



# CALL CENTER SOLUTIONS AT WORK

## THE ULTIMATE CLOUD COMMUNICATIONS PLATFORM

*Inforenet offers a rich feature set of carrier class contact and call center applications from its geo-redundant cloud infrastructure.*

- ▶ Our call center solutions deliver the highest quality hosted call center experience to small and medium sized businesses without the significant upfront capital investment.
- ▶ Call centers are configured and managed through the Inforenet browser-based portal providing end users and supervisors direct access to advanced, real-time reporting on a wide range of metrics.

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## CALL CENTER SOLUTIONS

Real-time statistics such as calls waiting, average wait time, average handling time, abandon rate, calls answered, and call volume are among some of the many advanced visual reports available. The background colors of the stats grid act as visual alerts and change from green to yellow to red based on numeric thresholds chosen by the supervisor. Supervisors are also able to run reports and gather information about an entire call center or take a deep dive into the more granular metrics. These reports act as tools that promote productivity and increase revenue for all call centers of any size.

## CALL MANAGEMENT

Empower your call center team with call management tools to customize and fit any call center environment.

- ▶ Queue Based Routing
- ▶ Configurable Time Frames
- ▶ Hunt Groups
- ▶ Call Parking
- ▶ Answering Rules
- ▶ Automatic Call Distribution (ACD)
- ▶ IVR/ Auto Attendant

## SUPERVISOR CONTROLS

Call center supervisors manage the activities of their agents, monitor call flow, and analyze reports within the intuitive browser based UI.

- ▶ Real Time Management
- ▶ Dashboard and Reports
- ▶ Automated Callback IVR
- ▶ Whisper, Barge, Listen In
- ▶ Contact History Database
- ▶ CRM Integration
- ▶ Configurable Call Monitoring



## QUALITY ASSURANCE

We ensure a positive user experience through the use of quality monitoring tools and highly available network architecture within the Inforenet cloud telephony infrastructure.

- ▶ n-Share Architecture for Geodiversity
- ▶ Call Recording on Queues, Users or across the entire Domain

## DETAILED REPORTING

Gain insight into the call center performance with a wide range of detailed reporting available in the Inforenet user portals. Reports can be as wide as entire organizations or as granular as a single agent in a specific call queue.

- ▶ Customizable Dashboards
- ▶ Queue Statistics
- ▶ Agent Statistics
- ▶ Agent Availability reporting
- ▶ DNIS statistics

## UC INTEGRATION

Call Center features are accessible through the Inforenet online user portal, permitting fast and easy access from anywhere from any device.

- ▶ Integrated Fax
- ▶ Voicemail Transcription
- ▶ Voicemail to Email
- ▶ Presence on Multiple Devices
- ▶ Simultaneous Ring
- ▶ Click to Call
- ▶ Web-based Agent & Supervisor Portal
- ▶ Supported Geographic Distribution & Mobility of Agents

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