Sangoma FreePBX Call-Center Bundle 1 Year (FFBX-CO1Y-CB)

Product Name: Sangoma FreePBX Call-Center Bundle 1 Year (FFBX-CO1Y-CB)
Manufacturer: -
Model Number: FFBX-CO1Y-CB

Please Note: This product has been discontinued.

Sangoma FreePBX Call-Center Bundle 1 Year (FFBX-CO1Y-CB)
The Sangoma FreePBX Call-Center Bundle offers high-end, most needed reporting tools for any call center environment. This bundle is a 1-year license. The new Sangoma bundles (Starter, Advanced and Call-Center) replace the former bundles: FreePBX CM Call Center Builder, FreePBX CM System Builder Basic, FreePBX Everything Builder and FreePBX CM System Builder Plus.
Take your contact center to the next level with the Call Center Bundle. Over £2250 worth of modules if bought separately.
This bundle includes advanced reporting features such as:

ï¿½ Caller ID Management-modify the Caller ID that is outpulsed on the fly.
ï¿½ Class of Service-provides granular control at the extension level to access and set permissions of specific calling features of your PBX. These features include Outbound Routes, Feature Codes, Ring Groups, Queues, Conference Rooms, Voicemail Blast Groups and Paging.
ï¿½ CRM Link Integration- allow you to connect your PBX to your support CRM software to push call history and caller information to your CRM and in conjunction with Zulu allow Click to Call from your CRM and Call Popups into your CRM on inbound calls.
ï¿½ Outbound Call Limiting-allows you to place restrictions on how many times a number is called during a certain time period
ï¿½ Pinset Pro- provides you greater flexibility in the deployment of security Pin Codes, allowing system administrators to assign Pin Codes directly to extensions and granularly control per extensions which outbound routes are allowed to be dialed without pin codes
ï¿½ QXact Reports-provides full control over what data is displayed for each type of report and allows you to build custom templates for quick reporting.
ï¿½ VQ Plus- override the settings of a real queue on a per-call basis. When a call flows through the virtual queue, the settings you have selected will be applied to a real queue later in the call flow
ï¿½ Web Call Me- allows you to easily add an HTML call me box to your website. Visitors simply put there phone number in to be connected with you, or a specific destination.
ï¿½ XactDialer-Create a broadcast campaign and choose where to route your calls. XactDialer even gives you the option to route calls to different destinations based on whether a person or voicemail answers

The Caller ID Management module in FreePBX allows you to modify the Caller ID that is sent out on the fly by dialing a feature code. You also have the option to make the changes permanent for all future calls on your extension by specifying the Persistent field.
The Class of Service Administration module allows you to set granular access and permission controls for specific calling features of your PBX, such as Outbound Routes, Feature Codes, Ring Groups, Queues, Conference Rooms, Voicemail Blast Groups and Paging. This module can also restrict extensions from dialing certain destinations.
The Customer Relationship Management (CRM) Link module is designed to allow you to connect

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your PBX to your support CRM software to push call history and caller information to your CRM and in conjunction with Zulu allow Click to Call from your CRM and Call Popups into your CRM on inbound calls. Does your company call consumers? Yes? Worried about fines from not complying with various local, state and federal regulations placed on companies that call consumers? Whether your company makes collections calls, sales calls or telemarketing calls you need to place limits on the number of calls made to consumers to avoid government fines for harassment, which can be in the thousands per call in some cases.

The Outbound Call Limiting module that allows you to place restrictions on how many times a number is called during a certain time period. So for example if you have an outbound route forCalifornia based numbers and had Outbound Call Limiting in place on that route this module would allow you to make only the allowed numbers of calls to any specific number in California, when exceeding the call limit during the specified time period any additional calls would be blocked, and a recording would play advising you that the call was not allowed.

The Pin Set Pro module offers advanced functionality for managing security pin codes, giving system administrators the ability to assign pin codes directly to extensions, and control which outbound routes can be dialed without a pin code. Additionally, this module includes a new report that allows for the export of call detail reports and billable hours summaries, with the ability to filter by date, duration, pin code, source and destination DID's. This feature is useful for larger companies looking to bill the cost of calls to internal cost centers, or small businesses looking to recoup the cost of client calls and billable time, making it easy to generate detailed call reports and billable summaries that can be exported to a spreadsheet application.

The Web Callback module allows you to easily add a call-me feature to your website. Visitors simply enter their phone number, and they will be connected to you or a specific destination. You can specify a caller ID that will be displayed when the call is made, and set up dial matches to control which numbers users are allowed to call. Once you have set up your destination, you will be provided with HTML code to add to your website.

Queues Pro expands the options available in the PBX queues and allows you to assign dynamic queue penalty rules to escalate calls based on the length of hold time. Queues Pro also allows you to create Virtual Queues to manage queue behavior and expand and customize caller destinations for callers routed through the virtual queues.

Xact Dialer- Does your company do outbound message broadcast dialing? Would you like to automate the process? If so Broadcast is for you. Simply Start a Campaign and choose where your calls will be routed to. It even gives you the option to route calls based on whether they are answered by a person or an answering machine. To make it even easier, you can also choose to get reports on your campaign daily or after the campaign completes. Stop dialing each individual number and contact a Sales Representative today to see how you can benefit from Broadcast! Please note this is not a predictive dialer and is designed to broadcast messages to your call list.

Please Enquire