



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 licensable features, the **Automatic Call Distribution (ACD)** together with the **Automatic Outbound Calling (AOC)** and the **Epygi ACD Console (EAC)**, provide a complete and robust solution for modern call centers. **ACD** is designed to receive and queue high-volume inbound calls, and then distribute the queued calls to available agents in a call center. **AOC** automates outbound calls directly to clients, whereas **EAC** is a web application designed to monitor agents activity, store and format data and produce real-time statistical reports. Overall, Epygi's call center solution consists of easy to use tools. The AOC and EAC do not require local PC installation – they are web-based and provide an efficient way of administering and monitoring the system.

Call queues can be created and agents can be easily assigned to those queues to serve incoming callers. Agents can be located anywhere, including at remote extensions or on mobile phones, and can be a member of more than one queue. For example, they can service the sales and support call queues at the same time. Agents can also efficiently manage the call center calls, review various statistics and chat with each other to discuss support issues. They can also flag each call with comments or action items for later review and follow-up.

Supervisors can be assigned to queues to manage and control agent activity in real-time and generate detailed reports on-demand. They can easily record calls and barge into active calls, between agents and customers, for training and quality assurance purposes. Agents in queues can be located at a remote location or locally and are capable of receiving call center calls as well as regular ones to their extension.

Use Epygi's call center solution to:

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