TelrraNet Operator Console

Website visits are important in generating revenues, so does call optimization is part and parcel of your business growth. TelrraNet Web Operator allows you to be ahead of the curve by viewing detailed PBX activity, from who is talking and to whom, call duration, held calls to queued calls, and more.

You have the entire control over your phone to perform transfers, launch call spying and whisper, monitor queue activity, etc. All from your web browser without the need to install anything!

Optimise Call Activities

Be in the know to see any number of lines per phone and held call status, so you can arrange the call efficiently. While fewer calls will be abandoned as the smart call solution will route calls to available staff, you can also address the abandoned calls by referring to the call history.

Enhance Work Queue

When you know there are waiting calls with their waiting timers displayed in real-time, you will make efforts to optimize your current call and achieve better productivity. Besides, your co-worker can always lend a hand to pick up any waiting calls!

Improve Customer Experience

Call routing is made easier when you can view all your co-workers' presence status, allowing you to transfer the call to relevant departments for a more tailored solution for your customers. Calls are also recorded for analysis so that you can deliver top-notch services.

Increased Return on Investment

Train your staff without spending lavishly on courses, Spy and Whisper function enables you to listen to any conversation of an operator and to talk to him, without his main speaker could listen to you. What's more, you can manage high volume calls at a fairly low cost.

Basic Features

- See who is available.
- Transfer directly to destination extension, voicemail, or external numbers.
- Ability to pick up ringing phones.
- Manage and visualize parked calls.
- Real-time search and filter of extension
- Call notifications (caller id number and name, call from queue
- Directory integration, live search, or dial any typed number.
- Call control: transfer out, hangup, pickup, etc.
- Conference Control: lock, invite, kick & mute, talk detection.
- Presence: set and visualize your presence status.
- Web-based and Fine-grained permissions

Action

- Originate calls
- Dial any number
- Dial .tel domains
- Dial phonebook entries
- Inbound Call Notification
- Visual Phonebook
- Transfer
- Transfer to voicemail
- Transfer to external numbers
- Record call
- Direct call pickup
- Hang-up calls
- Set presence / DND
- Spy & Whisper
- Manage/listen to voicemail
- Web-based chat
- Call history
- Call Popups

Park Button

- Chrome Extension
- Displays parked call list
- Park slot, who parked and timer
- Pickup parked calls

Extension Buttons

- 2 lines per button
- Caller ID & timer
- Held calls
- Paused indicator
- From queue indicator
- Presence information
- Recording indicator
- Privacy Option

Conference Buttons

- Member list
- Lock/Unlock conference
- Mute/Unmute Member
- Mute/Unmute All
- Kick Member
- Invite external numbers
- Talk detection display

Queue Buttons

- Member/Agent list
- Calls waiting list & timers
- Member paused
- Member busy
- Member available
- Member invalid
- Pickup waiting calls

TELRRANET