



TELCOSCLOUD

**Converting Aspirational
Business Communications
into Actions**



TELCOSCLOUD CONTACT CENTER

Is a complete, reliable and secure solution that helps businesses boost engagement, collaboration, and operational effectiveness for customer success.

ABOUT US!

TELCOSCLOUD is a next-generation full stack carrier grade API and TELECOM OTT platform - A one-stop-shop for all your Cloud Communications needs.

It's distributed computing network takes advantage of automation and artificial intelligence. TELCOSCLOUD platforms are being engaged by innumerable telecom operators, service providers, enterprises of all sizes and partners in Asia, Americas, Europe, Middle East and Africa. Our customers are more connected and productive no matter where they are in the world.

HOW WE WORK

Our forward thinking leadership team is made up of creative, passionate, and technology driven executives who are working hard to build the future. Their extensive experience in the telecommunication industry has resulted in our legendary products and services which are used by telecom operators, carriers, service providers and enterprise clients across all continents.

OUR MISSION

Our mission is to empower the service providers and companies of today and tomorrow by providing best quality and reliable Cloud based Communication products and services at most reasonable prices, serviced by dedicated account managers and backed by 24 / 7 support.



Why Clients prefer TELCOSCLOUD CONTACT CENTER ?

- Analytics powered monitoring systems for security
- 24x7 Support Team Available to solve problems for you
- High Availability Systems with 99.99% uptime
- Deliver consistent, exceptional customer experiences
- Provide agents with an intuitive, design-led interface that streamline all customer interactions
- Equip supervisors with interaction analytics to identify areas of opportunity and improvement
- Maximize coaching impact with targeted quality management and workflows
- Ensure metrics are met using robust reporting and analytics

Standard Features

KEY FEATURES	DESCRIPTION
100% Web Based Solutions	All system users including agents Supervisors and managers can access the flexible platform through a web browse allowing users to access the application regardless of geographical location.
Availability	Premise (CAPEX/OPEX), Hybrid Cloud and Pure Cloud (AWS, Oracle, Azure)
Real-Time Dashboard	Allows Supervisor to have precise stats within a single window which include total Login hours, Total Talk Time, Call Count (total, inbound and outbound), Average duration (inbound and outbound), Pi graph and statistics for agent state which include durations for login time, ready, stop, pause, dispose, confer, transfer, mute, hold, call, manual, preview etc..
Unified Agent Workspace/CTI	WebPhone contains all CTI functionality. Dedicated area for personal Callbacks, queue status, production stats, customer history across all channels, live call information, customizable break codes. Agents may collaborate with supervisors and other agents through transfers and conference features. Customizable Dispositions Post Call Status per workspace.
Supervision	Customizable Web-Based Supervision Interface for Real Time Reporting. Monitor Activity in queues, campaigns, IVR across all channels. Set Alerts based on KPIs. Real Time interaction with agents through whisper, conference and messaging functions. Agent skill reassignment, Disposition Management. Manage Call Recordings.
Administration	Simple management of human resource details and skills. User-friendly interface and ergonomic design for intuitive and independent trades. Centralized multi-site management. High Level Graphical view of Campaign creation for simple trouble shooting. Flexible Definition of User Rights/Permissions.

KEY FEATURES	DESCRIPTION
IVR	Intelligent IVR call flows based on caller ID and profile. Estimated Wait Time, Concierge, Callback and Voicemail. Skills Based Routing used for Agent Assignment, Personalized messages per service. Operating/ Public Holidays hours' control.
Historical Reporting	Standard and Customizable Historical Reporting Modules. Export Historical Reports in Multiple Formats, Schedule & Send automatically.
Contact Management	Simple mapping through intuitive GUI and Wizards. Exclusion, Inclusion and Restriction filters as well as File Recycling, File duplication removal,
Outbound Dialing	Multiple Outbound Engines including Auto, Progressive, Preview and Manual dialing. Customizable Call Status Groups, Service Hours, Callback strategies,
Recording	Automatic or Agent/Supervisor-initiated Call Recording, Filter recordings by Call Type, Agent, Phone Number..
Telecom SIP Trunk	Unlimited Calling

Components And Features

COMPONENTS	FEATURES	DESCRIPTION
Telcoscloud Application	Contact center management and CTI	Includes inbuilt modules, application architecture, Browser based user login and web telephony to facilitate seamless experience
	Campaign / Process Management	Creation of campaigns and their processes, configurations and mappings
	Call list Management	Creation of leadsets, upload lead data, mapping with campaigns
	User management and privileges	User creation and assignment, grant/revoke privileges
	IVRS flow Management	Creation of IVR flow with multi level, checks and validation of dtmf input, and various other capabilities
	Trunks and Call Routings	Creation of PRI trunks, SIP gateways and their assignment to respective process
	Break reasons	Addition and removal of break reasons
	Call Dispositions	Creation of call dispositions, mapping them with campaigns
	System Administration	Allows to configure application modules, monitor system health check
	Email and SMS Integration	Allows system to sent static email and sms or defined template to customers while call dispositions

COMPONENTS	FEATURES	DESCRIPTION
Outbound Calling	List view Dial	User will be assigned their individual lead lists to dial out
	Callback dial	User will receive callbacks as per defined time and will dial them out
Users	Web login with CTI	Browser based login with integrated WebRTC phone
	Blended Agents	Allows user to simultaneously work on both inbound and outbound process
	Break / Available	User can go on break by selecting any break reason and resume with available status
	Auto call off / On	User can make himself available / busy for auto calls. He is allowed to do manual calls with auto call off status
	Attend inbound and auto call	User can attend calls given by system with connected status(inbound and outbound auto)
	Dial manual and callback call	user can dial manual and callback calls given to them.
	Call hold / unhold	Allows user to put customer on hold / unhold
	Mute / Unmute	Allows the user to put himself on mute.
	Transfer / Confer	User can transfer to / confer with external number or users
	Call hangup	User can disconnect the call

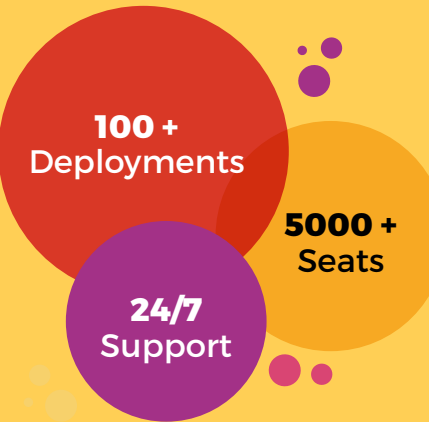
COMPONENTS	FEATURES	DESCRIPTION
Users	Call dispositions	Allows user to mark call results like sale, callback, dnc, voice issue, etc.. allows multi-level dispositions.
	Dashboard	Users have their own calling dashboard with various stats
	Call history and Voice logs	User is allowed to view, listen or download their voice logs and view call details.
Supervisor	Supervisor Dashboard	Provide calling and productivity stats for entire process
	Call Monitoring	Live monitoring of calls
	Listen Live call	Allows supervisor to snoop the call
	Talk with user	Only user will hear supervisor's voice
	Talk with Customer	Supervisor will own the call. User will be released
Inbound Calling	IVR with Intelligent Routing	Welcome, Menu, sub-menus etc
	Office/ Non - Office Hours and Holiday check	Allows IVR to proceed on next level as per current date and time check
	VIP Check	Allows special customers to bypass IVR / land on specific queue
	DNC Check	Calls from numbers defined in Block list, will be blocked or routed differently
	DTMF Input	Allows customer to enter digits, supports RFC 2833, SIP INFO & Inband

COMPONENTS	FEATURES	DESCRIPTION
Inbound Calling	Voicemail	Allows user to leave voice message
	Set Callback	Allows customer to choose a callback for them
	Automatic Call Distributor (ACD) with Dynamic Queuing	Allows to route the call to agents as soon as the are available
	Queue Management and Skill Based Routing	Creation of different processes as per requirement and difing skill sets
	Customizable IVR prompts	Allows admin to dynamically change IVR prompts on runtime.
Outbound Calling	Manual Dial	Dial number by manual entry or via click to call (if integrated with CRM)
	Auto, Progressive	Calls generated by the system. only connected calls will reach to users
	Predictive Dial	Calls to be dialed based on the real time prediction and the pacing ratio
	Auto Preview Dial	Calls will be presented to user automatically and will dial out after a defined duration. User can also opt to reject.
	Manual Preview Dal	Calls will be presented to user as a pop up and option to dial the call

COMPONENTS	FEATURES	DESCRIPTION
Evaluation Module	Evaluation form	Campaign specific evaluation forms can be created by the supervisor
	Reports	Reports specific to the evaluation task, evaluator productivity and scores are provided from the UI
Screen Recording		Agent screen can be recorded during the live calls
IVR Designer	IVR Flow	Administrator can create and manage IVR flow as per the real time business needs.
	Ease of Use	IVR designer is easy to use and requires no proficient training
	Integration	IVR can be integrated with any third party application like CRM or Db for capturing inputs are sharing information with the user at the IVRS level.
SDK		Readily available API based connectors for third party CRM/DB integration like Zoho , Freshdesk , sales force, efficient, Smart Service Desk, Credgenics, Experion, Oracle etc..
Social Media Integration		Telcoscloud supports multi-channel interaction management and seamlessly integrates with Social Channels like Facebook, Twitter, Whatsapp etc..
Pre-Integrated Chatbot		Telcoscloud platform is powered with pre integrated chatbot which can be used over with Messenger, Whatsapp or Webiste
Pre-Integrated Ticketing Module		Telcoscloud platform is pre integrated with the helpdesk management module if required by the business to manage the customer support or any process that requires such functionality
Inbuild UC/PBX Functionality		PBX functionalities like ring group , internal PBX transfer, Extension creation can be defined in addition to call center functionality (typically used to connect back office)



TELCOSCLOUD



TALK TO OUR CONSULTANT

**Our consultants will provide
Tailor made solutions for you**

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Components And Features

COMPONENTS	FEATURES	DESCRIPTION
Supervisor	Conference call	Supervisor will put himself in conference with agent and customer
	Hangup call	Disconnect call
	Access to Reports and Voicelog management	Can download various reports and respective voice logs for processes assigned to Supervisor
	Internal Message Broadcast	Supervisor can broadcast the important message or information during the live scenario to all agents or specific set of agents as a pop up message.
Reports and Voicelog	View reports	Supervisor gets the reports in HTML view as per the given filters
	View voicelogs	100% voice call recordings. Supervisor gets HTML view of all voicelogs
	Listen voicelogs	Supervisor can select any record and listen to it with inbuilt player
	Download reports	Supervisor can download reports for users, processes and duration intervals
	Download voicelogs	Supervisor can download voice logs in MP3 format
	Search Filters	Allows supervisor to put filters while pulling reports
Quality Monitoring	Listen to voicelogs	Allows Supervisor to select any record and listen to it with inbuilt player
	Download voicelogs	Creation of different processes as per requirement and defining skillsets
	Add comments	Supervisor can put his comments on respective voice logs as per his analysis
Quality Monitoring	Define ratings	Supervisor can define rating to voicelog on a scale of 1 to 5

Advance Features and Modules

COMPONENTS	FEATURES	DESCRIPTION
Advance Survey Module	Survey Creation	Supervisor can create and manage questionnaire for the survey as per the required business needs
	Survey Feedback	Customer can share the feedback via DTMF input and an option can also be provided for recording the voice message. Also Includes Multi- Level Dynamic CSAT IVR
	Dynamic Reports	Supervisor can download the reports for survey and the reports are created dynamically based on survey
	Recording	Recorded customer feedback for the survey can be downloaded from the supervisor UI
CRM Designer		This tool helps the business to create its own CRM module based on the process requirements. It allows creation of fields, drop downs , inputs boxes, radio buttons etc based on the queue recordings
Shift Management Module	Agent Roaster	Create and manage shifts and roaster for the agents to optimize the shift productivity
	Agent Adherence	Monitor and manage the agents shift adherence
	Document Upload	Roaster and agent data files can be directly uploaded and downloaded from the application for the easy management
	Reports	Detailed reports for agent occupancy, attendance and adherence ,etc.
Evaluation Module	Task Creation	Supervisor can create process oriented evaluation task and can assign to QAs
	Call Evaluation	QA can evaluate the calls assigned to him for evaluation on various parameters. Also multi level of evaluation can be done
	User Management	Supervisor or administrator can restrict the users for being assigned into various task or similar calls
	Scores	Scores can be defined and used in different formats like numeric or emotion like good,bad or average.