Valuable insights for call centers

One of the biggest problems that call center managers face is agent planning. They need insights such as:

- "When do the customers call?"
- "How long does it take before the average customer hangs up?"
- "How many calls does the average call center agent take?"
- "How long does the call last?"

Lack of insights makes it difficult to optimise the number of agents and their working hours for the customer call traffic.

Time is critical

Customers expect their issues to be resolved as quickly as possible. Without additional PBX functionalities, the agents' workflow is inefficient, negatively impacting customer satisfaction.

The solution? Call Center Pro.

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Call Center Pro

Level up your customer support with Call Center Pro. It's a package of simple yet value-adding functionalities to quickly implement in a call center or customer support department.

Team leads can increase customer satisfaction through improved resource planning. Agents can gain efficiency and better-managed workload through enhanced daily tools.

Greater agility. Complete control. Wherever you are.

What is Call Center Pro?

Call Center Pro is a set of add-on services that give you additional PBX functionality and rich insights to improve your call center's workflow and increase customer satisfaction.

Add-on services

- Run URL
- Wrap up
- Delayed hunt groups
- Callback
- Pause system
- Co-listening/call monitoring
- Auto-logout
- Unified stats
- Live dashboard
- Tickets

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Customer centric communication

Delayed hunt groups

Add more agents in waves. If the primary group doesn't answer the call, engage the second group after a certain number of seconds.

Callback

Instead of forcing customers to wait on hold, have an agent call back when it is that customer's turn. For example: "you are in place 5. Press 1 if you want us to call you when it is your turn".

Tickets

Automatically create support tickets from incoming calls. Use internal notes to loop in colleagues. Keep track of ongoing issues directly in our platform. Streamline customer service operations and enhance the overall customer experience.

Run URL

One-click search of caller information in existing web-based CRM or ERP systems provides detailed customer profiles and notes. All while on the call.

Wrap up

Allow agents time for post-call processing before they receive their next call.

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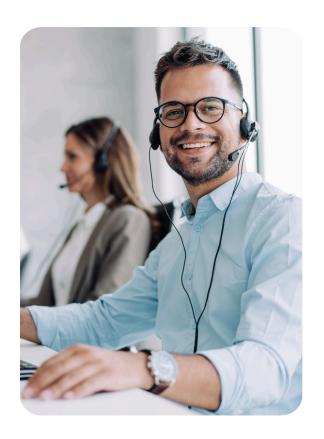
Flexible Agent Experience

Pause system

With a click of a button, an agent can temporarily pause their membership in a queue/hunt group to not receive calls from the PBX. Giving them time for back-office work without losing their place.

Co-listening/call monitoring

A highly sought-after function for educational purposes. Listen in on calls for training and quality assurance. Now you can do it without being next to each other.

Auto-logout

When an agent is not answering or is in idle mode for a long time, the system will automatically log him or her out of the hunt group.

Complete oversight

Live dashboard

Dashboard with live data. Monitor service levels, average hold time and calls abandoned from a live dashboard – both from a hunt group perspective and an agent perspective.

Unified stats

We offer a complete statistics overview with in-app stats, reports in Admin and Power BI stream.