PERI®

*i*System

Call Centre Plug in System

Contact Centres who rely on voice based processes for the outsourced business model are constantly on the move to improve infrastructure and achieve a near 100% productivity on their voice infrastructure. The iSystem Call Centre plug-in directly addresses the needs of a growing contact center by offering a highly robust and scalable platform with a competitive price tag.

The iSystem Call Centre Plug-in is built specifically to offer a contact center a highly customizable platform to suit multiple needs of clients. With built-in modules for creating campaigns, hierarchies, Quality processes etc, this solution moves towards a offering a single platform for varying needs of customers.

PERI® iSystem
Enterprise Communication Solution

Username [   ]

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Key Features

- Enterprise class server with support for up to 16 PRI connections on each voice server

- Support for H.263, H.264 and SIP VoIP protocols with ready integration to most SIP trunks

- Web-based front end for centralized and remote access

- Customizable, modular approach to processes including hierarchies, campaigns and teams

- Built-in module for Quality processes with audit trails and reviews

- Real-time monitoring capabilities

- Portals for administrator and users

- Automatic recording of calls with time and date stamps

- Advanced search options based on number patterns and time stamps to the second

- Automated back-up and indexing of call records and recorded voice files

Advantages

- Single hardware equipment for all communication modes

- Expandable solution using cluster server model to offer data-center capabilities

- Customizable, automated reporting system for increased productivity and business intelligence

- Secure solution built on hardened Linux and provisions for multi-layer secure access including bio-metric authentication

- Single platform for varying client needs including client access modules

- Web-based solution enabling central administration

- Deployable over most network architectures including VPN, LANs and WANs

- Provisions for fail-safe operations including alternate SIP and PRI interfaces

For more details and a demonstration of the Call Centre Plug-in, please write to us at iSystem@perisoftware.com or call us at 213 281 9313