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Streams Call Center Solution

PanTerra's cloud-based virtual Streams Call Center delivers world-class inbound and outbound Call Center capability regardless of agent location. And, doesn't require up-front hardware or software.

SOLUTIONS

BY SIZE

Enterprise	Mid-size	Small
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BY FUNCTION

Business Continuity	Call Center	Franchise
Mobile Workforce	Multi-Location	Franchisee
Salesforce Open CTI	SmartBand MPLS	TotalCare
MPLS-Connect	Business Analytics	SmartCPE
SmartBand	Reliability	Support
Security	Value Proposition	

BY MARKET

Advertising	Construction	Consulting
Education	Entertainment	Finance
Government	Green Energy	Healthcare
Hospitality	Insurance	Legal
Manufacturing	Non-Profit	Real Estate
Retail	Technology	

BY PRODUCT

Streams	Skype for Business	SmartBox
Streams Mobile	ConnectMe	
AppDesigner		



UNIFIED COMMUNICATIONS, TEAM MESSAGING, FILE SYNC & SHARE

PanTerra Networks is a unified cloud service provider, delivering its family of secure, ultra-reliable, future-proof solution for SMB and Mid-market enterprises. PanTerra includes Streams, its business-class, HIPAA secure, ultra-reliable, futureproof unified cloud service that can be deployed world-wide.

Streams includes unified communications and team messaging infrastructure with a next-generation cloud-

based solution and **Smart-Box**, its HIPAA secure, enterprise cloud file storage, sync & share service.

With PanTerra's unified cloud service solution, enterprises gain the highest levels of security, scalability, reliability, availability, quality of service, service level agreement and support available, while significantly lowering their total cost of operations and IT administration complexities.





PanTerra's cloud-based virtual Streams Call Center delivers world-class inbound and outbound Streams Call Center capability regardless of agent location. And PanTerra's Streams Call Center solution doesn't require upfront hardware or software. PanTerra's Streams Call Center solution includes:

Advanced Call Queuing. Unlimited queues can be set up so enterprises can customize a caller's experience. And, with sophisticated agent routing algorithms, like skills-based routing and queue to queue transfers, agent resources are optimized.

PBX Integration. PanTerra's cloud-based virtual Streams Call Center integrates and interacts with existing PBX and other communications services, which virtually eliminates frustrating and time-consuming experiences for the customer and the agent.

Supervisory Modes. PanTerra's cloud-based virtual Streams

Call Center has advanced features that help companies train and improve agent performance. Silent Listen enables a supervisor to listen in on any agent's current phone call for evaluation and feedback. With Whisper, the supervisor can actually whisper into the ear of the agent without the caller hearing anything. Barge-in allows supervisors to break into a call and take over the conversation. These modes can be initiated straight from the real-time live monitor interface.

Call Recording. PanTerra provides a variety of recording solutions for contact center agents and supervisors. Agents can elect to record inbound or outbound calls from their handset, softphone or mobile phone with a simple key stroke and recorded calls can be seamlessly transferred between handsets, softphone and cell phones mid-call. Calls recorded will be stored in the agent's shared

storage along with emails, voicemails and digital faxes for later play-back, search and sort. Agents can have storage allocated by communication type modified and have total storage increased.

Live Monitoring. PanTerra's enterprise-wide ACD provides sophisticated real-time live monitoring and is available from any Internet browser. Both inbound and outbound calls can be monitored and displayed. In addition, you can interact with the live monitor, such as pull a caller out of the queue and connect with them instantly.

Detailed Reporting. PanTerra's enterprise-wide ACD provides sophisticated real-time reporting and is available from the easy-to-use browser accessible administration portal. Both inbound and outbound calls are monitored and available in the reports.

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