

Sytel solutions

IP PBX



The IP PBX functionality incorporated within Softdial Contact Center™ (SCC), provides intelligent call handling, voicemail and IVR features for any number of phone extensions within the contact center environment.

Unlike many solutions, SCC's range of standard IP PBX functions are fully integrated and ready to use - no need to buy add-ons or spend money on a stand-alone PBX.

And you won't need to hire specialist experience in PBX configuration to maintain it. All PBX functions can be configured with our easy to use, browser-based user interface, so changes can be made by your regular staff wherever and whenever they need to. Like many of the user interfaces within SCC, the PBX UI is built and delivered using SCC's own Scriptor tool. Those already familiar with this tool will find advanced customization of the UI quick and easy.

Like all other SCC functionality, the PBX features are ready to be integrated into your legacy environment, including your preferred soft phone or IP handset/headset. Any pre-programmed buttons can also be set up to work seamlessly with SCC. Setup is a streamlined process with no hidden costs in hardware, software or IT expertise.

Intelligent Routing

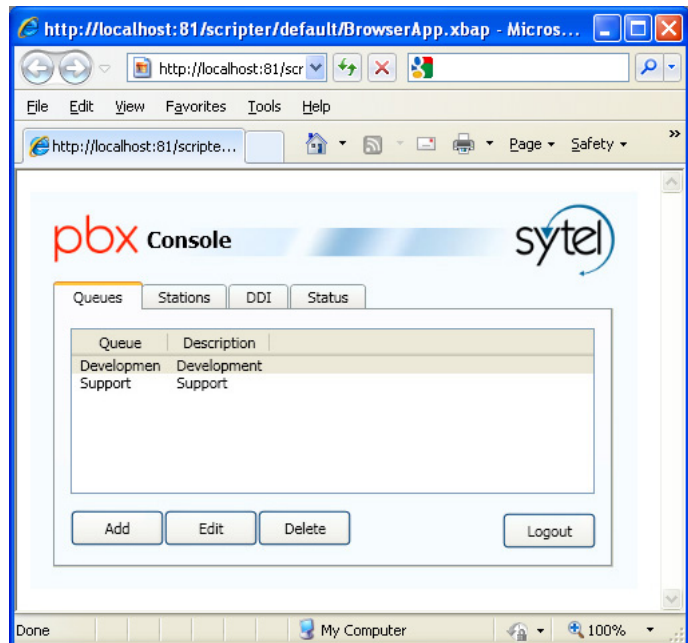
Inbound calls can be routed according to

- dialed number (DNIS) - many different numbers can be treated differently, e.g. for separating existing customers from new business.
- direct dial numbers (DDI) - if your agents/ groups can be given their own external number, it can be routed straight to an extension
- calling number (CLI) - route according to past contact with that number
- IVR option

No PBX would be complete without an IVR-based auto attendant system, and SCC comes with this feature inbuilt, fully integrated with the PBX as a single system. Using the simple user interface, a full company directory (e.g. "For Reception, press 1") can be added within minutes.

Features

- Inbuilt auto attendant
- Voice mail with shortcode access
- Outgoing and incoming calls
- Call transfer
- Conference
- Group ring
- Hunt group provisioning
- Call hold
- Monitoring, coaching and barge-in facilities



Scheduling

Extensions and groups can be logged in and out according to individual schedules, reducing both the chance of error, and supervisor workload.

Voicemail

Voicemail, also fully integrated within SCC, is another option if an extension is busy or unattended. You can choose to overflow to another agent or group, or straight to voicemail. Message retrieval can be configured via a secure PIN number and accessed via a shortcode.

Full visibility for supervisors

Several features are designed to keep supervisors up to date with what's happening:

- voicemail messages can be automatically attached to an email and sent to them.
- email or SMS alerts can be configured to be sent to a supervisor if a threshold has been reached, e.g. if voicemail has not been retrieved after 2 days.
- the Status tab shows at a glance which agents and groups are available, busy, etc.

Shortcodes

Shortcodes can be added to provide instant access to a range of functionality via a phone keypad. For instance, the primary route for your desk extension can be configured to call your mobile if you are away. A 'Follow Me' system is therefore a few clicks away.

	Start Time	End Time
Monday	09:00	23:59
Tuesday	09:00	23:59
Wednesday	09:00	23:59
Thursday	09:00	23:59
Friday	09:00	23:59
Saturday	09:00	23:59
Sunday	09:00	23:59

DNIS	default
Initial greeting	Thank you for calling Sytel
Operator	Sampath
Recording path	c:\Recordings
Queue	

Queue	Development
Description	Development
Option	2
Agent RNA time	25
Overflow time	75
Timed reminder interval	300
Queue time	
Warning threshold	100
Error threshold	
Overflow address	operator
Out of service overflow address	Voicemail
Overflow on group busy immediately	<input type="checkbox"/>
Round-robin group	<input checked="" type="checkbox"/>
Immediate blend/transfer (for outbound agents)	<input type="checkbox"/>
Queue priority	1
SLA time to answer (sec)	
SLA percentage answer	

Since 1997, Sytel Limited has supplied best-of-breed software components and full-service contact center solutions to systems integrators, VARs, ASP providers and resellers in over 50 countries across the world.

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