

VISIONware Call Center Edition

The Call Center Edition offers a set of features needed for an organization to effectively start and manage inbound and outbound call campaigns.

Call Center features include unlimited ACD Queues, unlimited call agents, comprehensive reporting, real time queue statistics, real time queue monitoring, soft phone, optional predictive inbound and outbound dialing, skills based routing, and more.

Call Center edition

ACD Queues

- Unlimited Agents and Queues
- Ringing Strategy
- Call Recording
- Predictive Dialer
- Queue Call Back

Call Center Statistics

- Queues/Agents statistics and real time status
- Inbound/Outbound Graphs
- CSV and PDF Data Export
- Windows, Mac and Linux Desktop Applications

Real Time Agent Monitoring

- Barging
- Listening
- Monitoring

CRM/CTI Integration

- Sugar CRM
- Sales Force

Personal Accounting Manager

- Experience Pre-Sales Consultation to ensure the 'right' solution
- Post-Sales Responsibility to Ensure Project is delivered
- A friendly voice



	Total	Min
Call Time	00:12h:45m:44s	00:00h:00m
Hold Time	00:00h:30m:00s	00:00h:00m
Entry Position	-	1
75.36%	88.88%	36.40%
17 sec	20 sec	30 sec
		50.72%
		40 sec
		5
	Unanswered Calls [0]	
Next Time	00:00h:00m:00s	00:00h:00m



ACD Queues

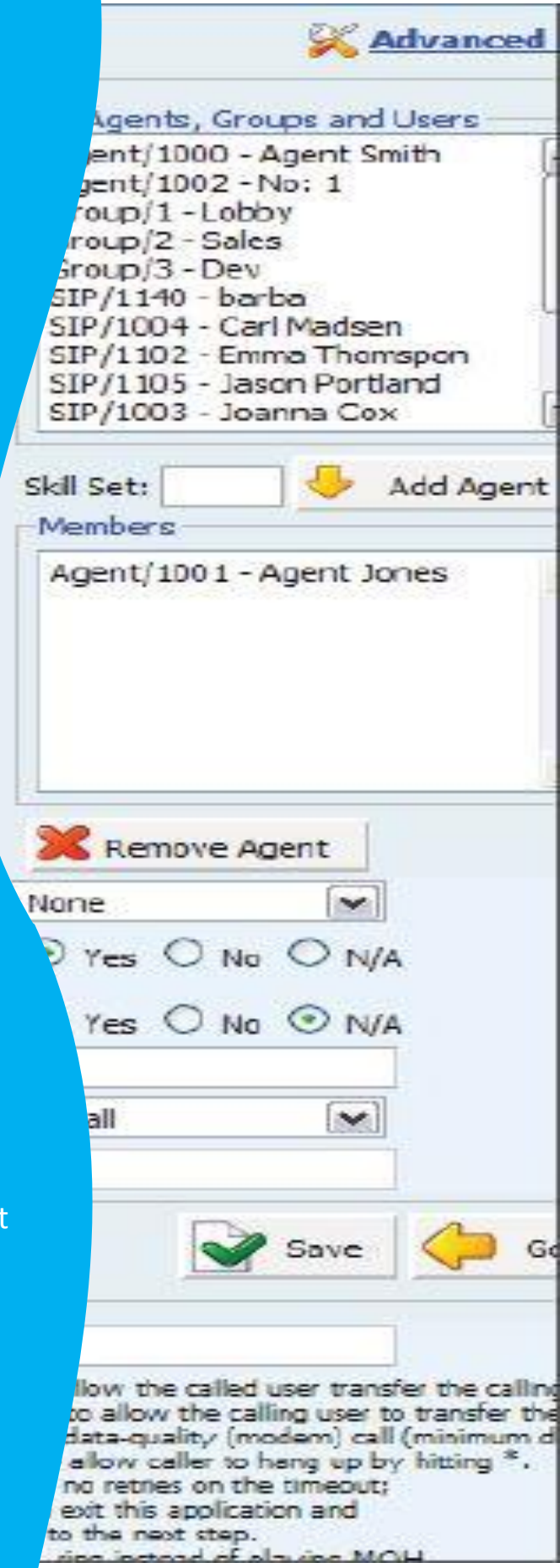
The intelligent ACD queuing in VISIONware provides the user with easy to create queues. Whether it is giving music on hold, random announcements, or even just assigning agents to queues, VISIONware's advantage is that it provides all these complex features in an easy to use, user-friendly interface.

ACD Queue Features

- Easy Queue Setup
- Music on Hold
- Periodic Announcements
- Agent Announcements
- Agent Whisper
- Call Recording
- Agent Auto-Fill
- Queue Statistics
- Agent Groups

Ring Strategies

- Ring All – Ring all assigned phones
- Round Robin – Ring Agents in succession, one after another
- Least Recent – The agent with the longest wait time
- Fewest Calls – The agent that has taken the least calls
- Random – Randomly distribute calls
- Round Robin Memory – Remember where one left off



Queue Statistics

The Call Center includes comprehensive queue statistics reports. These reports will help you achieve better customer service by forecasting call volumes, calculating agent requirements, and comparing results with expectations.

Statistics data is opened in a separate pop-up window and displays:

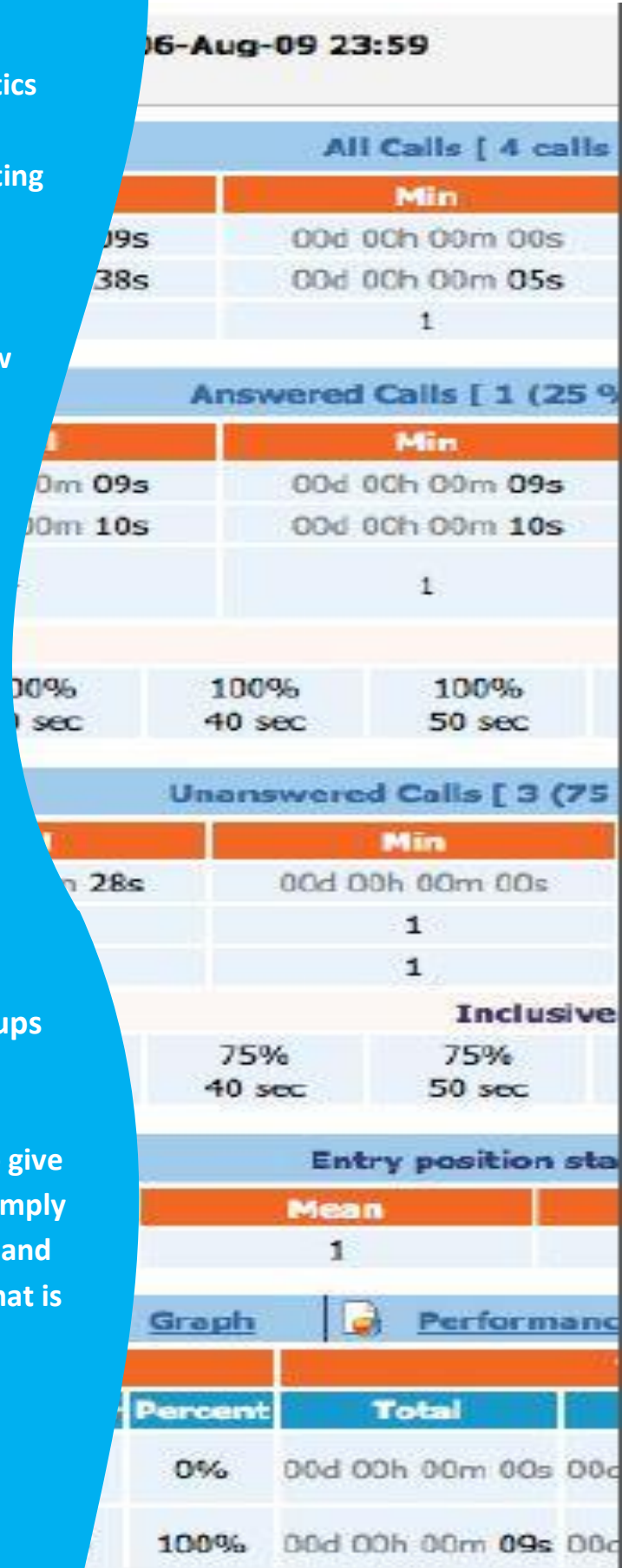
Queue Features

- All calls
- Answered calls
- Unanswered calls
- Call time
- Hold time
- Queue entry
- Exit position
- Minimum time
- Maximum time
- Average time
- Total time


Agents Statistics

- Number of calls
- Calls per minute
- Calls percentage
- Talk time
- Idle time
- Session time
- Number of hang ups

The VISIONware statistics functionality is designed to give you ad-hoc reporting when and where you need it. Simply select your data range and the required information, and VISIONware [resents you with comprehensive data that is flexible enough to dive through and filter by simple clicking on the areas of interest



06-Aug-09 23:59

All Calls [4 calls			
	Min		
09s	00d 00h 00m 00s		
38s	00d 00h 00m 05s		
	1		
Answered Calls [1 (25 %			
	Min		
0m 09s	00d 00h 00m 09s		
0m 10s	00d 00h 00m 10s		
	1		
100%	100%	100%	
0 sec	40 sec	50 sec	
Unanswered Calls [3 (75 %			
	Min		
0m 28s	00d 00h 00m 00s		
	1		
	1		
	Inclusive		
75%	75%		
40 sec	50 sec		
Entry position sta			
Mean			
1			
Graph		Performanc	
Percent	Total		
0%	00d 00h 00m 00s 00c		
100%	00d 00h 00m 09s 00c		

Real Time Displays

Real time queue - agent monitoring allows authorized user to keep track of status and traffic in each queue. Data is automatically refreshed every 3-60 seconds. The following details are displayed:

Queue Monitoring

- Name
- Total Calls
- Maximum Calls
- Calls Unanswered
- Calls Waiting
- VIP Calls Waiting



Queue Name	Waiting	Avg. Wait	A. Logged
TestC	0 [0s]	0s	1
TestB	0 [0s]	0s	1
TestA	0 [0s]	0s	0
TechSupport	0 [0s]	0s	1
SalesA2101sr	0 [0s]	0s	0
SalesA2101pm	0 [0s]	0s	0
SalesA1621sw	0 [0s]	0s	1
SalesA1621sr	0 [0s]	0s	0
SalesA1621sj	0 [0s]	0s	0
SalesA1216sw	0 [0s]	0s	1

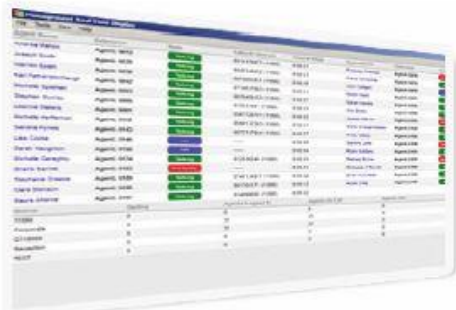
AQMON

AQMON is a call center application designed to help an entire organization have a better view of calls in progress and to provide adequate management tools to call center supervisors.

Supervisors can view all agent activity, hang-up and transfer their calls as well as monitor queues, the number of calls waiting, agent's status, etc.

An entire organization can use the included wall board facility which displays major real time call statistics on a large LCD screen.

AQMON also offers real-time graphs which show the above information graphically. Messages can be shared between agents and supervisors. Agents can send assistance requests from agentCOM which is another application used by agents.



Agent Name	Agent Status	Current Call	Next Call	Queue	Priority	Agent Type
Agent 001	Idle		10:00:00	Queue A	Normal	Agent
Agent 002	On Hold	10:00:00	10:00:00	Queue A	Normal	Agent
Agent 003	On Hold	10:00:00	10:00:00	Queue A	Normal	Agent
Agent 004	On Hold	10:00:00	10:00:00	Queue A	Normal	Agent
Agent 005	On Hold	10:00:00	10:00:00	Queue A	Normal	Agent
Agent 006	On Hold	10:00:00	10:00:00	Queue A	Normal	Agent
Agent 007	On Hold	10:00:00	10:00:00	Queue A	Normal	Agent
Agent 008	On Hold	10:00:00	10:00:00	Queue A	Normal	Agent
Agent 009	On Hold	10:00:00	10:00:00	Queue A	Normal	Agent
Agent 010	On Hold	10:00:00	10:00:00	Queue A	Normal	Agent



Total Calls	Answered Calls	Total Calls
234	230	64
Agents Logged In	Agents Busy	Agents Logged In
35	25	1
Agents Idle	Agents Not Ready	Agents Idle
1	9	1

Call Recording

Call Center allows you to record all incoming and outgoing calls made by any extension or call agent. Audio format supported: gsm, wav, wav49, and ogg.

Important part of every call recording solution is storage and easy access to recordings. VISIONware builds your call recordings right into your call reports. By combining two major functions such reporting and call recording, VISIONware gives you the ease of clicking on a Queue/Agent/Caller ID and seeing call by call all your recorded calls. The simply click to download.

- **System Recording**
Records all calls on the system.
- **Extension Recording**
Records calls from a specific extension on the system.
- **Instant Recording**
This service records calls from the point that the activation code is entered (*159). From that point, the call will be recorded until one of the parties hangs up.
- **Ring Group Recording**
Records calls answered by any extension being a member of the Ring Group where Call Recording is enabled.
- **Agent Recording**
Records calls answered by any agent that is a member of a given queue.
- **Queue Recording**
Records calls answered by agents regardless of whether they are static, dynamic, or callback agents.

442086654670	9020	0018297452994	20 Feb 2013 13:49:44	00:00:55	00:00:36	0.01404	Answered	<input type="checkbox"/>
02086404248	9020	0092512287440	20 Feb 2013 13:49:17	00:00:15	00:00:06		Answered	<input checked="" type="checkbox"/>
6506444606	0018297452994		20 Feb 2013 13:49:11	00:00:01	0		Not Answered	<input type="checkbox"/>
442086654670	0092512287440		20 Feb 2013 13:49:07	00:00:29	0		Not Answered	<input type="checkbox"/>
02086404248	9020		20 Feb 2013 13:48:48	00:00:20	00:00:06		Answered	<input checked="" type="checkbox"/>
8095538395	0018097021304		20 Feb 2013 13:48:25	00:00:59	00:00:44	0.07446	Answered	<input checked="" type="checkbox"/>
8095538395	0018097021304		20 Feb 2013 13:48:25	00:00:00	0		Not Answered	<input type="checkbox"/>
02086404248	9020		20 Feb 2013 13:48:18	00:00:20	00:00:08		Answered	<input type="checkbox"/>

Compact Disk (CD)

The CD installation method is used to install VISIONware onto a commodity PC/server hardware. The installation process installs the Linux operating system, VISIONware, and all other necessary applications onto a system hard drive. Installation is easy, fast and includes everything needed to successfully install and operate the system.

Appliance

Pre-configured and loaded with the latest firmware images appliances. Our appliances are thoroughly tested for performance and compatibility and are available as:

- miniRACK
- maxiRACK
- ftRACK
- vSWITCH

SERVERware

SERVERware is a solution designed for service providers wishing to offer hosted services like PBXes, soft switches, and complete Telco-in-a-box offerings.

It has been built with redundancy, scalability, flexibility, and very high availability from the start. SERVERware is available in two editions: Server and Network.

agentCOM

- Full Screen View
- Supervisor Assistance
- Not Ready Button & Status
- Call & IVR Transfer
- Queue Member Status
- CRM System Integration



outCALL

- MS Outlook Integration
- Click To Call
- Real-Time Popup Call Notification
- Unlimited Language Support



Presence Panel

- Monitor Extensions
- Extension Status
- Click to Call
- Color Coded



Call Center Communicator

- VoIP Soft Phone
- Instant Messaging Client
- Operator Panel
- Conference Administration
- Call Center Communicator
- Fax Send/Receive
- MS Windows Desktop Application



Standard System Features

Tenant(s)/Resellers(s)	1
Standard or E164 Routing mode	•
Conferences Permissions	•
Remote Mobile/Cell Extension	•
Astmanproxy/Asterisk manager	•
CSR Search	•
Extension(s)	1000
PSTN/VoIP Trunks	∞
IVR Auto Attendants	∞
Conferencing	∞
Enhanced SCD Queues	∞
Music On Hold	•
FAX over IP (FoIP) with T.38 technology	•
Instant Messaging Server	•
Networking and Branch Support	•
Least Cost Routing	•
Ring Groups	•
Call Recording	∞
Call Monitor	∞
Fax Files Removal	•
Queue statistic enhance filtering	•
OSC Destinations	•
OSC Enhanced Services availability	•
Channel(s) Limit Warning	•
IVR/Queues Custom Ring Tones	•
Monitor E-mail Template	•
Call Recordings Auto Mailing	•
RAM Disk	•
Operation Times Access Code	•
Queues Operation Times	•
Fax Exists Icon	•
MOH Download	•
Reboot Snom Phones	•
Caller ID From Group Hunt Over Trunk	•
CALLER ID = DNIS	•
Operation Times ON/OFF	•
Monitor Announcement	•
Extension Notes	•
DID Do Not Show	•

Standard System Features

Extension Search By Default	•
Search Extension by MAC	•
Trunk Number	•
Support From Modal Dialogs	•
HTTP Only Mode	•
DID To ES/CID	•
Check of outgoing number	•
System Wide/Per Extension On/Off	•
User Label	•
Polycom Phone Directory	•
Call Parking Time and Return Extension	•
Call Remote Extension to DID	•
Encrypted SIP signaling	•
Encrypted audio	•
QoS audio packets tagging	•
Microsoft Lync compatible	•
BLF parking slots monitoring	•

Delivery Method(s)

CD	•
Appliances	•
SERVERware	•

Call Center Applications

AQMON	○
AgentCOM	○
Queues Callback	○
Call Agents	∞
Skills Based Routing	∞
Queue and Agent Statistics	∞
Real Time Queue – Agents Monitoring	∞

Billing

CDRs	•
Real Time Telephony Billing	○

LEGEND

Yes	•	Optional	○
Unlimited	∞	Not Available	■

System Administration

Web Browser Administration	•
Role Based Administration	•
Multi-Site Administration	•

Setup And Configuration

Unlimited Expandability	•
System Setup Wizard	•
Phones Auto Configuration/Provisioning	•
Trunks Auto Configuration	•
Service Providers Templates	•

Enhanced Services

Follow Me	•
Group Hunt	•
Call Forwarding	•
Do Not Disturb	•
Caller ID	•
Last Caller	•
Call Park	•
Instant Recording	•
Call Pickup	•
Call Filters & Blocking	•
Speakerphone Page	•
Directory/BLF List	•
Speed Dial	•
Monitor Queues	•
Web Callback	•
Delete Recordings	•
Call Monitoring	•
Phone Call back	•
Monitoring Conferences	•
Overhead Paging	•
Paging/Intercom	•
Remote Access	•
Personal IVR	•
Online User Directory	•

Enhanced Services

Operation Times ON/OFF from a Phone	•
Pause/Unpause Recording	•

System Customization & Reliability

Service Monitoring	•
System Backup	•
Powerful Reporting	•
Customer Extensions	•

Voicemail

Enhanced Voicemail	•
Operator / Exit Digit	•
Unified Messaging	•
Time Zones Support	•
Voicemail Groups	•

Product / Customer Support

Firmware Updates	•
Customer Support	
<i>Standard</i>	•
<i>Enhanced</i>	•
<i>Emergency</i>	•
Comprehensive Documentation	•

Desktop / Web User Applications

visCOM	•
Sound Converter	•
outCALL	○
User Self Care	•
Presence Panel	•

CRM / CTI Integration On Request

SugarCRM	•
Sales Force	•

LEGEND

Yes	•	Optional	○
Unlimited	∞	Not Available	

Vision Statement

We Unify Communications

Mission Statement

We provide the Communication World with the most Complete Turnkey Communication Systems available by Creating, Unifying and Supporting the Most Advanced of Current Technologies.

Overview

Telrad International was the first company to deliver Open Source Communications Software as Professional Turnkey Solutions

By combing the best of open source telephony and its own proprietary software, Telrad International can provide enterprises with turnkey solutions that take account of the clients' exact needs within a very cost-effective framework - giving CIOs the safest choice. This mix includes royalty-free software, vibrant open source communities, available custom development backed up by accountable, professional support services.

The company finds innovative open source communication projects and professionalizes the project by creating, unifying and supporting turnkey systems with its proprietary in-house software. Telrad International provides the resources, core development and support services to enable popular open source projects to scale into enterprise-class communications software.

Option 1:

If you are interested in learning more about our Solutions & Services contact our Sales Department at: sales@telradinternational.com or call us at call us at 1.888.483.5723 **Option "3"**

Option 2:

If you are an existing customer needing support services contact our Customer Service Department at: support@telradinternational.com or call us at 1.888.483.5723 **Option "3"**

Option 3:

Reach us by phone, fax or regular mail at:
Suite 116- 7198 Vantage Way
Delta, BC V4G 1K7 Canada
T: 604.952.5000/ 1.888.483.5723
F: 604.952.5001