CLOUD CONTACT CENTER SOLUTION

Work from home made easy

astTECS Cloud-based Contact Center Solution is a robust platform for all sizes of business built on Open Source Asterisk Technology. whether it is for outbound, inbound or blended call center, Our cloud solution has all the advanced features which helps the call center to enhance the customer experience and improve ROI.

astTECS cloud solution can be set up in few hours without any hassle. It is easily scalable, customizable and easily manageable for remote or distributed workers. It is best omnichannel solution with work from home option that help agents to manage calls with the utmost effectiveness, from anywhere and from any devices.

KEY OFFERINGS

- Nationwide single number
- CRM integration
- SMS & Email integration
- WhatsApp integration
- Call recording
- Domestic calling with PSTN
- Multiple Campaigns
- Real-Time Monitoring
- Call Barge-IN / Listening
- Blended Calling
- Advanced analytics and reporting
- Customised screen and reports

OUTBOUND CALL CENTER FEATURES

- Predictive dialling
- Progressive dialling
- Manual dialling
- Voice Blasting
- Filter-Based calling
- Call back scheduling & Reminders

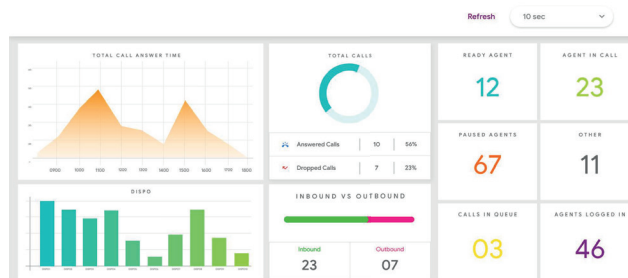## INBOUND CALL CENTER FEATURES

- ACD (Automatic Call distribution)
- Multi-level IVR (Interactive Voice Response)
- Skill-Based Routing
- Missed call alert
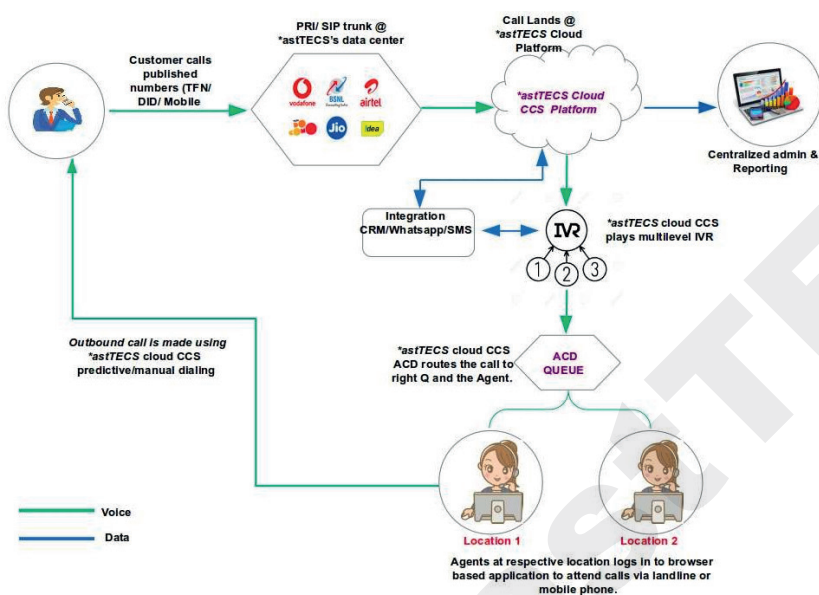- Whisper
- Customized Call Queues

DASH BOARD
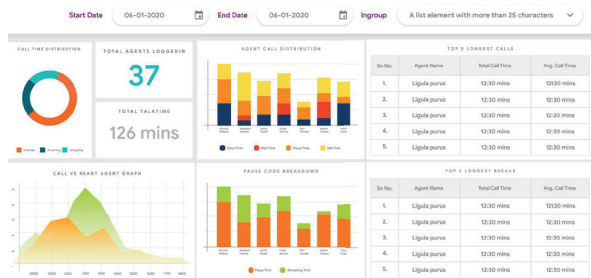
Agent performance report

Live Monitoring Dash board

ARCHITECTURE

REQUIREMENT FOR DIALER SET UP

CONNECTION TYPES	REQUIREMENTS
WORK FROM HOME – Setup	Mobile/Landline, PC, Internet
OFFICE – Setup	Landline Phone/Softphone, PC & Internet

PRODUCT MODEL

PRODUCT TYPE	NUMBER OF USERS	REQUIREMENTS	FEATURES
*astTECS Cloud Dialer	For 20+ Users	Mobile, Landline, PC, Internet	Predictive Dialer
*astDIAL	For 5+ Users	Mobile, SIM, Internet	App-based Dialer
*astDIAL Plus	For 10+ Users	Mobile, SIM, Internet	Inbuilt-CRM, App Dialer

About *astTECS®:

*astTECS® is leader in end to end unified communications, offering wide range of cutting edge enterprise telecom products based on open source technology. We also provides world class 24X7 support to global customers through our in-house Global Support Management Center (GSMC).

RED HERRING WINNER 100 GLOBAL

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