PROFICIENT ^{SM}
Where Business Connects

Call Center

Does your business provide sales, product fulfillment, technical support or customer service from a call center?

Proficient Telecom's provides support for basic call centers, allowing business agents to receive incoming calls from a central phone number. This allows a business to establish technical assistance lines, customer support numbers, or order-taking centers.

Multiple call centers can be supported per business.

Incoming calls to a call center are presented to the next available agent.

Proficient Telecom expands the capabilities of legacy call centers by allowing call center agents to be geographically distributed. Thus, agents can attend calls from home, a satellite office, or any other location served by Proficient.

Major features include:

- ✓ Voice Mail - If there are no agents to handle an incoming call or the call goes unanswered for a specified amount of time, the call can be forwarded to a call center voice mailbox.
- ✓ Night Service - Calls received after-hours or on non-business days can receive a service menu of options allowing a caller to leave a voice message or transfer to an emergency number.
- ✓ Multiple Call Distribution Policies - Incoming calls are handled according to the selected policy, which includes
  uniform call distribution, linear hunt group, circular hunt group, no-answer and simultaneous ringing.
- ✓ Call Queuing - When all call center agents are busy, incoming calls can be queued until they can be presented to an available agent. Calls in queue are provided with an initial greeting, a periodic greeting, and audio on hold. All greetings and audio are configurable for each call center.

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Major features include:

- ✓ Queue Escape - Callers who are queued can press a key to be sent directly to the call center voice mailbox instead of waiting for an available agent.
- ✓ Overflow- When a call center cannot accept any more calls, incoming calls can be forwarded to an overflow phone number.
- ✓ Statistics - Statistics are generated for each call center and each agent on a configurable period. The statistics are periodically reported to a configurable email address in CSV format and are viewable to the group administrator via the web portal.

To find out more information and receive a customized quote, call 1-800-734-7477.