

ITSFiber

Hosted Call Center



ACD (Automatic Call Distribution)

Solutions for Call Centers

Hosted Call Centers and Automatic Call Distribution (ACD) solutions meet customer needs for small, medium and large companies. Enhance your business by upgrading to either basic call center functionality or our fully featured product complete with Gold & Platinum levels, with additional supervisory and agent features including integrated ACD, IVR, call recording capabilities and more.

Gold and Platinum ACD Packages

Our **Gold Package** provides call centers with a supervisor's dashboard that shows calls in queue and agent activity, and allows supervisors to download detailed statistics and reports.

The **Platinum Package** provides additional supervisory features such as Monitor, Whisper and Barge-In, Customizable Agent Status Codes and Agent Wrap-up with Customizable Disposition Codes as well as an advanced agent dashboard.

ITS Fiber Hosted Call Center

For customers who need a fully featured call center, ITS Fiber Hosted Call Center, powered by Telax, provides industry leading and feature-rich call functionality for organizations of any size. Traditionally complex features like Interactive Voice Response (IVR), Workforce Management (WFM) and Automatic Call Distribution

(ACD) with skills-based routing, are made simple to deploy and support.

Since this is a hosted solution, this means that your call center does not need any dedicated premises-based equipment or specialized IT personnel to manage the system. Compared with traditional premises-based solutions, the Hosted Call Center lowers costs and reduces complexity for end users. The hosted architecture provides the following additional benefits:

- Designed for maximum reliability and availability
- Compatible with PSTN, VoIP and mobile networks
- Expert support available 24/7
- Custom solutions tailored to your specific needs

