



JUMBO®
Call Center Solution

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 **CALLAX**

 **call by call**



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What is it?

After several years of call center-operations using proprietary software and hardware solutions, we have come to the decision in 2006 that it would be more sustainable and effective to build our own call center infrastructure based on various open source products.

The goal was to provide equal or better service compared to standardized commercial solutions for

- directory enquiries
- call processing
- inbound and outbound call center services
- handling business processes.

What can it do?

- **complete mapping of processes**
All business processes can be easily mapped to the call center logic.
- **interconnect via IP or SS7/DSS1**
The connection to the telco networks can be realized with almost any technology.
- **virtual call center**
Agents can connect with a standard browser under Linux or MS Windows from everywhere.
- **scalable to up to 1000 concurrent agents**
Tested with more than 12 Million calls with more than 150 agents.

How is it done?



Features

- **advanced ACD**
Calls get distributed based on various rules, respecting the availability of a decently skilled agent.
- **integrated IVR**
All queues are connected to the IVR, calls can be taken out or be bounced back into the IVR.
- **real-time supervision**
All queues and IVRs can be monitored in real-time respecting a sophisticated rights-management.
- **A-number transfer**
With a successful call-completion the A-number is transferred to the called-party.
- **free seating**
Agents can connect from everywhere to the CCS.
- **detailed statistics**
All KPIs of the call center are produced from the solution itself, analysis and evaluation can be customized to every extent.
- **speech recording**
Queues can be recorded all-time, on demand or selective in general or by call.
- **intelligent outbound call generator**
Progressive-dialer and predictive dialer guarantee an optimum in agent efficiency.