

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 computer monitor or added display so that your sales and support teams can view call volume and statistics.

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

MLHGs and Business Groups. Receive calls to agents who are currently logged into a queue via Linear, Circular, Uniform (Round Robin), or Uniform (Longest Idle) call arrangements.

Call Handling. Agents can be set to handle one or more queue calls. If all agents are busy, calls can be queued to Music on Hold. Agents or Administrators can logon or logoff from the assigned queue(s) via CommPortal.

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 (available as an add-on to the iACD seat).

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

Chat and Presence. Download MaX UC 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	Directed Call Pickup	Real Time Wallboard
Anonymous Call Rejection	Distinctive Ringtones	Call Disposition Codes
Premium Call Attendant	End User Web Portal	Barge, Whisper, Monitor
Automatic Recall	Intercom Codes Multiple	Advanced Reporting
Busy Lamp Field Support	Call Appearances Multiple	
Call History/Logs	Hunt Groups	
Call Hold	Music On Hold	
Call Hold/Park/Pickup	Paging/Intercom	
Call Transfer	Presence	
Call Waiting	Short Codes	
Caller ID with Name	Speed Dial	
Chat	Three-Way Calling	
Click to Dial	Voicemail	
Contact Management	Voicemail to Email	
Desk Phone Customization	Presence	

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

White Glove Service

AireSpring pre-configures and ships equipment directly to your location. When you choose our professional installation service, we dispatch 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. (Not available when purchasing Softphone Seat types.)

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 Diversified Network

AireSpring's redundant network provides true diversity and supports disaster 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. (Not available when purchasing Self Install Seat types.)

Escalation List Up to Our CEO

We stand behind our service 100%! In fact, we're so committed to ensuring complete 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, or visit our website at www.airespring.com

