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IP-PBX-Contact Center



The IP-PBX-Contact Center Edition enables organizations to effectively manage a high volume of inbound or outbound calls while capitalizing on each call selling opportunity through integration with customer data. With features specifically for contact center environments all calls will get routed to the right agent, and if applicable, the right skill, improving customer satisfaction and increasing profits. Organizations can control the setup based on the number of customers called from, time of day, and customer CRM data. Calls can be prioritized based on customer-specific criteria. The call recording feature allows management to conduct ad-hoc quality control and sales verification. Agents can also manually request recording. Like similar, much

costlier ACD's, Supervisors can track which agents are on a call or on a break, and assess campaigns performance with customizable reports. Coupled with a VoIP based Flat rate 800 service, the IP-PBX-Contact Center provides a truly enterprise class ACD.

Contact Centers demand much more from their communications system than basic call routing and queuing of legacy Call Center solutions. Today's Contact Center is not solely concerned with a number or type of call; rather, it is how to capitalize the value of each contact. The IP-PBX-Contact Center Edition bridges the gap between an organization's voice and data systems to create new ways of fulfilling the contact's experience, and thereby, the organization's productivity and efficiency. By adding custom CRM integration organizations can utilize their existing customer data and CRM applications to track leads, opportunities, sales, and customer inquiries and problems.

In the unlikely event of network failure organizations with a requirement to maintain a high level of availability know a backup is sometimes simply not enough. For those organizations Neturally Speaking offers a survivability option that ensures the organization's contact center stays available in times of crisis. With the survivability option redundant network connections and servers assure your contact center is always up and running.