



Connegy



Aspire

Connegy CC

Connegy and Aspire are proud to present

Connegy CC

Connegy CC is a call center solution for Connegy PBXs, featuring real-time monitoring, historical reports, advanced queue management and innovative integration and applications.

Connegy CC is especially suited to SMB operations offering your customers a wide range of features formerly found only in large scale Call Centers.

Connegy CC

Total call management for your customers

Provide your customers with a wide range of valuable applications

Incoming Call Management

Every incoming call is important, some are just more urgent!

Your customers can route and prioritize agent calls according to various parameters such as CLID, DNIS and Database Integration. Over 90% of customer interface is by phone – more information means better performance and higher customer satisfaction.

Complete Integration with Connegy PBX

Connegy CC was developed for any Connegy PBX that supports the TSAPI interface. Connegy CC supports all sorts of extensions for the agents – regular, smart, IP and softphones. PC-free mode for call centers where agents don't use computers and support for terminal services and non-Microsoft environments are also available.

Real Time Monitoring

With *Connegy CC* your customer can share important information such as average service time or number of answered calls in real time.

Multiple real-time screens provide a call center overview with zoom-in capabilities for individual inspection. *Connegy CC* provides on-the-spot information and helps manage the Call Center effectively.

Roaming Agent Profile

Help them keep track of their agents

Connegy CC manages your customers' agents, not extensions. Agents can log-in from wherever they are, including a remote IP extension.

Agents' activities can be monitored and analyzed regardless of their location.

Connegy CC enables SMB companies to create a single call center or a multi site operation that acts as a single number, regardless of geographic location, enabling their agents to work from home.

Имя	Исполняемые Время Службы	Время Отсутствия	Обработка Службы	Исполнение Службы	Отказанные Службы	Исполнение Службы	Технический Службы	Перезвонили Службы	Завершили Службы
Tech Support	0	0	0	0	0	0	0	0	0
Sales	0	0	0	0	0	0	0	0	0

Имя	Активность	Время	Время в Антенне	Время Прожидания Службы	Время Выполнения Службы	Время Выполнения Службы	Общее Количество Службы	№ Активных Службы
Boaz Shimon	Готов	04:20:01	0	0	0	0	0	00:00:00
Hal Simpson	Готов	04:20:47	0	0	0	0	0	00:00:00

Name	Waiting Time	Max Waiting Time	Waiting Calls	Offered Calls	Answered Calls	Returned Calls	Flowed	Abandoned	Default
Customer Service	0	0	0	10	5	2	2	3	0
Sales	0	0	0	0	0	0	0	0	2

Your Call Center - Our Calling.



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Localization

Full support for all MS-Windows supported languages.

Aspire provides full market adaptation based on distributor requests.

Connegy cc is a highly competitive product, fine tuned to the needs of your market to ensure customer satisfaction.

Unified Reporting

All-in-one and One-for-all report set

Connegy CC reports provide a comprehensive view of Call Center activities and are available in browser and MS-Excel format.

As the main tool for analyzing and decision-making for the Call Center managers, all reports are concise and to-the-point.

Management

All Connegy CC management is done using a simple web-based GUI.

Requiring no installation, the management system can be accessed from any computer, using only the web browser.

Agents PCs also require no installation whatsoever.

IVR Capabilities

Connegy CC offers additional IVR capabilities such as customer ID input, call position, average waiting time announcement, and more complex IVR scripts.

Screen Pop-ups

Help the agents never "forget" a name or face.

Customer details displayed on screen with every incoming call ensures that every caller benefits from a personal touch.

Connegy CC provides instant access to any relevant information for quick reference and support with easy integration to any CRM or ERP software.

Connegy CC Пользователи

Имя Пользователя	Титул	Имя	Фамилия	Комментарий	Регистрирован	Область	Пароль	Изменить	Удалить
admin	Manager	system	administrator		<input checked="" type="checkbox"/>				
Itai	Agent	Itai	Simpson		<input checked="" type="checkbox"/>				
Boaz	Agent	Boaz	Shimon		<input checked="" type="checkbox"/>				
Asher	Agent	Asher	Schwartz		<input checked="" type="checkbox"/>				
Admin2	Supervisor	admin	admin		<input checked="" type="checkbox"/>				
Mike	Manager	Mike	Metlik		<input checked="" type="checkbox"/>				

Connegy CC Контроль

Датум	Тематика Аб	Местит Тематика	Дуратма	Назва/Область	Код	Слота
309	Boaz	Назва Шидема				
306	Itai	Назва Шидема				

Тематика Обозначено Ас

Датум: 309 Тематика Аб: admin admin

Connegy CC

Имя Пользователя	Линия	Активность	Время
Boaz Shimon	309	Готов	00:03:58
Itai Simpson	306	Готов	00:03:57

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Имя Пользователя	Активность	Время	Звонков В Агентство	Внешние Входящие Звонки	Внутренние Выходящие Звонки	Внешние Выходящие Звонки	Общее Количество Звонков	Не Активное Время
Boaz Shimon	Готов	00:09:35	0	0	0	0	0	00:00:05
Itai Simpson	Готов	00:09:34	0	0	0	0	0	00:00:04