

Call Center



Strengthen customer loyalty, satisfaction and improve employee productivity with Telekenex's Call Center solution. It is perfect for businesses that need a small call center and don't want to invest in and manage the equipment required for a customer premised-based solution.

Our Call Center solution provides affordable functionality that businesses can utilize to better handle and route incoming calls in an efficient manner. This includes flexible hunt groups and call queues, unlimited number of queues and unlimited number of agents per queue, and flexible call treatment. Business customers will be impressed and pleased with the new ease of call handling in customer support and other departments.

Call Center Features

Agent Selection Criteria – Incoming calls are routed appropriately to the agents logged in based on the call ring strategy routing: Longest Idle, Round Robin, Top-to-Button, and Button-to-Top.

Queue Parameters – Configurable queue settings include: maximum number of calls in queue, recorded announcements, overflow destination, and background music.

Queue and Agent Reporting – For improved workplace management and customer service, detailed reports can be generated based on a queue and agent.

Live View Monitoring – Displays real time queue status, call status, and agent status. Agent specific status shows who is logged in to take calls, who is on the phone with a queue call versus a non-queue call, who is logged out, and who is in do-not-disturb status.

Frequently Asked Questions

Q1: Is there a limit to the number of queues I can have?

No, there is no limit to the number of ACD queues that can be built.

Q2: Can an agent answer calls for more than one queue?

Yes, an agent can have multiple ACD queues on their telephone.

Q3: Can I see how many calls are waiting in the queue?

Yes, from your Cisco phone, you can see real time how many calls are waiting.