Reliability.
Scalability.
Accessibility.

New Generation
All-Touch™ Virtual Contact Centre

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Virtual Contact Centre is a no-pain, easy to setup centralized and de-centralized call centre service. Using the concept of Software-as-a-Service, All-Touch™ brings call centre solutions to you at monthly recurring fees. No hardware, no integration or interfering with your LAN or telephone system.

Customer Advantages

Forget about expensive hardware, software, training and administrative costs. All-Touch™ Virtual Contact Centre is a full-featured, enterprise-class contact centre product, minus the integration headaches of premise-based equipment. There are no heavy upfront costs — a PC is all that an agent need. Designed to meet your call centre needs, All-Touch™ Virtual Contact Centre provides leading edge contact centre technologies and features, improving your customer service quality and customers' experience, and giving you new management efficiencies.

Key Benefits

All-Touch™ Virtual Contact Centre is preferred by call center experts for these reasons:

- Virtual Call Centre design supports multi site and home operations without additional effort or cost. Agents can be anywhere using internet from a PC.

- Reliability is built into the architecture; All-Touch™ Virtual Contact Centre's redundant core servers, telephone and ethernet network and highly-available systems exceeds the availability of on-premise solutions. Systems are monitored and maintained 24/7/365.

- Scalability allows instant and large expansion without technology changes. Confidently subscribe to only the amount of capacity needed without restricting future seamless growth.

- Management and Monitoring capabilities provide real-time control and status from a PC.

- Service level alerts or alarms are instilled to uphold high customer expectation.

- Easy to use interface designed similar to Microsoft 2007 Office Suite for greater user-friendliness.

- Integrating with CRM applications is easy with browser/server environment or client/server applications. API is provided. You can even integrate with CRMs which are hosted locally.

- All-Touch™'s quick start provides training with on-site trainers or video clips. There is even 7 days free trial.

Empowered by Orchestra® VoIP Call Centre

Key Features of the All-Touch™ Virtual Contact Centre

Multi-media Contact Distribution
- Skills-based routing
- Delivers voice calls, web-chat, email, fax, sms to skilled agents
- Multi-tenant for sub call centre setups
- Real-time monitoring of call traffic, queue monitors and agents status
- Route calls based on number dialed or caller-id
- Customized music or message on hold
- Customized voice prompts at IVR
- Virtual agent extensions across any number of sites

Real-Time Reporting/Monitoring
- Supervisor position shows real-time load and current agents' activities
- Monitoring of service level
- Historical reporting using MS Excel
- Pivot tables and pivot charts
- Data can be downloaded permanently for quick access

Call Recording and Monitoring
- Live monitoring of agent calls in progress
- "Whispering" feature to provide on-call training
- Recording on demand by agent
- Recordings retrieval by agent, queue, date/time, number dialed, caller-id, comments etc.
- Recordings can be hosted locally

CTI (Computer Telephony Integration)
- Screen pop from CRM applications
- Integration at call centre side is provided free
- Caller-id is transferred to next agent for "screen/data" transfer
- CRM can be hosted locally or remotely

IVR (Interactive Voice Response)
- Customized greetings and prompts
- Supports customer entered digits
- Unified Messaging
- Open and closed office hours announcements, calendars of holidays, schedules etc.

Fax Management
- Fax from agents' desktop
- Route incoming fax via queue to agents

Email Management
- Routing based on keywords, email address and CRM integration
- Route incoming email via queue to agents customers' experience, and giving you new management efficiencies.
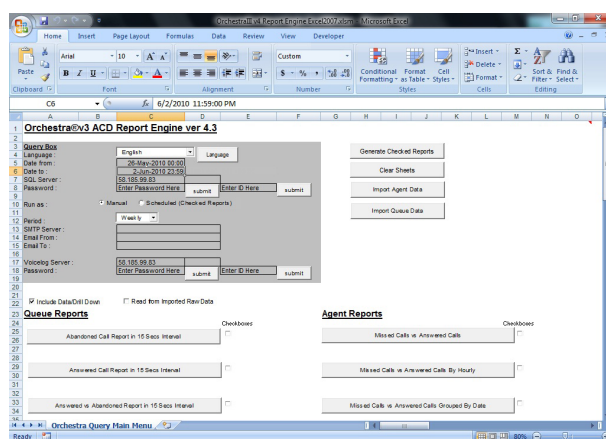
SMS Server
- Send SMS from agents' desktop
- Route incoming sms via queue to agents
- SMS broadcasting
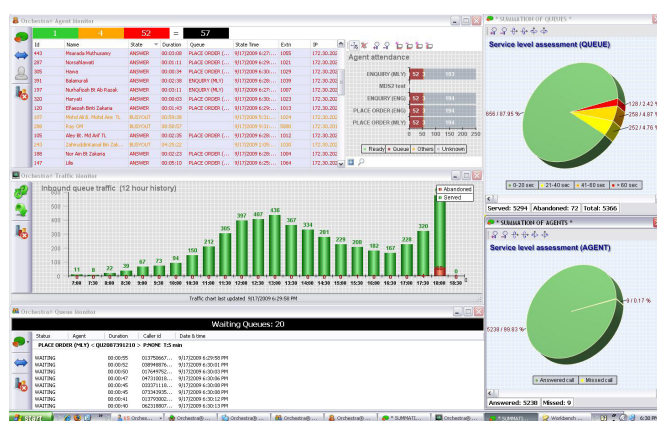
Web Chat
- Route web-chat via queue to agents
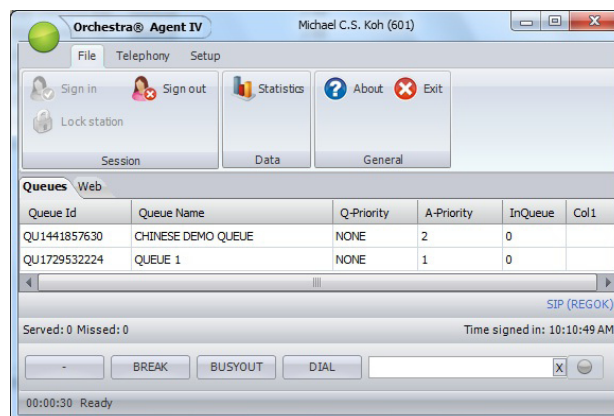
Agent Softphone

Reporting Engine in MS-Excel

Supervisor/Real-time Monitor

PC's Requirement:
Windows XP SP2/Vista SP1/Windows 7, P4 (prefer Core2Dual), 1G RAM(prefer 2G RAM),10MB space for installation, soundcard, USB port.
Bandwidth: G.729 (24kbps) per call

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