



# NETHAWK

## CALL CENTER SUITE

### Our Services

- Inbound Call Center
- Outbound Call Center
- Tele Customer Care System
- Customer Service Systems
- 24/7 Assistive Services

### About

Nethawk (Pvt) Limited incorporated in 2008, is a global provider of IP communication and Call Center solutions and technologies.



Our Vision is to go long term with our clients, helping them to adapt the latest business needs of the digital world by simplifying the use of cutting edge technology, minimizing their operational costs and maximizing their success.



## Call Center Suite

Nethawk Call Center Suite is set of programs that work together using Asterisk Telephony engine to create powerful omnichannel customer experience which help you boost sales and increase customer loyalty through rapid "Customer Support".

## Telephony + CRM

Nethawk Call Center Suite is an integrated solution. Telephony is traditional and still popular way to interact with your customers. Our integrated solution help you achieve omnichannel interaction with your customer. Beside taking telephone calls your customers can use live webchat, social media and service portal etc.

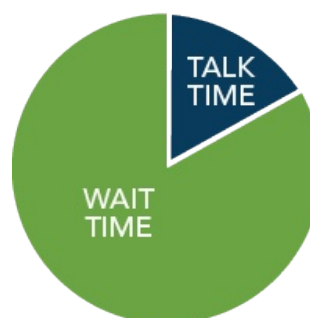
Due to increasing usage of smartphones, apps and social media omni-channel is not something nice-to-have it has become must-have.

CRM equip your agent with 360 degree view of customer interaction with your organization. Your agent become more confident and accurate answering customer queries.



## Performance

### Manual



### Predictive Dialer





## Server

### The heart of call center suite system

Software suite runs on server (hardware), Server connects with all agents' Phones (Hard or softphones) and agent computers. There are many options in servers. All servers are not created equally.

### High-Availability Model

In this model, client can keep active / passive two servers when server A fails, server B takes the job. Both servers are kept synchronized in real-time fashion.

### Load-Balancing System

When there is demand for more than 25 agents, then we have to deliver same solution on server-cluster.

### RAID

Instead of two servers or in addition to two servers, RAID option is highly recommended. It keeps your data safe in case of hard disk failure.

## Trunking Options

Nethawk Call Center Suite works with a broad range of trunk types.

- SIP
- PRI
- POTS
- GSM



### Agent System

Agent can use softphone in their PC or laptop or PC + IP Phone. In both cases, a perfect noise-canceling headset of call center grade is provided. For cost-effectiveness, softphone in PC is a more suitable option.

### SIP Supported IP Phones



### Agent Screen

Call center Suite agent screen is basically an interactive web page. It allows the agent to interface with the system during the process of a call and do things such as add or modify information about the customer, conference in other parties, transfer the call, record and many other functions necessary.





Logged in as user **101** on phone **9999** to campaign **SPRINT**  
**2009-02-07 10:39:17** **LOGOUT** **LIVE CALL**

**FORM** **SCRIPT**  
 STATUS: Called (813)555-2142

**DIAL NEXT NUMBER**  
☒ **LEAD PREVIEW**  
 Recording File

CallDuration: 20 s Cust Time: FEB 07 10:39:17 AM

**Customer Information**

Title: Address1: Address2: Address3: City: Tampa State: FL Zip: 33694  
 Province: Email: Phone: 8135552142 CountryCode: 1 Alt. Phone: Comments: Custom1: Custom2:

**Additional Information**  
 Details As They Appear On CC (If different)  
 Name on Card: Stephen B Nelson  
 Billing Address: City: State: Zip: \*CC Type: VISA \*Number: \*Code:

Recording ID: **START RECORDING**  
**WEB FORM 1**  
**WEB FORM 2**  
**PARK CALL**  
**TRANSFER - CONF**  
**HANGUP CUSTOMER**  
**SEND DTMF**

MANUAL DIAL FAST DIAL ENTER A PAUSE CODE **HOT KEYS INACTIVE**

OSDial Agent version: 2.1.0 Build: 80519-1425/90102 Server: 10.125.65.62  
 Show conference call channel information

## Call Center Suite top Features

### 1. Setting a campaign

Inbound and outbound campaign can be set. Call is routed to right agent as per IVR.

### 2. Calling through web-based screen

For outbound campaign agent gets connected calls automatically or manually through list of "potentials" from a Database.

For inbound campaign when a call lands it matches CLI and customer record from CRM. A popup will appear or a weblink like support ticketing system will be open to assist agent record customer complain.

### 3. Broadcasting Mode

Nethawk Call center suite can play pre-recorded messages to your customer or any group of people. This is useful for marketing campaigns or announcing something.

### 4. Call recording

Call is often recorded in call centers for QA (Quality insurance) or any other legal purpose etc. Calls can be recorded forcefully or with giving an option to agent to start and stop call recording.

### 5. Remote Agent

To take advantage of IP Telephony to fullest. Your agent can log-in to system anywhere as long as internet is available.

### 6. Gives more options to the managers

For manager there are many options. Manager can barge in or whisper a conversation without disturbing customer. This is useful for training new agent too.

### 7. 3-Way Calling

To take advantage of IP Telephony to fullest. Your agent can log-in to system anywhere as long as internet is available.

### 8. Great Reporting And Analysis Tools

We provide

- 1 Real time reporting
2. Historical reporting
3. Customized reporting



## Call Center Status

Agents Logged In  
**34**

Agents Ready  
**4**

Calls > 5 min  
**14**

Average Call Length  
**3:16s**

Total Calls Today  
**1,232**

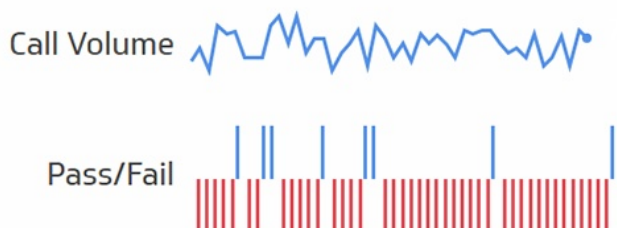
ASA  
**17s**

Calls Waiting  
**5**

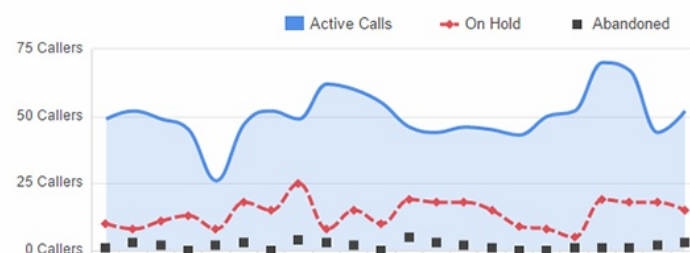
Longest Call Waiting  
**4:35**

## 75/20 Service Level - Today

**! 16 / 20**



## Call Monitor



## All Features

- Web-to-Lead (Beta)
- Voicemail
- Unlimited Concurrent Calls
- SMS CSAT (Beta)
- Skills-Based Routing
- Scheduled Reports
- Ring Groups
- Prebuilt Reports
- Personalized Greetings
- Outbound Caller ID
- Local Caller ID
- Interactive Voice Response (IVR) System
- International Numbers
- Inbound Call Blocking
- No Answer Call Forwarding
- Historical Reporting
- Forward-to-Phone
- Enhanced Caller ID
- Email Notifications
- Desktop Notifications
- Data Import & Sync
- Custom Reporting
- Custom Permissions
- Custom Fields
- Custom Agent Statuses
- Create a Ticket from Talkdesk
- Contact Tags
- Contact History
- Computer Telephony Integration (CTI)
- Contact Lists
- Click-to-Call
- Call Recording
- Call Queues
- Call Monitoring
- Call Disposition Codes and Notes
- Call Control
- Seamless Integrations
- Intelligent Reconnect
- Call Barging
- Business Hours
- Automatic Call Distributor (ACD)
- Automated Workflows
- Agent-to-Agent Calling
- Agent Reporting
- Web Lead Capture Forms
- Deal Opportunity Tracking
- Quoting and Invoicing
- Contact Interaction History Chart
- User Management and Access Roles
- Team Calendar

## Other Optional Services

- Agent and Manager Training
- AMC (Annual Maintenance Contracts)
- SLA (Software Related)
- Networking and infrastructure setup
- Data Center Setup