



CCaaS PLATFORM FOR YOUR BUSINESS

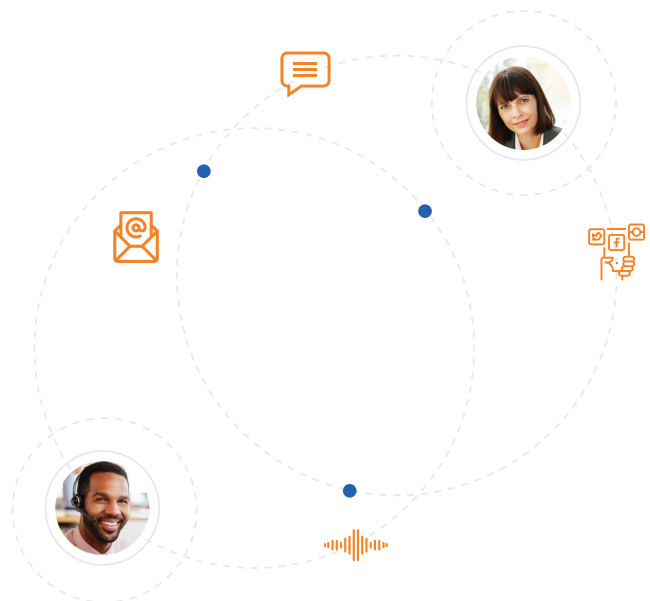
Improve customer experience and gain control. All-in-one phone, email, text, SMS & chat.

CCaaS unifies your entire contact center in the cloud. Instead of many disparate systems, it's all done in one place so you can see and manage all your communication with ease.

A contact center is the central hub of communication between a business and its customers. CCaaS dramatically improves experience & efficiency for everyone.

List of benefits

- ✓ Gain access to an enterprise class contact center scalable to any size.
- ✓ Eliminate costly, unorganized legacy systems. Regain control and insight.
- ✓ Unite & use multiple channels of communication including phone, chat, SMS & email.
- ✓ Implement a cloud-based platform with rich features to fit your needs.
- ✓ CCaaS includes powerful reporting and real time analytics.



Why GigTel?

We've been leading and innovating in the telecom sector for over 70 years. Come win with us.



CCaaS PLATFORM FOR YOUR BUSINESS

Call Center

- Call Queue Routing
 - Round Robin (longest idle)
 - Ring All
 - Linear Hunt
 - Linear Cascade
 - Agents to Ring initially
 - Agents to add after timeout
 - Call Park
 - Forward if Unavailable
 - Forward if Unanswered
 - Call Back
 - SMS Queuing
- General Call Queue Settings
 - Call Recording
 - Statistics
 - Message to Agent
 - Require Agents
 - Require Music on Hold
 - Logout Agent on Missed Call
 - Intro Greetings
- Call Queue Thresholds
 - Max Expected Wait Time
- Max Queue Length
 - Queue Ring Timeout
 - Agent Ring Timeout
- Monitoring
 - Listen In – No ability to talk to either agent or caller
 - Barge In – full two-way audio with Agent and Caller
 - Whisper Only – one-way audio with Agent only
- Call Center Agent Settings
 - Agent Status
 - Wrap Up Time
 - Max Simultaneous Calls
 - Queue Priority for Agent
 - Request Confirmation
 - Auto-Answer

Monitoring

- Call Center Reports (can be received via email)
 - Queue Statistics
 - Agent Statistics
 - Agent Availability
 - DNIS Statistics
 - SMS Queuing
- Call Center Stats-Home Page
 - Callers Waiting
 - Average Wait Time
 - Average Handling Time
 - Abandon Rate
 - Calls Answered
 - Call Volume
- Analytics – create customized dashboards/wallboards
 - All Calls
 - Offnet Only
 - Call Volume
 - By Hour
 - By Day
 - All Calls
 - Offnet Only
 - Total Minutes
 - By Hour
 - By Day
 - All Calls
 - Offnet Only
 - Users and Applications (per Domain)
 - # of Users
 - # of Devices
 - # of Auto-Attendants
 - # of Call Queues
 - # of Conferences
 - # of Phone Numbers
 - SMS
 - Current Month
 - Previous Month
 - Trend Analysis
- Domain Graphs & Statistics
 - Peak Active Calls
 - By Hour
 - By Day
 - By Minute



Your business. Always connected.

We provide the highest quality solutions and a tenacious commitment to our customers.

LEARN MORE AT:

gigtel.com