64%
Telemarketing_XMAS	142	126	15	1	00:13:24	00:13:24	00:00:46	9.52%	10.56%
Fidelity_Promotion_3_Months	23	6	16	1	00:13:24	00:13:24	00:04:44	9.52%	69.56%
Fidelity_Promotion_6_Months	120	109	11	0	00:00:00	00:00:00	00:00:44	5.56%	9.16%
Fidelity_Promotion_1_Year	18	6	12	0	00:00:00	00:00:00	00:04:56	5.56%	66.66%

Script



Workplaces lease



- Operators' workplaces lease (equipment, communications, technical support)
- Dedicated operators for specialized projects

Operator's school



- Professional training of operators
- Real work situations modeling
- Special training programs for novice and skilled operators



Benefits

Accelerate Your Success Rate With Powerful Call Management Tools



Build a more efficient, profitable business without outgrowing your call management system and contact handling

- Take advantage of VoIP phones immediately or integrate them later
- Provide outstanding customer satisfaction and increase sales with inbound call management
- Optimize the profitability of outbound telemarketing campaigns
- Reach goals quickly by analyzing results in meaningful, comprehensive reports
- Motivate agents to achieve excellence by monitoring and recording calls
- Access your business remotely
- Customize the system implementation to suit your current needs while allowing for expansion

Generate revenue with our CCS

- Optimize agent productivity
- Reduce training time
- Simplify management tasks
- Improve agent guidance and coaching
- Make telemarketing campaigns more profitable

Generate revenue with our CCS

- Minimize support costs
- Shrink operating costs
- Analyze data to pinpoint savings opportunities

Our Address:

86G, Bozhenko Str.,
Kiev 03680
Ukraine
Tel.: +380 44 5020110
cc@duologic.net