



Call Center Solution – Economical, Reliable and Feature-Rich

The RIGHT call center solution helps companies deliver exceptional customer service, cut costs and build good customer relationships. Epygi's call center solution is a reliable and scalable tool, all wrapped up in a simple and user-friendly interface. Epygi's **Automatic Call Distribution (ACD)** feature together with **Epygi ACD Console (EAC)** tool provide a complete and robust solution for modern call centers. ACD is designed to receive and queue high-volume inbound calls, then distribute queued calls to the available agents in a call center whereas EAC is a web application designed to monitor agents activity, store and format data and produce real-time statistical reports.

Epygi's call center solution offers easy to use tools that do not require local PC installation but are WEB based and provide a very convenient and efficient way of using the system. Best of all, agents can be located anywhere, including remote extensions or mobile phones and can participate in more than one queue. For example; they can service the sales and support call queues at the same time.

Epygi's IP PBX, enhanced with feature-rich call management software, can enable to create call center queues and have agents, assigned to those queues, to serve incoming callers. Agents will be able to efficiently manage the call center calls, review various statistics and chat with each other to discuss customer related topics. There are other valuable functions available with this solution, such as the ability of agents to flag each call by including follow-up topics or action items for later review and follow-up. Agents can also login/logout of the queues as needed.

It provides call center management with the information required to properly monitor call queues in real-time. Supervisors can be assigned to queues for managing and controlling agent activity and can also get detailed reports. They can easily record calls and barge into active calls, between agents and customers, for quality control purposes. Agents can be located at a remote location or locally connected to use their regular phone to receive call center calls, when active, as well as regular calls to their extension.

Epygi's call center solution ensures companies provide their customers with quality service. It enables the user to:

- Place calls into proper queue & dispatch to available agents.
- Efficiently recognize, answer & route incoming calls.
- Monitor queues, agent details & chat with agents.
- Produce real-time & historical reports.
- Deliver exceptional customer service.