CALL CENTER PLATFORM
for businesses of any size
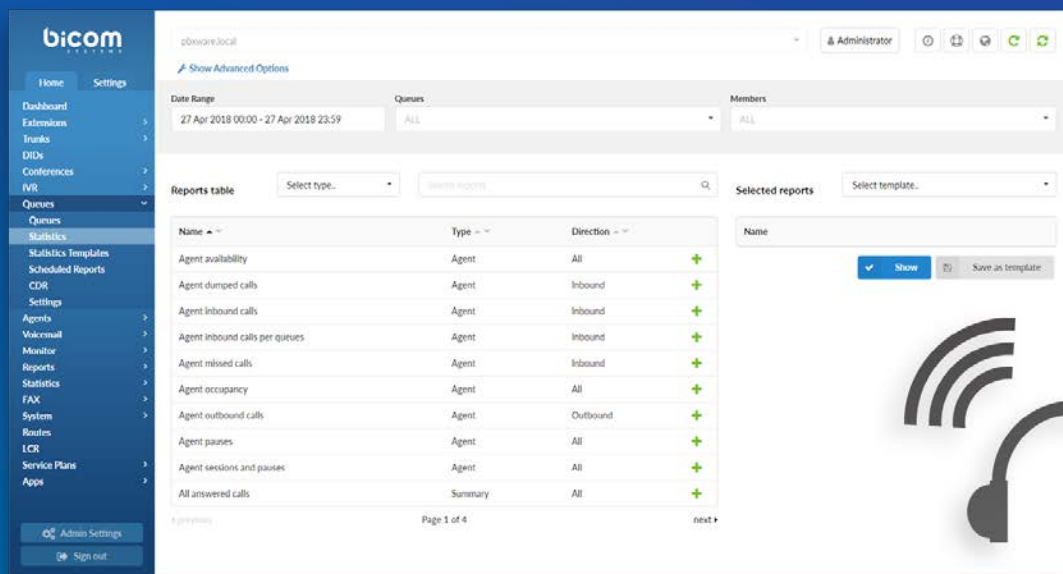
PBXware: Call Center 5.2

bicom
SYSTEMS

EASY SETUP INTEGRATIONS BRANDING

UNIFIED COMMUNICATIONS

PBXware Call Center

Call Center edition of PBXware is designed to simplify and enhance call management at busy call centers and contact centers of any size. Together with the Business and Multi-Tenant Editions, Call Center PBX enables you to increase efficiency in the workplace and transform the way you conduct business, with each edition supporting specific features maximizing performance, reliability, and expandability.

Give your business all the tools it needs to effectively start and manage inbound call campaigns with detailed statistics, reporting and monitoring. Upgrade to PBXware Call Center, and provide your customers with a consistent and quality experience.

Real-Time Agent Monitoring

Ensure that your call center workforce is effective, successful and consistently delivering outstanding customer service. Use the "Monitor" feature to listen in on an active call and identify problems quickly and while listening use "Whisper" to speak with the agent without the caller knowing, or "Call Barge" to speak with the agent and the caller.

Branding

Branding allows you to customize PBXware GUI with your company logos and/or colors.

Archiving storage

Archiving storage feature can be used to keep your recordings, voicemails, and FAXes in a remote location. You can choose between three options for remote storage: Amazon S3, Google Drive, FTP server, or Dropbox.

CRM

Incorporate all the features and capabilities of PBXware telephony system inside your CRM or Browser. PBXware integrates with the most popular business apps, such as Salesforce, SugarCRM, MS Dynamics, Zoho, Zendesk, Bullhorn, Vtiger, Pipedrive and SuiteCRM.

Recordings

PBXware interface has integrated a call recordings player, allowing users to listen to PBXware call recordings directly from their browser and navigate through the recordings with a simple click of a mouse.

Unlimited Queues (ACD)

Automatic Call Distribution system helps keep customers on the line by routing incoming calls to the agent with the most suitable skill-set who can address the caller's needs properly. ACD is a very important component of a call center and communication system. Some of its capabilities include Priority Routing, First In – First Out (FIFO), Queue Call-back, Call Monitor, Call Barging and more.

Statistics

You can now track the date, time and activity of each user to improve time management and increase productivity. Knowing who accessed various files and made changes on the server can increase security and give you a better insight into how your business operates.

DID YOU KNOW?

You can tie together all of your Call Center PBX communications in a simple interface via gloCOM Agent and Supervisor editions. Call Center Supervisor enables real-time monitoring of Agents and Queues, tracks agents' performance and generates comprehensive statistics reports. While the Call Center Agent edition provides agents with the right tools to maximize productivity, reduces unnecessary interruptions and makes communicating with customers more effective.

Use your existing IP Phones

PBXware is compatible with most IP Phones on the market. Use the same extension on multiple devices. Save time for both your IT personnel and your users by using features such as automated provisioning, busy lamp field (BLF), hot desking, and more.

CISCO

Yealink

GRANDSTREAM
CONNECTING THE WORLD

Panasonic

Polycom

OBi
Obihai Technology

Htek

vtech

HUAWEI

alcatel

snom

Fanvil

Gigaset

Denwa
SWITCHING YOUR LIFE

Mitel
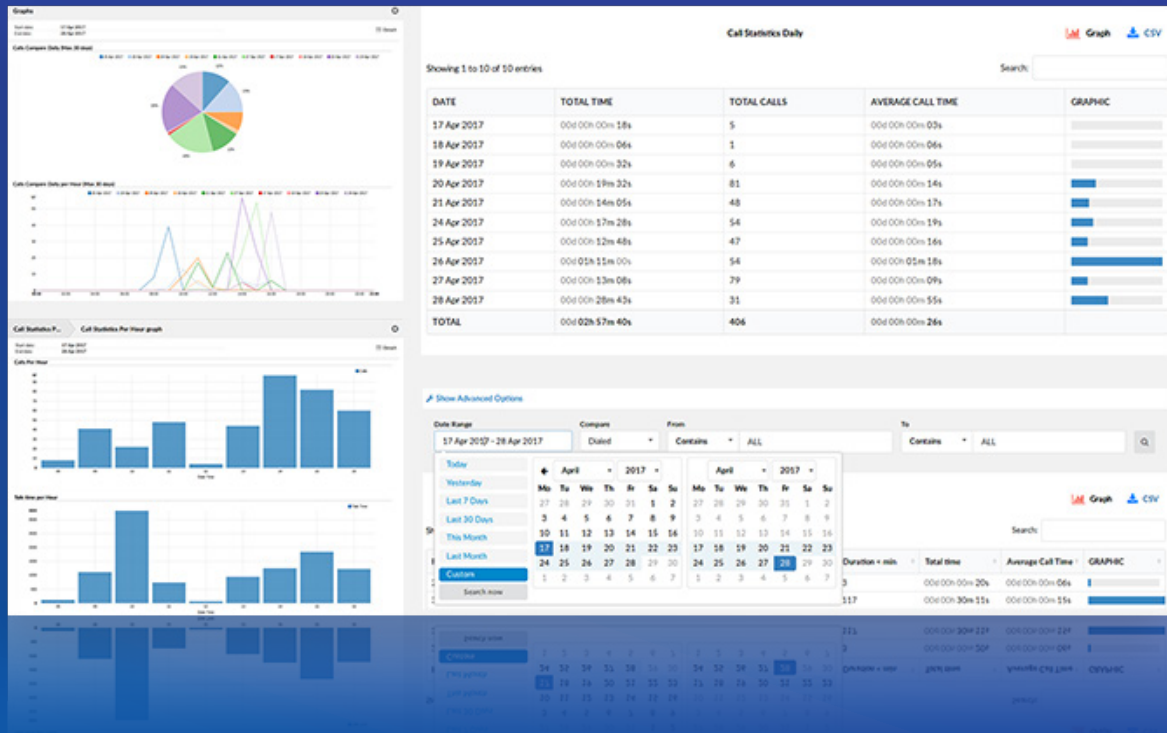
Queue Statistics and Reports

Real-time queue statistics give you an in-depth insight into agent activity and queue traffic where you have the access to agent's inbound and outbound calls, missed calls, occupancy, availability, queue inbound answered and unanswered calls, as well as total calls. You can display the reports visually by using a graph or export it as a PDF or CSV file.

Improve Service Quality

With the PBXware Call Center Edition, you can track call activities in real-time and generate relevant reports that will improve your business productivity. You can generate different types of reports, such as Daily, Monthly and Extension Reports. Each report can additionally be filtered by Datetime Range, Caller, Trunk, Duration and more.

IVR Statistics

IVR statistics report gives you a detailed overview of how your customers are navigating an IVR menu. Currently, you can access three types of reports: IVR Calls per Option, IVR Calls, and IVR Calls per Called Number. Each report can be filtered by Date Range, IVR, Called Number, Caller ID, and Destination.

Unlimited Queues (ACD)

Automatic Call Distribution system helps keep customers on the line by routing incoming calls to the agent with the most suitable skill-set who can address the caller's needs properly. ACD is a very important component of a call center and communication system. Some of its capabilities include Priority Routing, First In – First Out (FIFO), Queue Call-back, Call Monitor, Call Barging and more.

Call Center PBX Wallboard

PBXware Call Center Wallboards provide the information for all your agents in real time. Data is presented in a way that is easier to read and helps measure the call center performance. Wallboards keep Agents informed with all call center activities while allowing them to remain focused on their own tasks.
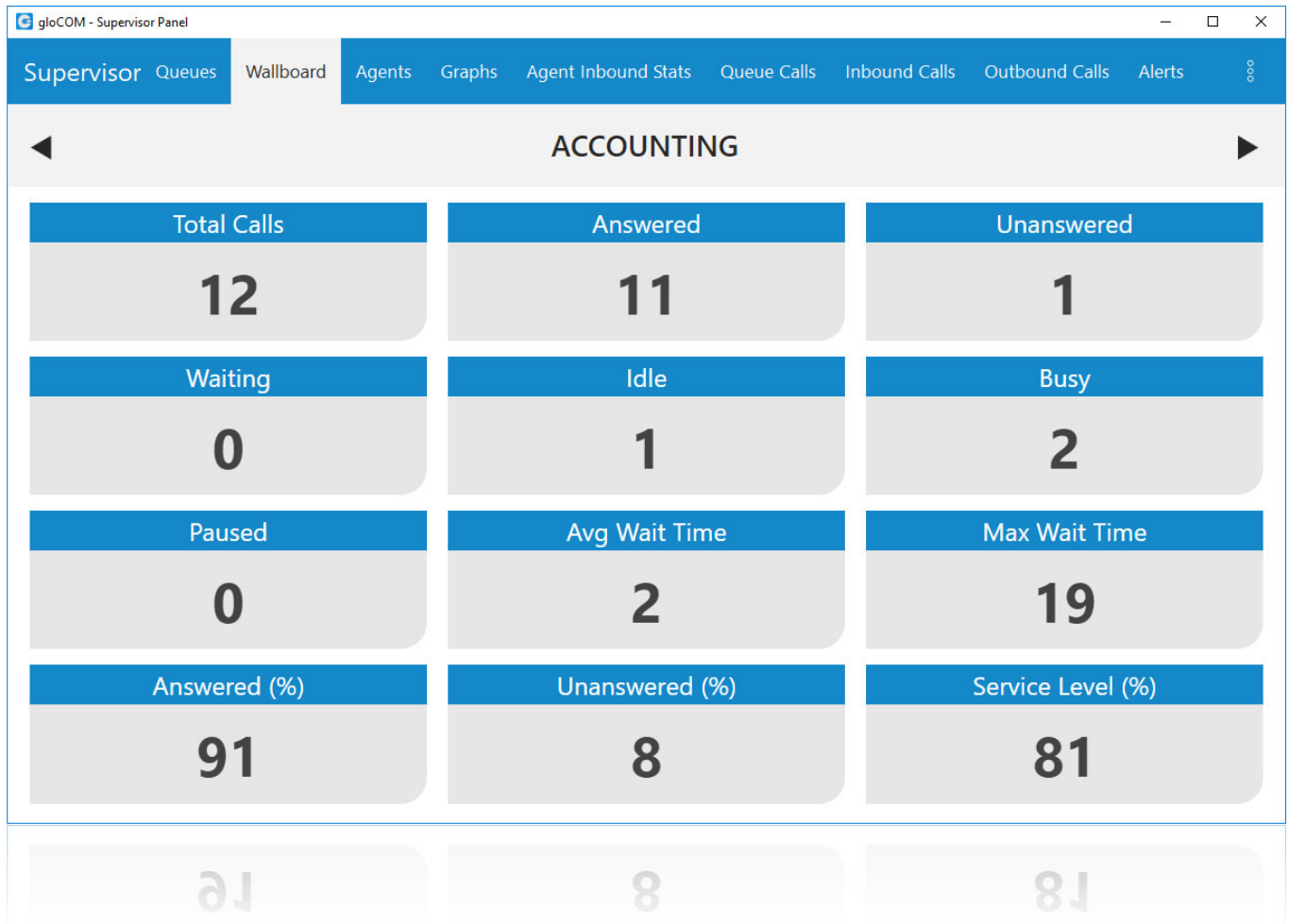
Hosted or On-Premise

At Bicom Systems, we offer both hosted and on-premise solutions for Unified Communications. When you choose the hosted deployment option, you are relieved of the burden of purchasing and maintaining the hardware. Companies that opt for the on-premise solution have the complete control over all of their servers and data.

## DISCOVER WHAT MAKES PBXware #1 TELEPHONY PLATFORM

visit: www.bicomsystems.com

Increase your revenue

PBXware integrates seamlesly with TELCOware, a fully featured telecom customer portal, capable of integrating with one or many PBXware telephony switches. Recurrent Invoices, Unlimited Billing Packages, Unlimited Service Plans, Custom Invoices, Outstanding Balances, CDR Mediation, Customer Subscriptions... and more!

Application Programming Interface

Connect your applications to PBXware with the PBXware's simple, powerful, and secure application programming interface (API). You can access Extensions, Trunks, DIDs, Ring Groups, IVRs, and more via HTTP protocol.
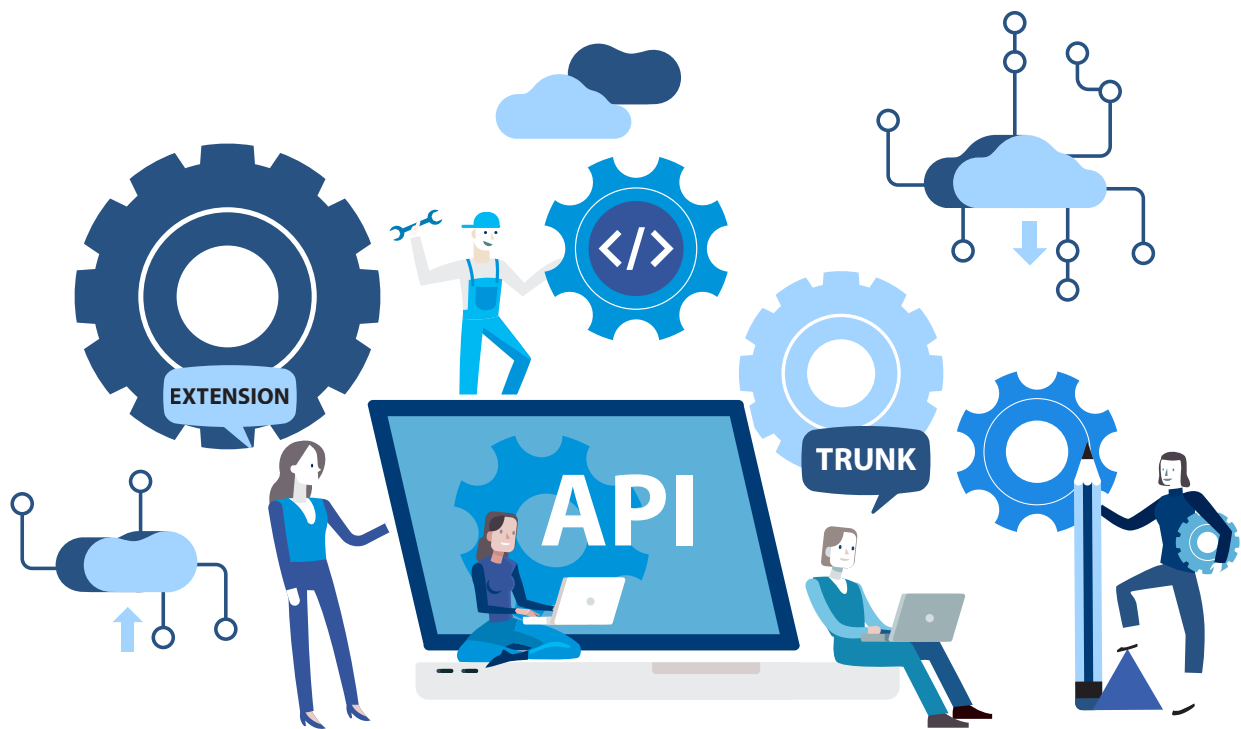
Delivery method

Flexible delivery methods are what makes PBXware so popular on the market. To meet the needs of our customers we developed three different delivery methods:

INSTALLATION MEDIA

CERTIFIED APPLIANCES

SERVERware

FIND YOUR PERFECT EDITION

There is no "One-Size-Fits-All" solution when it comes to business communications. This is why PBXware comes in three different editions:

Multi-Tenant

The Multi-Tenant Edition of PBXware gives Telecom Service Providers a powerful platform to serve the IP PBX market in the cloud as a VoIP switch. A Multi-Tenant PBXware is able to handle multiple customers (tenants) with a single instance of the software.
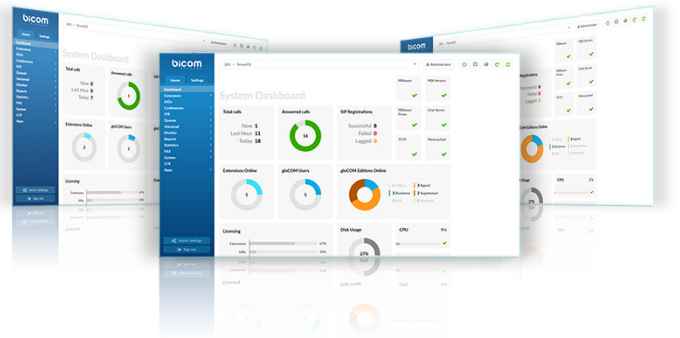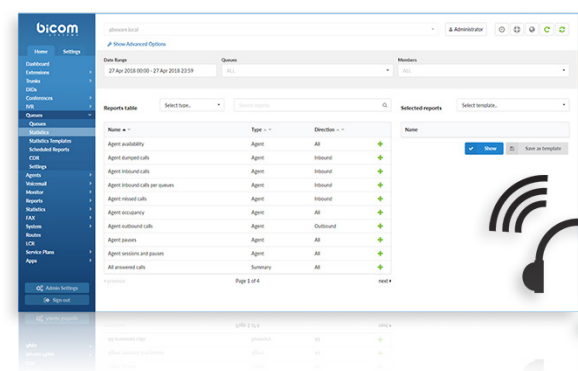
Business

PBXware business edition is our extensive, fully customizable platform providing you with a comprehensive set of features and capabilities of the enterprise phone system.

Call Center

PBXware call center edition is designed to simplify and enhance call management at busy call centers of any size.

WORLD'S FIRST AND MOST MATURE IP PBX

dedicated to hosting telephony & unified communications in the cloud.

CONTACT BICOM SYSTEMS TODAY
to find out more about our services

Bicom Systems (USA)

2719 Hollywood Blvd
B-128
Hollywood, Florida
33020-4821
United States

Tel: +1 (954) 278 8470
Tel: +1 (619) 760 7777
Fax: +1 (954) 278 8471

Bicom Systems (CAN)

Hilyard Place
B-125
Saint John, New Brunswick
E2K 1J5
Canada

Tel: +1 (647) 313 1515
Tel: +1 (506) 635 1135

Bicom Systems (UK)

Unit 5 Rockware BC
5 Rockware Avenue
Greenford
UB6 0AA
United Kingdom

Tel: +44 (0) 20 33 99 88 00
Fax: +44 (0) 20 33 99 88 01

Bicom Systems (FRA)

188 Route de Blessy
St. Quentin
Aire-sur-la-Lys
62120
France

Tel: +33 (0) 3 60 85 08 56

email: sales@bicomsystems.com

Follow us

bicom
SYSTEMS