



CALL CENTER SOLUTION

Your call centre operation requires a proactive, scalable, end-to-end solution to monitor and manage processed systems.

RevolTel call centre solution is just what you need. It provides visibility and control over the performance and productivity of your call centre.

RevolTel call centre solution has all the features associated with high end and high cost proprietary call centre solutions.



Key Offering

- > Automatic call distribution
- > Interactive voice response
- > Voice logger
- > Voice blasting
- > Hosted dialer
- > CRM & SMS integration
- > WhatsApp integration
- > Chat integration
- > Multi language support
- > Live/current agent monitoring
- > Report and campaign statistics
- > Voicemail to email
- > Missed call alert on agent screen
- > Call history search and dial option
- > Feedback IVR
- > Sticky agent and account based call routing



RevolTel Edge

- > GSM predictive dialer
- > Auto change of the campaign according to time zone
- > Automatic agent account lock
- > IVR database retrieval
- > Click to call from website
- > Dial-in/dial out multiparty conference



Revoltel

CONNECT WITH US TO UNLOCK YOUR BUSINESS POTENTIAL

Revoltel Outbound Call Center Suite

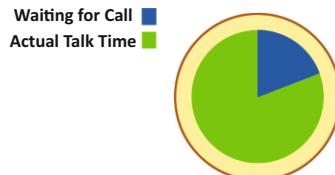
Revoltel predictive dialer effectively integrates all outbound processes (Telemarketing, Sales, Surveys, Collections) with the life cycle. It precisely manages outbound calling to achieve maximum productivity by supporting various campaign and list management strategies.

Manual Dialling



In 1 hour - 15 Minutes Talk Time | 45 Minutes Dead Time

Predictive Dialling



48 Minutes Talk Time | 12 Minutes Dead Time

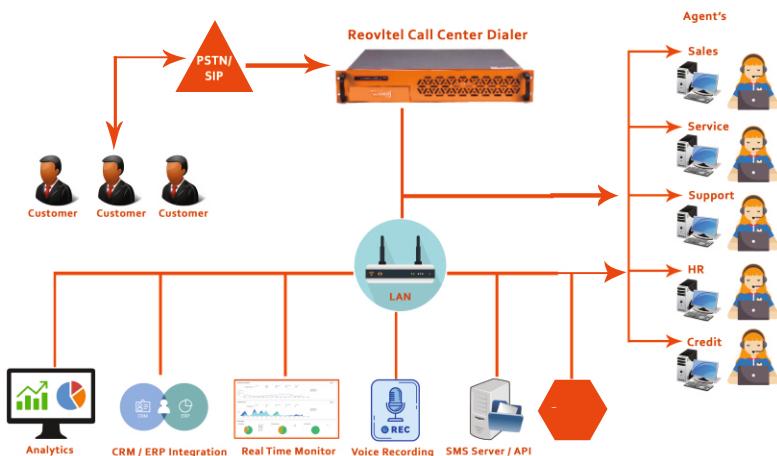
Features

- > Manual, progressive & predictive dialling
- > Outbound ACD
- > Longest idle agent based routing
- > Call back scheduling
- > Sticky agent
- > Multiple campaign management
- > Multiple dialing modes
- > SMS feature
- > Agent inter dialing support

- > Call forward and three way conferencing
- > DNC list management
- > Agent call intervention
- > Missed call alert
- > Feedback IVR
- > Real time supervision
- > Music on hold
- > Call transfer
- > Call retrieval

Revoltel Inbound Call Center Suite

Revoltel inbound solution can provide substantial improvement to the productivity of your call centre. Skill based routing organizes incoming calls and route them to the most appropriate agents.



Features

- > Interactive voice response
- > Automatic call distribution
- > Skill based routing
- > Inbound call pop up
- > Most idle agent based routing
- > Real time supervision
- > Agent call intervention
- > Call back scheduling
- > Call conferencing

LOGICAL PARTITIONING

Revoltel Products are 100% logically partitioned as per the requirements of Indian Telecom Regulations. Revoltel logical partitioning features can control calls based on pre-defined configuration, thereby logically separating cross flow of calls between your private & public network.



Dash Board

Agents Logged In
 Agents In Calls
 Active Calls
 Calls Ringing

System Summary:			
Records	Active	Inactive	Total
Users			
Campaigns			
Lists			
In-Groups			
DIDs			

Total Stats for Today:
 Total Calls Total Inbound Calls Total Outbound Calls Maximum Agents [\[view max stats\]](#)

Total Stats for Yesterday:
 Total Calls Total Inbound Calls Total Outbound Calls Maximum Agents [\[view max stats\]](#)

REALTIME MONITORING

Server Status and Reports
[\[View Summary\]](#)

- Real-Time Reports
 - Real-Time Main Report
 - Real-Time Daily Inbound Summary
 - Team Performance Detail
 - Agent Status Detail
 - Single Agent Daily - Time
 - User Group Logon Report
 - User Group Throughput Report
 - User Status
 - User Time Sheet
- Inbound and Outbound Calling Reports
 - Inbound Report - v2
 - Inbound Report by DDI
 - Inbound Call Center Report
 - Inbound Summary Report
 - Inbound Summary Report - Daily
 - Inbound DID Report - DID Summary - Agent DID
 - Inbound IVR Report
 - Inbound Queue Report - Advanced
 - Outbound Call Center Report
 - Outbound DID Report - DID Summary - Agent DID
 - Outbound IVR Report - Agent - Callmenu Agent
 - Outbound Lead Source - Detail
 - Outbound Leads Report
 - Outbound Queue Report
 - Outbound Queue List ID Report
 - Outbound Queue Log Report
 - Outbound Queue Report
 - Email Log Report
 - Inbound Call Report
 - Inbound Call Report
 - Inbound Calls Report
 - Inbound Leads Report

Agent Reports

- Agent Time Detail
- Agent Status Detail - Inbound Summary
- Team Performance Detail
- Single Agent Daily - Time
- User Group Logon Report
- User Group Throughput Report
- User Status

Time Clock Reports

- User Timeclock Report
- User Group Timeclock Status Report
- User Timeclock Details Report

Other Reports and Links

- Server Performance Report
- Maximum System Stats
- Administration ChangeLog
- User-Data-Logs

SERVER STATUS & REPORTS

Real-Time Main Report

- +VIEW MORE
- VIEW USER GROUP
- DIALABLE LEADS IN HOPPER
- LEADS IN HOPPER

Choose Report Display Options

- VIEW SERVER INFO
- HIDE WAITING CALLS
- SHOW INBOUND STATS
- SHOW METRICS
- SHOW CUSTOMERS
- SHOW PHONES
- SHOW CUSTPHONES

RELOAD NOW

MOBILE / SUMMARY

VIEW: 10

CALLS ON HOPPER

DIAL METHODS

CALLS IN ORDER

agents waiting for leads

agents waiting for agents

agents in dial

agents in queue

agents in drifter

Agents On Call Campaign:
 STATION [USB](#) [SHOW ID](#) [INFO](#) SESSIONID STATUS MM:SS CAMPAIGN CALLS HOLD IN-GROUP

LIVE MONITORING

Voice Logger

Voice Files
Download
Configuration

search by: like

Date	Time	Source	Destination	Duration	Actions
2017-08-29	11:22:59	6666	8281534322	00:29	
2017-04-09	19:06:13	7000	9739973368	00:29	
2017-04-09	10:06:13	7000	9739973368	00:29	
2017-04-04	23:09:12	7000	9739973368	00:29	
2017-04-03	19:45:55	7000	9739973368	00:29	
2017-04-02	02:23:13	7000	9739973368	00:29	
2017-04-01	08:48:33	7000	9739973368	00:29	

Voice files

Revoltel GSM Dialer



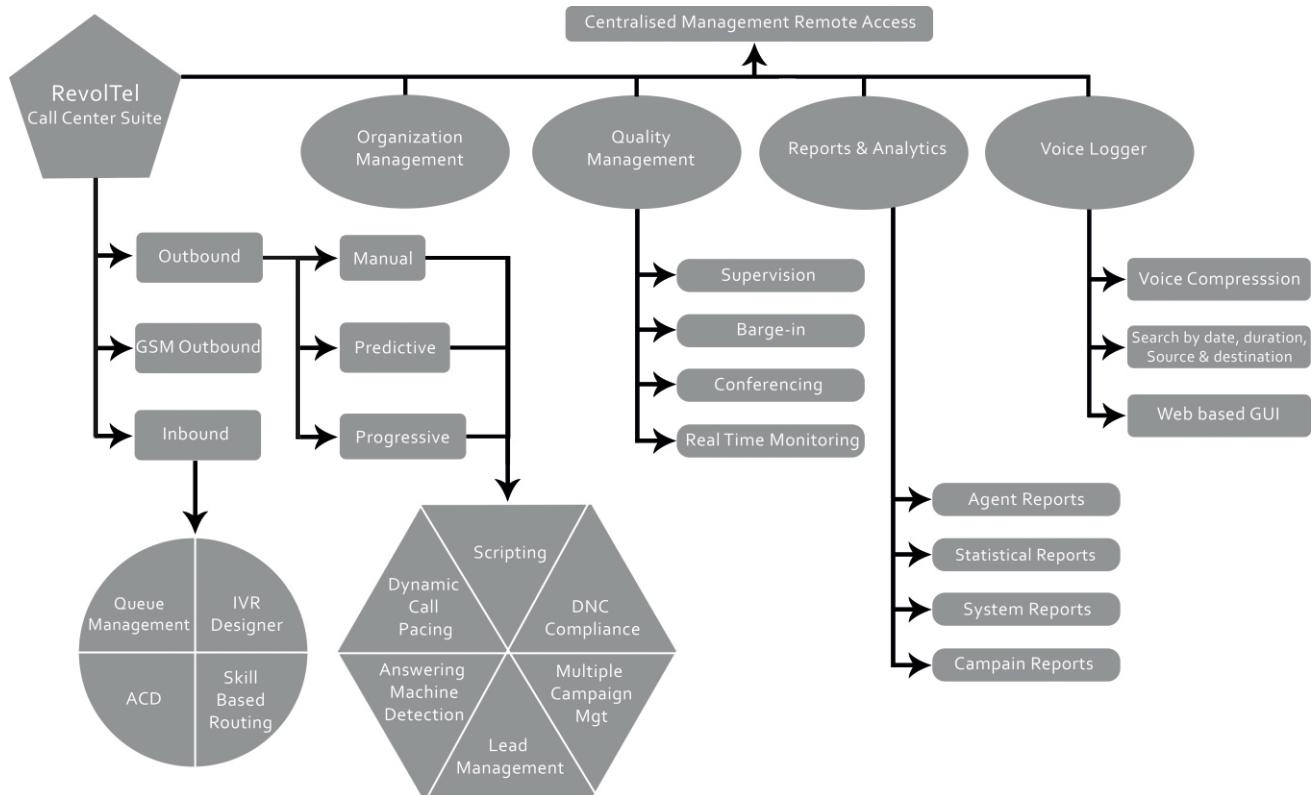
Hosted Dialer Solution:

Revoltel hosted dialler solution is a plug and play technology for international call centres and is intended for those call centres who want to operate on OPEX model

Run your domestic process with Revoltel GSM dialler and reduce your telecom expenses by 50%. It also help the enterprise to increase he sales turnaround and effective utilization of leads.



Architecture



PRODUCT BUNDLES:

- > RevTel10 - for 10 agents
 - > RevTel30 - for 30 agents
 - > RevTel60 - for 60 agents
 - > RevTel100 - for 100 agents
- * Upgradable by clustering / compatible with PRI, GSM & VoIP

About Revoltel

Revoltel is leader in end to end unified communications, offering wide range of cutting edge enterprise telecom products based on open source technology. We also provides world class 24X7 support to global customers through our in-house Global Support Management Centre (GSMC).

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