

# AirePBX Call Center

## Turn your Hosted PBX into an inbound call center

AirePBX Call Center is a hosted PBX Seat that provides your cloud phone system with the capabilities of an inbound call center at a fraction of the price.



### Key Features

**Real Time Wallboard.** Display real-time statistics on any monitor or TV so that your sales and support teams can keep track of productivity.

**Monitor, Whisper, Barge.** Proactively engage agent calls and maintain high quality customer service standards from your desk.

**MHLGs and Business Groups.** Expanded Multi-Line Hunt Group (MHLG) functionality makes call routing easy.

**One-off and Scheduled Reports.** Automatically generated reports let managers and executives make data-driven decisions.

**Automatic Call Recording.** Automatically record and save all of your calls (optional).

**Call Disposition and Agent Activity Codes.** Create custom codes to indicate agent activity and call disposition.

**Chat and Presence.** Download Accession Desktop for Business Group Chat and Presence.

### Benefits

The **wallboard** pushes your support agents to manage incoming calls and your sales agents to make more outgoing dials.

While **monitoring** calls, use the **whisper** feature to coach agents and **barge** to actively assist them during calls.

**MLHGs** allow you to organize your support team into specialized groups focusing on specific issues such as billing, shipping, or account management.

Deliver **real-time statistics** to upper management to justify budgetary and staffing requests.

**Disposition codes** help you track the progress of outbound sales calls and improve your record for customer service interactions.

**Chat** makes it easy to send quick online messages to coworkers.

**Presence** enables you to check their availability and call status.

## Complete Feature List

Account Codes  
 Anonymous Call Rejection  
 Premium Call Attendant  
 Automatic Recall  
 Busy Lamp Field Support  
 Call History/Logs  
 Call Hold  
 Call Hold/Park/Pickup  
 Call Transfer  
 Call Waiting  
 Caller ID with Name  
 Chat  
 Click to Dial  
 Contact Management  
 Desk Phone Customization

Directed Call Pickup  
 Distinctive Ringtones  
 Do Not Disturb  
 End User Web Portal  
 Intercom Codes Multiple  
 Call Appearances Multiple  
 Hunt Groups  
 Music On Hold  
 Paging/Intercom  
 Presence  
 Shared Line Appearance  
 Short Codes  
 Speed Dial

Three-Way Calling  
 Voicemail  
 Voicemail to Email  
 Presence  
 Real Time Wallboard  
 Call Disposition Codes  
 Barge, Whisper, Monitor  
 Advanced Reporting

## Get Managed Connectivity and enjoy the benefits of the AireSpring Advantage.

### White Glove Service

AireSpring pre-configures and ships equipment directly to your customer's location and dispatches a trained technician to perform professional on-site installation and testing of IP phones, routers and switches to ensure that your communications system works perfectly.

### Eliminate Finger Pointing Between Providers

By having all the services delivered by a single vendor on a fully managed network, you avoid the finger pointing and blame game that occurs when you have cloud communications services delivered by a different vendor than you connectivity.

### Reliable and Diversied Network

AireSpring's redundant network provides true diversity and supports disasters recovery options, allowing you to ensure business continuity.

### Free Advanced IP Desk Phones

Why pay for phones when you can get them for free? AireSpring includes FREE next generation IP business phones with a 3 year contract. We also have plenty of upgrades, including video or touch screen phones, to keep every business satisfied.

### Escalation List Up to Our CEO

We stand behind our service 100%! In fact, we're so committed to ensuring completed satisfaction that we provide all of our customers with an escalation list giving you access to our executive management all the way up to our CEO.



Ready to find out more? Contact us at 888-389-2899,  
 email [sales@airespring.com](mailto:sales@airespring.com), or visit our website at [www.airespring.com](http://www.airespring.com)

