



TFTC CALL CENTER  
CALLLCENTER SOLUTIONS

# An Introduction to asterCC Call Center

ver 1.0 2012/06/09  
[tftc1800it@gmail.com](mailto:tftc1800it@gmail.com)



# Contents

1

**At a Glance**

2

**Major Functions**

3

**Successful Cases**

4

**About TFTC**

## » A quick glance at astercc

astercc is a call center system which integrates many functions, including:

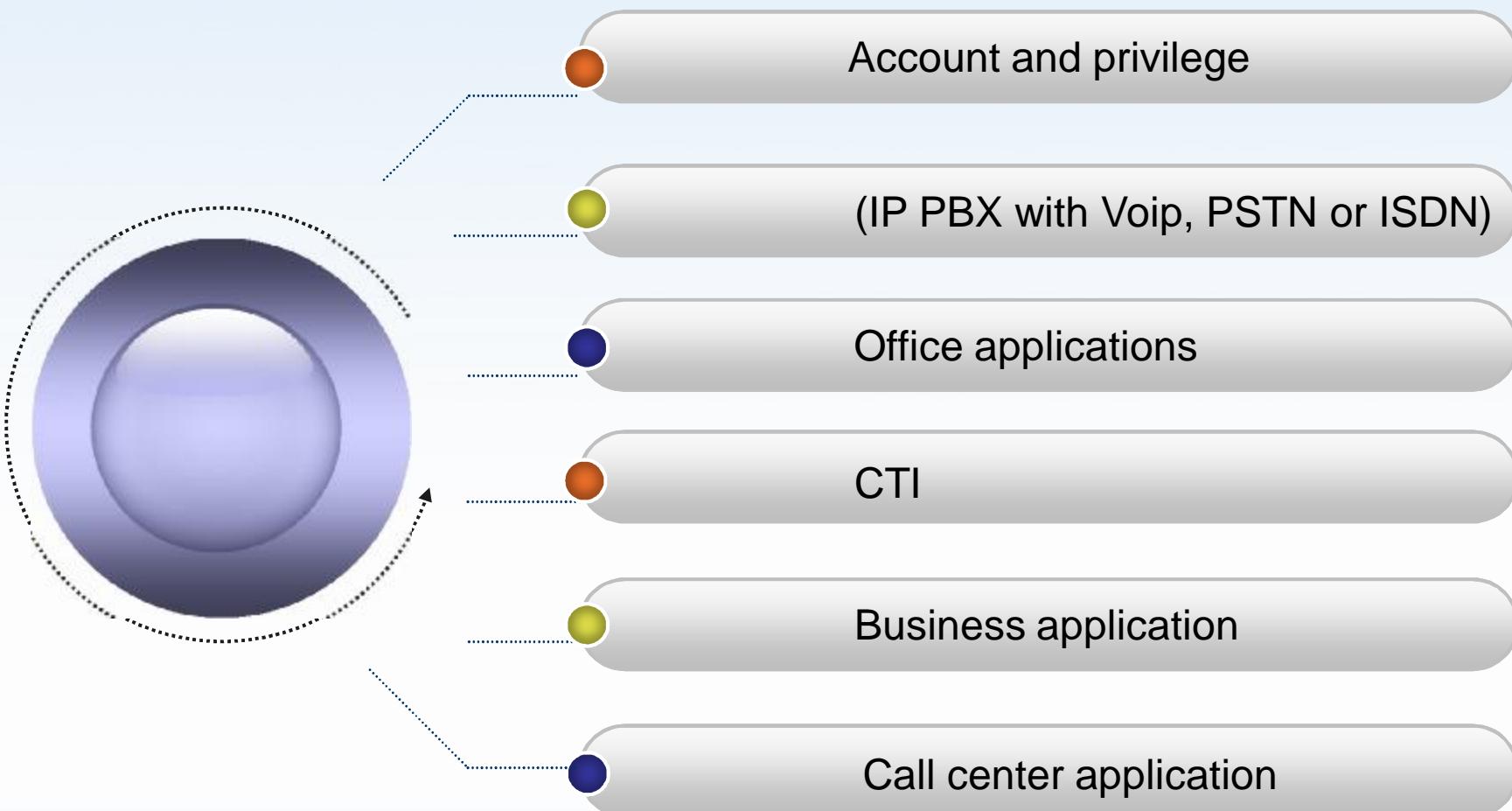
- CRM, inbound and outbound pop-ups, sound recording, IVR, and ACD/queue;
- reporting which can extract key information from thousands of calls;
- task setting and reminders;
- customer facing enterprise via telephone, sms, and email;
- maps or path lookup through Google map, etc.

If you already have your own operation system, we can also integrate our system into yours.

For an Internet Service Provider (ISP), astercc is the best choice to look after many businesses. Astercc supports the SAAS mode whether functioning as a call center or a private branch exchange (PBX). One system is able to serve multiple customers.



## Major Functions



## » Major Functions

### — Account and privilege

- ✓ Account authentication and privilege settings provide secure and easily managed user access.

The screenshot displays two main windows of the TFTC Call Center software:

- Team management:** A window titled "User" showing a list of users with columns for "Displayname", "Monitorforce", and "Limit Type". A yellow callout box highlights this window with the text "Team management" and "separate different businesses to be non-interfering".
- Privilege settings:** A window titled "Add Role" showing privilege settings for various modules like User, Teams, Agents, Account Groups, Accounts, Agent Groups, and Privileged. A yellow callout box highlights this window with the text "Privilege settings" and "Different access rights for each accounts to different modules".

The left sidebar contains a navigation menu with items such as System, User, PBX, Fax, Rate, Statistics, Adjustment Statistics, Virtual Office, Campaign, CallCenter Advanced, Survey, Message, Log, Realtime, System, EPO, and crm\_management. The "User" item is currently selected.

## » Major Functions

### — IP PBX

✓ You can build a **telephone system** for your enterprise, **billing system** and **speech interaction system**, with the use of **routing**, **billing**, **sound recording**, **IVR**, and **conference calls** of astercc.

► Trunk/ Trunk group &

- reduce overseas call cost through softphone
- trunk loop

Inbound/ Outbound routing

► **billing settings**

- set rates on enterprises and customers' billing
- set rates on different levels

► IVR

- build a points voice check system with asterCC
- configure the score of agents with webservice

► conference room

- supports three-way or more way calling
- no restriction on location or time when entering

► Recording

- have the recording function, supporting recording of a call throughout. you can check the record at anytime
- sound files correspond the data base, associated to business info.

## » Major Functions

### — IP PBX

#### PBX management

The screenshot shows the TFTC Call Center IP PBX management interface. The left sidebar menu is expanded to show the 'PBX' section, which includes options like Trunks, Devices, RingGroups, DID Groups, DID, Pbxdns, VoiceMail, Extensions, and more. The main content area displays a search form for 'Trunks' with fields for Trunkname, Trunkidentity, Trunkdetail, Protocol (set to 'Please Select'), CallerIDNum, Create2 (with date range), and Update (with date range). Below the search form is a table with columns: Trunkname, Trunkidentity, Protocol, and CallerIDNum. One row is visible with values: 234234, 5688395603, sip, and null respectively. At the bottom of the table is a message: 'Listed 1 - 1 Records, Total 1 Records, Total 1 Page Jump To'.

#### Multiparty call in conference room

The screenshot shows the TFTC Call Center Conference Management interface. On the left, there is a 'Conference Management' header with a 'Edit Conference' sub-header. Below this is a 'Basic' tab containing fields for Number (2213), Conference Name (2213), User Pin (Doubleclick...), Admin Pin (Doubleclick...), Leader\_wait (00), Teamname (mttest), AnnouncementId (Please Select), and Talk Optimization (00). To the right of this is a table titled 'Conferences' with columns: Number, Conference, and Teamname. One row is visible with values: 2213, 2213, and mttest. At the bottom of the table is a message: 'Listed 1 - 1 Records, Total 1 Records, Total 1 Page Jump To'.

## » Major Functions

### — IP PBX

#### ✓ Recording:

The system has a built-in recording function. There is no need for an extra dedicated recording server. The recorded sound files correspond to the CDR logs, and are easy to retrieve.

We also have an advanced search function which is linked to the business and also has the ability to download or export recordings.

Recordings are a 8K8b Mono wav file. ( An hour of recording takes up only 25Mb of disk space). The recording system allows the files to be distributly saved. The recordings will be saved in the server for a period of time, and when the server I/O load drops, the system will move the recordings to mass storage through ftp or via a NFS mount.



## » Major Functions

### — IP PBX

Advantages of  
the sound  
recording  
function of  
astercc

Do not need separate network, doubling,  
or extra recording system. Avoid disruption  
due to network or facility failure.

The recording files are saved distributed.  
It supports intelligent space management.  
Technically, you can save as much space as  
you need.

WEB research interface with multiple  
conditional search.  
Sound recordings can be listen to online.

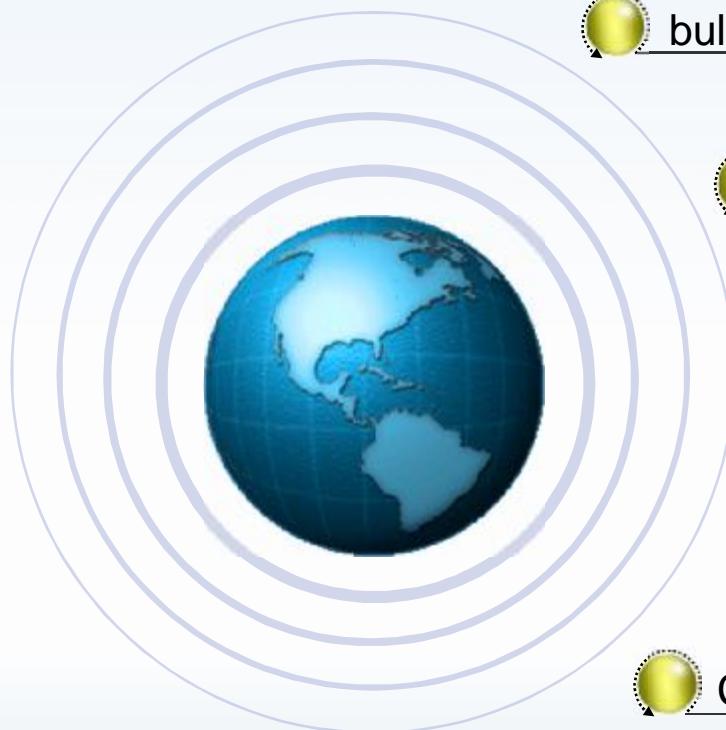
Support export of the tasks. Compressed voice  
recordings can be downloaded.

Sound files are named corresponding to  
business information in the database.

## » Major Functions

### — Office Application System

✓ The system offers common applications and other specially customized applications available for each enterprise.



 bulk-sending (SMS、E-mail )

 Task reminder setting and email notifier

 Knowledge base and workflow

 Batch import data

 Call flow control via webpages

## » Major Functions

### — CTI

- ✓ Contact center responds to events and requests that are proposed during calling.



Manage agents and agent groups, and see how they perform



Schedule, score and bill the agents



Respond to communication request, including calling,  
consulting, transfer, multiparty call.



Send and receive call events.  
Place a call through API.



Statement and statistics

## » Major Functions

### — CTI

#### ACD Task Distribution

Centralized control of telephone, faxes, SMS, Email, Web Chat. Modularized and IP based system allows device extension.

- ▶ According the agent status;
- ▶ Distribute tasks and operating requests according to schedule;
- ▶ For call request, it allows queue status to be played to the caller in the queue, and transferred through an IVR menu.

#### Real time Monitoring

Supervisors can monitor the performance of one or more queues under them. Overall monitor can see the status of trunks, IVR, queues, faxes, agents, call loss ratio, and the status of every 5<sup>th</sup>, 15<sup>th</sup> and 60<sup>th</sup> minutes.

## » Major Functions

### — CTI

ACD supports multiple ways of grouping agents and queuing. Agents can be put into different groups according to their skill level.

#### The distribution strategies ACD supports:

- Recent longest idle time agent first
- highest skill level agent first
- Fewest call-picked agent first
- The agent who has talked to the caller before first
- Longest avg. idle time agent first

ACD supports a priority strategy and priority control.

#### ✓ Features of real time monitoring :

- Supervisor's phone is connected when they are monitoring, and they can switch between calls.
- Multiple alarm conditions can be set. When a condition occurs, there will be a notification on the monitoring screen.
- Intercept function: The caller waiting or already being answered can be transferred by the supervisor to the supervisor himself or any agents.
- Whisper: Can be opened by the supervisor. A supervisor can listen to the phone call between an agent and the customer, the agent can hear the supervisor, but the customer can only talk to the agent.
- Other common functions: barge-in, forced-repause, monitoring, etc.

## » Major Functions

### — Business application

- ✓ Business application module allows third-party applications to be integrated.
- ✓ including :



## » Major Functions

### — Business applications



Data management, saving, research. Collect customer info. Inbound call pop-out prompting. Real time SMS prompting. Aftersales service survey.

Applied to:  
SME CRM

large enterprises CRM  
(E commerce)

Build a contact center for an enterprise to manage sell. Filter for outbound calls. Pop-ups for outbound tasks. Pop-ups of previous records or adding new information when a call comes in.

The call would be placed by the system and the answered ones would be transferred to the agents automatically, the invalid calls filtered. This makes outbound calls more efficient, rather than waiting for inbound calls.

Quick set-up and edit of surveys; Degree of satisfaction import; All survey can have quotas; Alternative ways of answering calls Survey results can be exported at anytime.

## » Major Functions

### — CRM

24 hours online and off line work mode for marketing businesses.

### Advantages of CRM

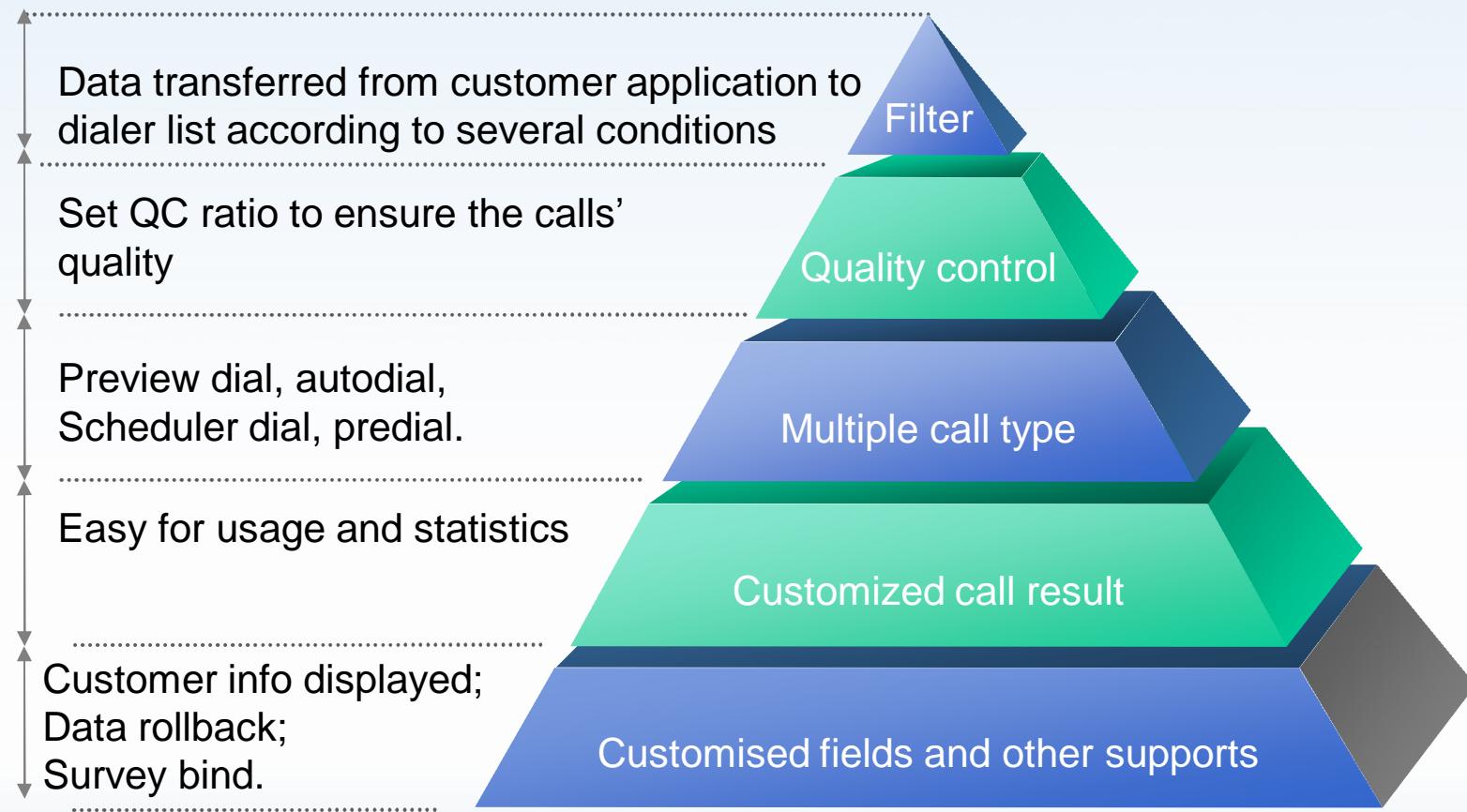
Easy to operate;  
No need for experienced users;  
Low maintenance cost

Easy to customize product details, rapid implement. System functions closer to the sale of business to carry out services more quickly.

The screenshot shows a software interface titled "Customer Management" with a sub-section "Add Customer". It contains several input fields for customer information, such as "Customer.customername", "Customer-work\_address", "Customer-mobile", "Customer-province", "Customer-address", "Customer-website", "Customer-business\_type", "Customer-contact", "Customer.zipcode", "Customer-fax", "Customer-phone", "Customer-city", "Customer-email", "Customer-business\_one", "Customer-business\_three", "Customer-scale", and "Customer-language". Below this, there is an "Edit Order" section with tabs for "order information" and "other information". The "order information" tab displays details like "Order-id: 0000011", "Order-status: unreviewed", "Order-invoice\_number", "Order-order\_category", "Order-currencyamount", "Order-invoice\_requires", "Order-delivery\_phone", "Order-receiver", "Order-memo", and "Order-note". The "other information" tab displays details like "Order-sheet\_date: 2012-01-11 13:56:09", "Order-Deal\_status: unreviewed", "Order-express\_type", "Order-agentno: 2222", "Order-invoice: no", "Order-delivery\_address", and "Order-delivery\_mobile". At the bottom, there is a table with columns "Production", "price", "Amount", "Total", and "Del", containing one row with values "test", "66.00", "1", "66.00", and "Delete".

## » Major Functions

### — Outbound



## » Major Functions

### — Outbound

This Customer Log  
Individualname: test  
Gender: male  
Age: 11  
Phone: (0411) 39735857  
Email: Doubleclick to ...  
Address: Doubt  
Memo: Doubt

This Contact Log  
CallResult: answered - DisposeStatus: Undispose  
Contact Memo:

This Customer Log  
Individualname: astremc-songke  
Phone: 8002  
Memo: Doubleclick to ...

This Contact Log  
CallResult: answered - DisposeStatus: Undispose  
Contact Memo:

History Details  
Click for the history of contact records

Call Details [Ring]  
Project Name: 2012new  
DID: 4001  
Customer Number: 8002  
SessionId: astremc01  
Language Name: t

outbound survey

Welcome words

Start

QC

Recd	Download	Cdr	Quality Action	QCRate	Dialout Count	Answernum	qstatus
			Whether or not qualified <input type="radio"/> Yes <input checked="" type="radio"/> No, OK	QCRate	0	0	no
			Whether or not qualified <input type="radio"/> Yes <input checked="" type="radio"/> No, OK	QCRate	0	0	no

## » Major Functions

### — Pre-dial

- ✓ Pre-dial and outbound make a perfect match.
- ✓ Pre-dial function places calls automatically and transfers the answered calls to agents, avoiding directory, dial, and waiting during the ring time. It saves time, reduces the wrong dialing ratio, and raises efficiency.
- ✓ Pre-dial function allows you to set the max number of the calls to be placed at the same time, which increases the valid call ratio.

The screenshot displays two main sections of the TFTC Call Center software:

**Pre-dial Function:** This section shows a summary of current call status: agent total (4), login (2), paused (1), idle (0), ring (0), and answer (1). It includes a dialer configuration panel with fields for 'dialer' and 'predictive-dialer', and buttons for Start, End, View diallist, and Recover. Below this is a table titled 'Ringing in the total number of customers' showing call details like start time and duration. A large teal magnifying glass highlights the 'Pre-dial' text.

Customer telephone	Start Time	Ring Duration(s)
13813005003	2012-04-05 14:33:40	0

**Filter Function:** This section shows a 'Add Filter' dialog box. It includes fields for 'Filter Name', 'Dialer Phone Field' (set to 'phonel'), 'Property' (set to 'enable'), and 'Process Schedual' (set to 'Minute'). Below this is a table titled 'Has selected filter conditions' with columns for 'Filter Name', 'Process Schedual', 'Property', 'Filter Conditions', 'Process', and 'Delete'. A large teal magnifying glass highlights the 'Filter' text.

Filter Name	Process Schedual	Property	Filter Conditions	Process	Delete
[Select...]					

## » Major Functions

### — Survey

Diversified forms;  
No quotation exceed;  
Statistics and statements imported and exported;  
Stats and stats way changing at any time.

Survey edited easily;  
Complete sound recording;  
No delays, which makes stats and analysis more quickly.

Astercc balances the agents' working efficiency and survey quota control. It supports 6000 quotation condition, reduce the pressure for customer feedback task.

Ordinary contact centers' over-quota ratios is around 30%, but astercc makes it under <2%.

## Survey

Easy to use: drag and dropping to edit in Graphics.

1 . name

2 . how long have you bought the xxx?

3 . what do you think ?

4 . please grade the production

5 . phone number

6 . age

Surveyquota Management

Surveyquota Management

Basic

quotatype:	survey	Quota:	0
Overflow Type:	Number	Overflow number:	0
Limited survey:	customer satisfaction	Limited question:	--Nosettings--
Limited answer:	--Nosettings--		

Progress : Not enforcing quota sync. Execution time : SynchronizeQuota

Effective Resume Customers : 0, including 0 bind quota, 0 unbind quota

Search type: All quota Quota information: Search Export

Get RemainingCustomer numbers

No.	quotatype	Surveyname	Surveyoption	Itemname	useable	Quota Information	Number completed	Number Limited	Process

today thisWeek thisMonth lastThreeMonth thisYear lastYear 2012-05-01 00:00 2012-05-31 23:59

Campaign Total: 3 Selected: 1 By progress All Agents no OK export

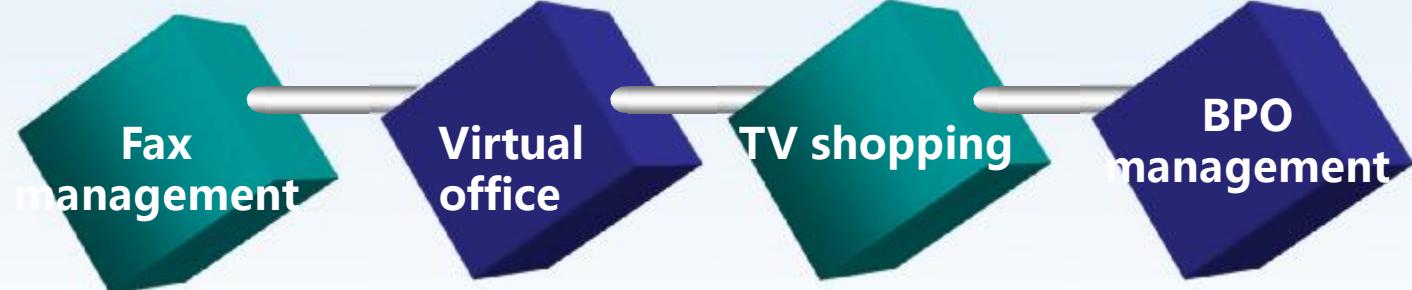
CampaignName	Survey	Done	Total	Percent	Yesterday Yield	Today Yield	Yield of Hours
aaaaaa	No Survey	1	20	5%	0	0	0

Listed 1 - 1 Records, Total 1 Records, Total 1 Page Jump To

Dynamical stats check

## » Major Functions

### — Business application



Every sales person has their own fax box and is able to download all faxes. Paperless fax receiving.

Virtual office does all the virtual call center service. Guarantees all the companies independence of information, knowledge base and customer info. Offers customized pages for each company. No restriction from the system on changing the business pages.

TV shopping system solves the problem of call loss during the peak time when all calls swarm in. It integrates telemarketing, business process, logistics and distribution management.

BPO enables outsource and custodian enterprises to do business processing with customers in all fields. They can set individual accounts and perform designated projects without interferes among projects. Privileges are also set here.

## » Major Functions

### — Business applications

Auto Fax If confirmed fax machine of other side can automatically receive fax directly(Do not need to change device, do not need the other to artificially signal).Please select this one!

Manual Fax If confirmed fax machine of other side can NOT automatically receive fax directly(need to change device,need the other to artificially signal).Please select this one!

Please read the Manual Fax instructions:

Step one : Fill in device number;  
 Step two : Fill in target number;  
 Step three : Start the device;  
 Step four : Uploading fax, Only support doc, docx, pdf file upload;  
 Step five : Click the button **【Start to dial】**;  
 Step six : Communicate with each other, asked to enter their device number and wait for the fax signal;  
 Step seven : After hear the other give the fax signal, Click the button **【Send fax】**;  
**Attention :** If all application is success, before receive success warning of establish fax, please do not refresh or leave the page!After establish fax you will receive a warning of **【Established】**

device number :  **Start to dial**

target number :  Fax device :  File :

Fax Server	Search																				
Src : <input type="text"/>	Dest : <input type="text"/>																				
Filename : <input type="text"/>	Disposition : <input type="button" value="Please Select"/>																				
To/Name : <input type="text"/>	Username : <input type="text"/>																				
FaxTime: <input type="button" value="Last Time"/> <input type="button" value="Find Time"/>																					
<b>Reset</b> <b>Search</b>																					
<table border="1"> <thead> <tr> <th>Send fax</th> <th>Resend fax</th> <th>Partype</th> <th>Disposition</th> <th>Extnum</th> </tr> </thead> <tbody> <tr> <td><input type="button" value="Send fax"/></td> <td><input type="button" value="Resend fax"/></td> <td>MT</td> <td>outgoing</td> <td>1003</td> </tr> <tr> <td><input type="button" value="Send fax"/></td> <td><input type="button" value="Resend fax"/></td> <td>AT</td> <td>outgoing</td> <td></td> </tr> <tr> <td><input type="button" value="Send fax"/></td> <td><input type="button" value="Resend fax"/></td> <td>AT</td> <td>outgoing</td> <td></td> </tr> </tbody> </table>		Send fax	Resend fax	Partype	Disposition	Extnum	<input type="button" value="Send fax"/>	<input type="button" value="Resend fax"/>	MT	outgoing	1003	<input type="button" value="Send fax"/>	<input type="button" value="Resend fax"/>	AT	outgoing		<input type="button" value="Send fax"/>	<input type="button" value="Resend fax"/>	AT	outgoing	
Send fax	Resend fax	Partype	Disposition	Extnum																	
<input type="button" value="Send fax"/>	<input type="button" value="Resend fax"/>	MT	outgoing	1003																	
<input type="button" value="Send fax"/>	<input type="button" value="Resend fax"/>	AT	outgoing																		
<input type="button" value="Send fax"/>	<input type="button" value="Resend fax"/>	AT	outgoing																		

Fax

**BPO**

BPO Role Management								
Add BPO Role								
Privileges Setting								
<input type="checkbox"/> <b>Customer</b>	<input type="checkbox"/> <b>Select All</b>							
<input type="checkbox"/> <b>BPO Virtual Management</b>								
<input type="checkbox"/> <b>Virtual Customer</b>	<input type="checkbox"/> <b>Select All</b>	<input type="checkbox"/> <b>Edit</b>	<input type="checkbox"/> <b>View</b>	<input type="checkbox"/> <b>Export</b>				
<input type="checkbox"/> <b>Virtual Caller</b>	<input type="checkbox"/> <b>Select All</b>	<input type="checkbox"/> <b>Add</b>	<input type="checkbox"/> <b>Edit</b>	<input type="checkbox"/> <b>View</b>	<input type="checkbox"/> <b>Delete</b>	<input type="checkbox"/> <b>Export</b>		
<input type="checkbox"/> <b>Cdr</b>	<input type="checkbox"/> <b>Select All</b>	<input type="checkbox"/> <b>Edit</b>	<input type="checkbox"/> <b>View</b>	<input type="checkbox"/> <b>Delete</b>	<input type="checkbox"/> <b>Export</b>			
<input type="checkbox"/> <b>Survey</b>	<input type="checkbox"/> <b>Select All</b>	<input type="checkbox"/> <b>Edit</b>	<input type="checkbox"/> <b>View</b>	<input type="checkbox"/> <b>Delete</b>	<input type="checkbox"/> <b>Export</b>			
<input type="checkbox"/> <b>BPO Campaign Management</b>								
<input type="checkbox"/> <b>Customer</b>	<input type="checkbox"/> <b>Select All</b>	<input type="checkbox"/> <b>Add</b>	<input type="checkbox"/> <b>Edit</b>	<input type="checkbox"/> <b>View</b>	<input type="checkbox"/> <b>Delete</b>	<input type="checkbox"/> <b>Export</b>		
<input type="checkbox"/> <b>Cdr</b>	<input type="checkbox"/> <b>Select All</b>	<input type="checkbox"/> <b>Edit</b>	<input type="checkbox"/> <b>View</b>	<input type="checkbox"/> <b>Delete</b>	<input type="checkbox"/> <b>Export</b>			
<input type="checkbox"/> <b>Quality Control</b>	<input type="checkbox"/> <b>Select All</b>	<input type="checkbox"/> <b>Edit</b>	<input type="checkbox"/> <b>View</b>	<input type="checkbox"/> <b>Delete</b>	<input type="checkbox"/> <b>Export</b>			
<input type="checkbox"/> <b>Person</b>	<input type="checkbox"/> <b>Select All</b>	<input type="checkbox"/> <b>Edit</b>	<input type="checkbox"/> <b>View</b>	<input type="checkbox"/> <b>Delete</b>	<input type="checkbox"/> <b>Export</b>			

Account, role and privilege settings

## » Major Functions

### — Business applications

The screenshot shows a web-based application interface. At the top, there are tabs for 'Vmname' (Test VM) and 'UserServer' (testServer). Below this is a section titled 'Virtual Information' containing fields for 'Name', 'Address', 'Phone', 'Website', and 'Business Desc'. A large orange arrow points from this section to a blue arrow labeled 'Virtual user'.

Below the virtual information is a search bar with the placeholder 'Search File' and a message 'contains unclassified customer files'. Underneath is a table titled 'Customer' with columns: CustomerID, Telephone, Mobile, Province, City, Email, Address, Zipcode, Name, and Updated. One row is visible: testCustomer | 5003 | 13912344444 | Beijing | dalian | dalian@china.com | Beijing | 116203 | null | null.



Virtual user

The screenshot displays two separate client applications. On the left, a window titled 'User's Information' shows fields for Username (dalian), Address, Phone, Email, and Website. It also contains sections for 'welcome words & Business Description' and 'Phone' (with a table showing entries like 'Status: Dated' and 'Status: 00001100 00000001 00011111').

On the right, another window titled 'User's Knowledge' shows customer details: CustomerID: 5003, Telephone: 5003, Mobile: 13212344444, City: dalian, Email: dalian@china.com, Address: Beijing, Name: Doubleclicktest. Below it is a 'Call Log - Virtual Call Log' table with columns: Src, Dst, Start Time, End Time, and Answer Time. The last table is titled 'Survey' with a single row: 'Welcome Language' and 'We come to test survey'.

Clients for  
virtual users

## » Major Functions

### — Business application

Advanced Search

agentId:	Please Select
phone2:	match
city:	match
customer_id:	Please Select
de_verif:	Please Select
fromAddress2:	match
ITB:	Please Select
created:	Start Time / End Time
	Reset   Search   export   xls files

index	Agreement	Customer	Phone	Address	Customer	City	Remark	Mobile
0		13545208593						
1		13886304571						
2		16271081695						

Customer management

TV shopping

See the customer information and judge his purchase intention in the customer management interface.

Advanced Search

Order-invoice:	Please Select
Order-receiver:	match
Order-deliver_address:	match
Order-deliver_time:	match
Order-id:	match
Order-invoice_amount:	match
Order-expression_type:	Please Select
Order-deliver_informa:	Please Select
Order-created:	Start Time / End Time
	Reset   Search   export   xls files

当前条件下所有订单的总金额为 10000.00

Order-id	Order-invoice	Order-deliver_address	Order-status	Order-final_status	Order-expression_type	Order-account	Order-product	Order-cd
0000001	2222	match	available	available			cupwater+aligned	3
0000002	2222	unreviewed	unreviewed				water+aligned	2

Order management

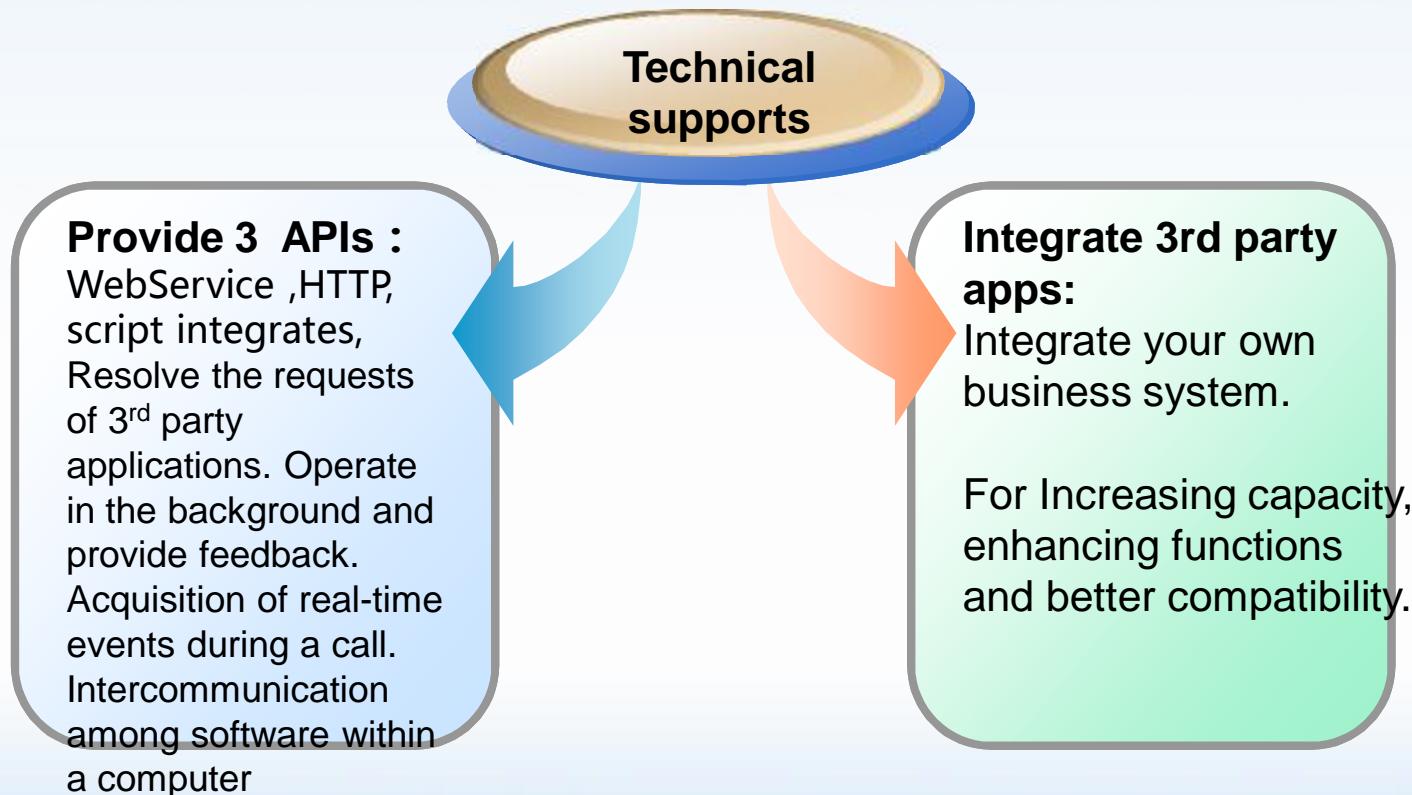
TV shopping

Orders are generated automatically after purchase. Information is shown in data form in the interface.

## » Major Functions

### – Call center application

- ✓ Designed for call flow which enables other applications to be integrated. E.g., TTS, STT, etc.



## » Successful stories

1

JT International Tobacco Services (Singapore)  
use our call center to order and receive customer complaint

2

Imperial Tobacco (Cambodia) Limited  
use our call center to order and receive customer's complaint,  
Outgoing call for survey, event notice, and follow up reward.

3

Food and Agriculture Organization of the United Nation  
use our call center to receive service complaint

4

Larryta Trading & Travel Co., Ltd use our call center for  
- inbound: booking bus ticket.  
- outbound: survey, notice customer for departure

5

Toll Free Telecom (Cambodia) call center  
- Inbound : hotline for customers asking about our products,  
service and technical support  
- outbound : to promote our company products and services.

## » Successful stories

---

6

Phnom Penh Securities PLC use our call center for Outgoing call to confirm the financial information and follow up.

7

Royal Media Entertainment Corporation Ltd. use our call center for telemarketing to sell their services

8

Chailease Royal Leasing use our call center for outgoing call to provide financial service to their customer

9

Huotraco International Limited use our call center for  
- inbound for ordering products and customer complaint  
- outbound for customer's investigation  
- outbound for notice their distributors and retailers

10

E-digital Facebook Online shopping use our call center to receive order products from their customers

» About us

---

We are a centralized information solutions provider, offering technical support and 24x7x365 service worldwide. Efficiently and Confidently helping customers improve their business opportunities.



TFTC CALL CENTER  
CALLLCENTER SOLUTIONS

Thank you for your interest

