



What is Call Centre ACD ?

Talk Internet's Hosted VoIP Call Centre ACD allows customers to create and maintain their own call centre within the hosted VoIP platform. Call Centres can be localised individual centres created from singular sites, to large "Virtual Call Centre's" created across sites, regardless of geographical location.

Call Centre ACD allows users to be added to the call centre group and then calls distributed to them depending on rules and settings designed by the customer.



Features and Benefits

Call Centre's main benefit is to ensure that the customer experience when calling the site is enhanced and preferential.

Automatic Call Distributor (ACD)

The ACD allows intelligent call distribution and queuing systems to be implemented from the console. These can be changed on the fly to suit the particular immediate requirement of the customer.

Music on Hold and Comfort Messages

Callers to the Call Centre are provided with a greeting followed by music and or advertisements / comfort messages. These can be pre recorded by the customer and are fully customizable to suit the exact requirements.

Improve Customer Service

Ensure that all Calls are answered efficiently under any network condition at any given time.

Create Virtual Call Centres

Establish a Call Centre anywhere in the world with a PC and a Broadband connection (in conjunction with a soft phone account) to enable a fully resilient Call answering service.

Unified Front End Web Portal Provisioning.

The Call Centre ACD is added to the single point of entry web portal for the customer. All provisioning and customization is done from the already familiar console.

Overflow

Incoming calls can be forwarded to an overflow number when the call queue limit is reached.

Statistics

A CSV file of basic Agent and Call Centre Stats can be emailed to a dedicated email address on a daily basis.

Disaster Recovery

With the remote office working and ability for calls to be routed to any device on the system, customers can ensure that even if there is a localised office issue, then the Call Centre can still be operational for the business.

Manage Calls Efficiently

Using a range of call distribution policies including a skills based routing table to ensure that the call reaches the correct Agent.



Configuration

All Call Centre ACD features can be enabled and configured from the singular web portal already used for configuring the hosted VoIP solution.

Technical Facts and Features

Reduce Office Space	Call Centre can operate across the entire platform, including home workers.
Flexible	Fully configurable call routing methods ensure the call reaches the correct Agent best suited to deal with the call.
Mobile users	Mobile users can still receive Call Centre based calls on the soft phone.
Statistics	Receive basic call stats via email on the Agent and Call usage every day.

About Talk Internet

A quick glance at the market will reveal that there are many ISPs that you could be talking to - so why deal with Talk Internet? The answer is simple, flexibility. We do not believe in a "one-size fits all" approach. We customise our solutions to meet our customers' specific requirements and this approach has been at the core of our success.

Established for over 15 years, we are a UK-based operation, with our data centres and support function located in the UK. This means that if you have a problem you can quickly get through to one of our highly-trained support technicians who will help you find a resolution.