



in2pbx PBX System

# Call Centre Solution

Everything SME needs from a call centre to deliver exceptional customer service and maximise agent efficiency.



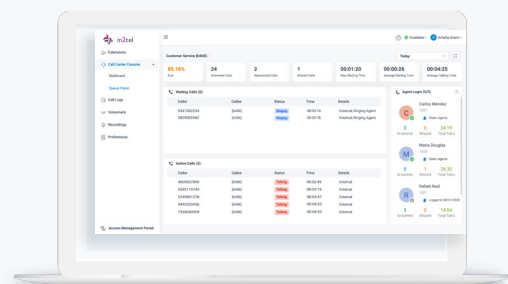



## Everything SMEs Need from a Call Centre

Faced with increased competition, squeezed budgets, and high customer expectations for service and support, small and medium-sized businesses need an all-in-one call centre solution that can help them achieve efficiencies with a higher degree of functionalities, while still being easy to use and maintain.

in2pbx provides an economical call centre solution that includes all the essential features - ACD queuing and distribution, IVR, visual call management, call recording & monitoring, real-time wallboards, reports, and more – to power customer service sophistication, operational efficiency, and help SMEs impress their customer, empower their agents, and elevate their business.

- Easy-to-use with user-friendly UI & granular administration
- Browser-based Queue Panel to integrate all effective agent & supervisor tools
- Real-time metrics monitoring in central wallboard
- Comprehensive real-time & historical reports
- Integrated IVR and ACD queuing for custom call flows
- Standard call recording built-in Presence and collaboration tools
- Enterprise features to deliver superior customer service





# Deliver Exceptional Customer and Agent Experience

**Exceptional** customer experience doesn't happen by accident. in2tel's PBX System call center solution unifies powerful agent tools, easier monitoring, stronger data analysis, and enhanced customer care in every node of interaction to make your agent's life easier and customers' satisfaction soar.

## Intelligent Routing, Faster Call Resolution

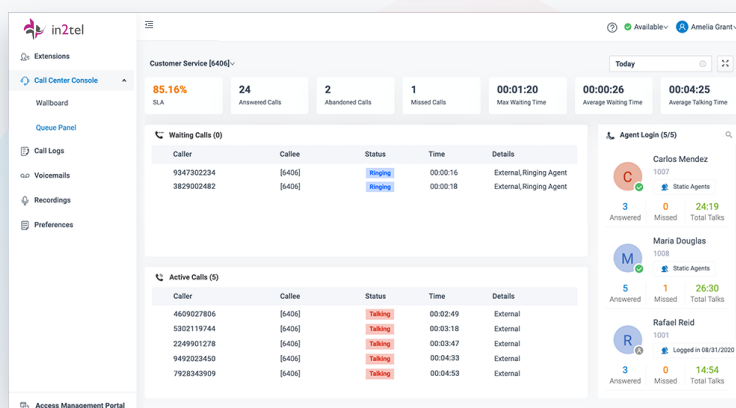
**Connect** your customers to the most appropriate agents based on preset rules like date & time, agent's availability, and the skills or departments needed with caller input. in2tel's PBX System integrates automatic routing, IVR and sophisticated ACD queuing & distribution (ringing) strategies to help you optimise call routing for reduced wait time and drive faster call resolution.

In addition to the predefined call routing rules, you can also make swift reactions to inbound service calls with real-time drag-and-drop call dispatching in a web-based Queue Panel, fine-tuning your call distribution with ultimate flexibility.

- ✓ Time-based Routing
- ✓ Choice-based Routing with IVR
- ✓ ACD Queuing
- ✓ Simultaneous Call Distribution (Ring All)
- ✓ Fixed-Order Call Distribution
- ✓ (Linear) Rotary Call Distribution
- ✓ Workload-based Call Distribution
- ✓ (Fewest Calls & Least Recent) Random
- ✓ Call Distribution

# Powerful Agent & Supervisor Tools, All in One Queue Panel

**Provide** your team with all the tools they need to be more productive and responsive in one unified web-based Queue Panel. Enable ultimate ease of use and productivity with visual call management and full access to agent & supervisor capabilities such as Call Monitor, Call Transfer, Recording, Agent State, Log-in, Log-out and more – in one single interface.



## Visualised Active & Waiting Calls

Monitor dynamic queue traffic at a glance with separate call lists and clear call details display of caller ID, ringing time, talk duration, etc.



## Drag & Drop Call Management

Simply drag and drop to dispatch calls to available agents or right click the mouse to pick up, hang up, transfer, park or monitor a call, or even switch call recording status.



## Complete View of Agent State

See which agent is available with a coloured status indicator and change agent state (login/logout/pause/unpause) – all in a simple click.



## Up-to-the-minute Statistics

Make faster informed decision with key performance metrics display for the entire queue and each specific agent in the queue.



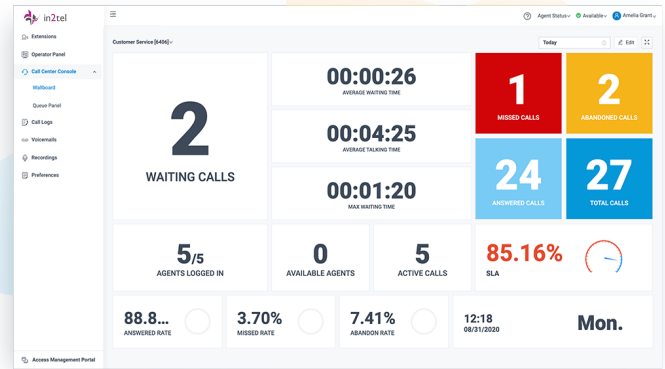
## Role-based Feature Access Control

Set separate operational permissions to your supervisors and agents. Every interaction is under control.



# Real-time Wallboard, Instant Performance Snapshot

Enjoy active monitoring of your queue performance with real-time call center metrics displayed in customisable Wallboard. Your team can view the overall queue performance right from the moment and be aware of the service goals. Spot the emerging trend just in time for informed strategy adjustment.



## 16 Metrics Visualisation

Keep track of 16 key performance indicators (KPIs) like number of waiting calls, average waiting time, abandoned rate and SLA adherence. All data is auto-calculated flexibly in real-time, daily, weekly, or monthly intervals.



## Multi-Screen Display

No more switching back and forth between different statistics. You can display two or more wallboards of different queues or time-frames at the same time to gain comprehensive and comparative insights.



## Customisable Widgets

Drag and drop widgets to design your own custom wallboard, so key performance indicators are front and centre without having to run individual reports.

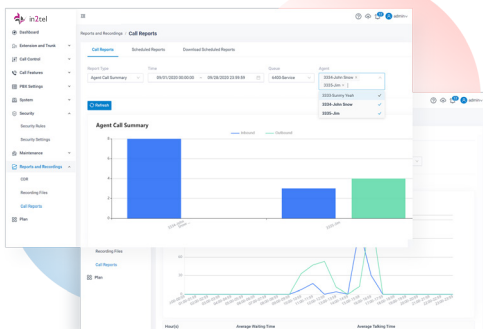


## Optional Email Alerts

Queue manager can be configured to receive email notifications when SLA reaches the predefined threshold or critical events like call missed.

## Actionable Reports & Analytics

Review advanced call centre statistics and conduct in-depth analysis without requiring database programmers or third-party reporting applications. Easily spot issues and opportunities in your call centre with agent-specific operational metrics, call parameters, and panoramic queue data - from records for each agent to high-level queue summary reports.



- ✓ Save time with rich predefined reports: Agent Call Summary, Queue Performance, Satisfaction Survey, Agent Missed Call Activity, and 4 more.
- ✓ Run targeted analysis of your data based on custom time-frame, agent and queue selection.
- ✓ Share the real-time or historical reports in graphical, downloadable formats.
- ✓ Schedule reports to be run periodically in the future.

## Enhanced Customer Care in Every Interaction



### Add self-service options

Combine automated IVR with self-service prompts to let customers help themselves without agent intervention and speed up the call flow.



### Customise waiting experience

Proactively serving waiting customers with helpful information – the estimated wait time, queue position, and custom announcement.



### Fine tune the call flow

Spot queue traffic trends at a glance in Queue Panel and adjust agent staffing and call dispatching in time to boost call center efficiency.



### Access call monitoring & recording

Course-correct agent behaviors easily through whisper coaching, silent monitoring, call barge-in and call recording functionality.



### Setup SLA for quality assurance

Auto-monitoring your predefined Service Level Agreement (SLA) on Wallboard and receive real-time alerts when it reaches the threshold.



### Conduct satisfaction survey

Help your agents grow and improve with actionable insights delivered directly from in-depth post-call surveys and customer satisfaction reports.

## Unified Communications, Call Center Plus More



Gain access to robust call centre tools, enhanced team collaboration and an integrated phone system and UC capabilities. With our powerful Softphone, native PBX contact management, instant messaging, file sharing, presence indicators, CRM integrations, and other advanced PBX features, you can streamline teamwork for outstanding customer service.

# Enriched Call Center Features at a Glance



- ✓ Automatic Call Distribution Interactive Voice
- ✓ Response (IVR)
- ✓ Call Queue
- ✓ Queue Ringing Strategies
- ✓ Time-based Call Routing Self-Service
- ✓ Prompts
- ✓ Music on Hold
- ✓ Custom Announcements
- ✓ In-Queue & Estimated Wait
- ✓ Time Post-Call Surveys

- ✓ Queue Panel Queue
- ✓ Manager
- ✓ Dynamic & Statistic Agent
- ✓ Agent Login/Logout
- ✓ Agent Pause/Unpause
- ✓ Call Presence
- ✓ Status Message
- ✓ Drag & Drop to Manage Calls
- ✓ Call Recording Call
- ✓ Monitoring  
(Listen, Whisper, Barge-in)

- ✓ Wallboard
- ✓ Service Level Agreement (SLA)
- ✓ Email Alert & Notifications Real-Time & Historical Reporting
  - Queue Performance
  - Queue Avg. Waiting & Talking Time
  - Agent Call Summary
  - Agent Missed Call Activity
  - Agent Paused Activity
  - Agent Login Activities
  - Customer Satisfaction
  - Ring Group Statistics

# About in2tel

Founded in 2005, in2tel is a leading provider of cutting-edge telecommunications solutions in Ireland. We understand that a reliable and efficient phone system is crucial for the success of any business. That's why we offer VoIP services designed to help you stay connected with your customers and stay ahead of the competition.

## Contact us

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