

JUMBO®
Call Center Solution

**Customers:** 

11883

**Ihre Auskunft** 

010012 Telecom



R call by call



Address Mega Tech GmbH

Friedrich-Krupp-Str. 16-18

41564 Kaarst Germany

Phone +49 2131 794 - 0 Fax +49 2131 794 - 111

Url http://megasat.de/megatech

Email info@megasat.de



#### What is it?

After several years of call center-operations using proprietary software and hardware solutions, we have come to the decision in 2006 that it would be more sustainable and effective to build our own call center infrastructure based on various open source products.

The goal was to provide equal or better service compared to standardized commercial solutions for

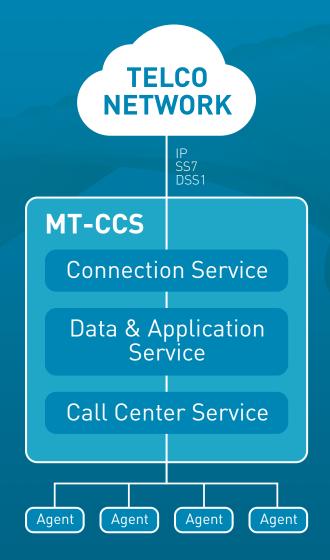
- directory enquiries
- call processing
- · inbound and outbound call center services
- · handling business processes.

#### What can it do?

- complete mapping of processes
  All business processes can be easily mapped to the call center logic.
- interconnect via IP or SS7/DSS1
   The connection to the telco networks can be realized with almost any technology.
- virtual call center
   Agents can connect with a standard browser under Linux or MS Windows from everywhere.
- scalable to up to 1000 concurrent agents

Tested with more than 12 Million calls with more than 150 agents.

### How is it done?



#### **Features**

### advanced ACD

Calls get distributed based on various rules, respecting the availability of a decently skilled agent.

# integrated IVR

All queues are connected to the IVR, calls can be taken out or be bounced back into the IVR.

### real-time supervision

All queues and IVRs can be monitored in realtime respecting a sophisticated rightsmanagement.

### A-number transfer

With a successfull call-completion the A-number is transferred to the called-party.

## free seating

Agents can connect from everywhere to the CCS.

## · detailed statistics

All KPIs of the call center are produced from the solution itself, analysis and evalution can be customized to every extent.

# speech recording

Queues can be recorded all-time, on demand or selective in general or by call.

# • intelligent outbound call generator

Progressive-dialer and predictive dialer guarantee an optimum in agent efficiency.