Virtual Call Center

Instant CallBack
www.InstantCallBack.in

About Virtual Call Center-

With the increasing use of virtual call centre technology the concept of a call centre being a collection of agents in a single room is being widened to include agents and staff located in numerous locations such as home workers and staff in the field. The virtual technology connects the caller to the agents wherever they may be located and in any number of sites. The caller remains unaware of the nature of the call centre and the number of sites traversed during any transfers within the call.

How It Works-

In Virtual Call Centre, you can Setup a Voice Message as Introduction with Options of Pressing key Option 1, 2, 3, 4, & so on...

Then Configure phone numbers to each option number. Now when your Client calls your Virtual Number your Recorded Voice Message is broadcasted to him with Key-in Options like in EPABX, the Client when Presses Option Key our IVR Server dials outbound call to your option number and connects you with your client calling your Virtual Number. Both of you start talking. Isn't it great? You save huge cost of setup a Reception with EPABX. You are charged for all outgoing calls per 30 sec. basis. So SAVE Infrastructure, Setup & Maintenance Cost.
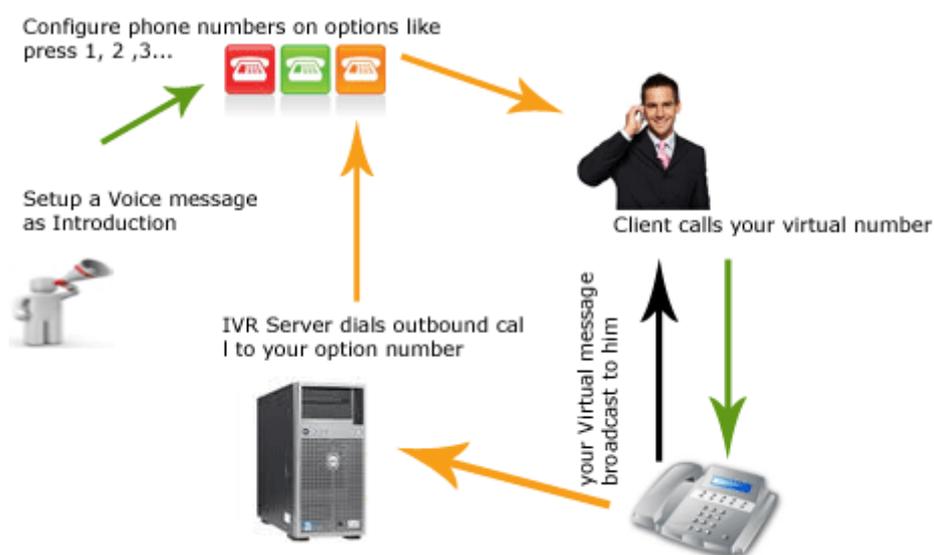
Features:

- Automatic Call Distributor
- Intelligent call routing and queuing
- Interactive voice response (IVR) and custom messaging.
- Call Center Reporting - Preset real-time and historical reports in graphical and tabular form
- Music on Hold and Comfort Announcement - Callers are provided with a greeting, followed by music or advertisements and periodic comfort   announcements
- Call Control Functions- Auto Answer, Hold, Transfer, Conference, and Supervisor Escalation
- Monitoring and Recording - Pre-integrated third-party vendor solutions for real time monitoring and recording of agent calls
- Unified Front-End Web Portal Provisioning - Single point of entry for provisioning all Telo-vations services and client applications, including Call Center Agent and Call Center Supervisor.

Contact Us-

JoinIndia Technological Solutions Limited
F1, 4th. Floor, Court Chambers,
35 New Marine Lines,
Mumbai - 400 020
Contact# +91 9769525430

24*7 Help: +91 8090606090
Email: info@instantcallback.in