LQ200

EXTENSIONS
Connect your telephone, softphone or another PBX system for trunking. Be ready to make and recieve phone calls from all over the world.

PINs
Control the costs of your phone calls PIN also works as a virtual calling card, allowing calls to be made from any fixed or mobile phones.

Conferences
Hootlet

For businesses or any other user group, people can dial-in from any phone and join a conference call, with the safety of using a password to join.

virtual PBX

IVR
Automatically answer phone calls with a nice audio prompt. Guide users through a menu of options you are free to create, until somone is ready to take the call.

Queues
Ideal for Call Centers where skill groups can be created to hold one or more agents who will take phone calls, IVR's can route calls to queues, which will ring the phone of the first available agent.

DIDs
Phone numbers from hundreds of cities in more than 60 countries around the world. Select the number of your choice in real time, for immediate activation.

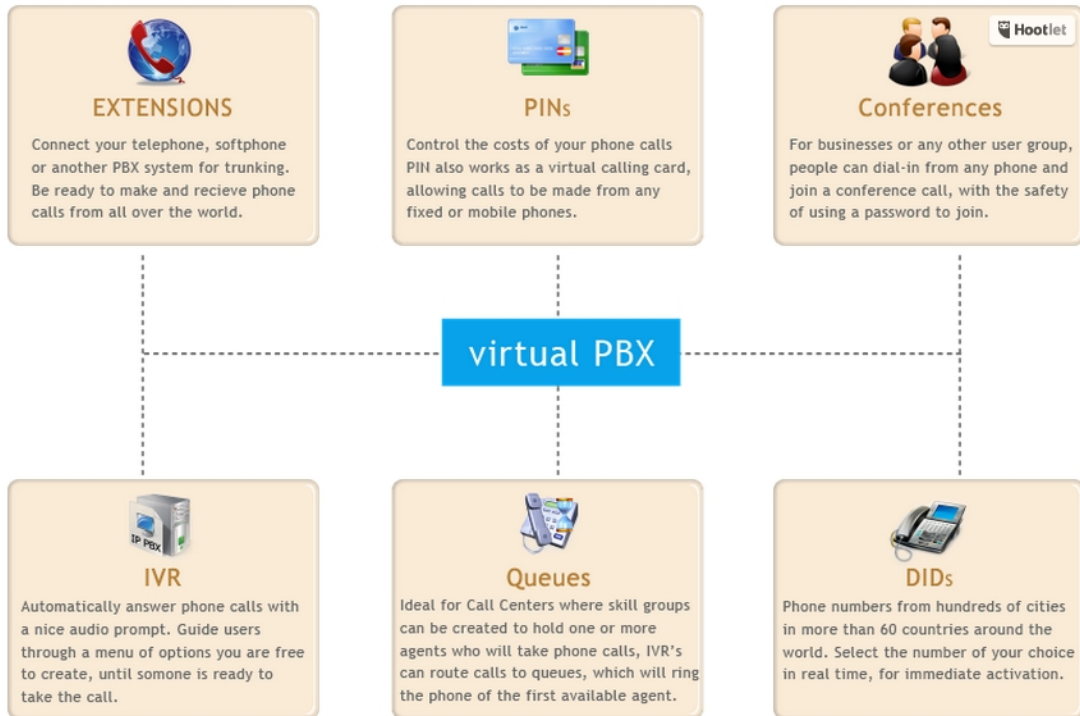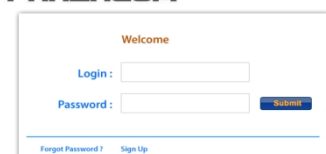## Products and Services Parla Vol

IPBX LQ2000

- Corporate, high performance PBX
- Same benefits of a traditional PBX
- Unlimited trunks
- Call recording
- IVR – Interactive Voice Response
- Queues and Group handling
- Dialers
- Conference Rooms
- Phone numbers from over 60 countries
- Interfaces E1 ISDN and GSM mobile gateways
- SMS Gateways, Instant Messengers, fax – Unified Communications Center

LQ2000

· Contact Center solution
· No maximum limit for users
· Full IP-based System
· SIP with national and international carriers
· Support to E1 and interfaces FXS e FXO
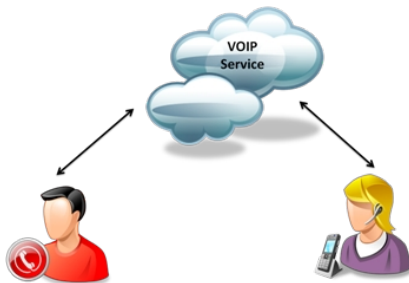· Unlimited SIP, IAX trunks

PARLACOM

Welcome

Login :

Password :

Submit

Forgot Password ?   Sign Up

Powered by LeadingQuest

LeadingQuest   PARLACOM   datelo

LQ2000

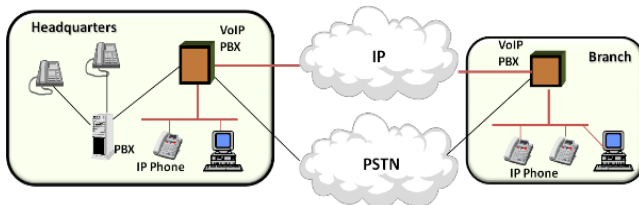## LQ2000 (cont.)

- Unlimited hierarchy levels
- Unlimited IVR's, menus, submenus
- Unlimited Groups
- Unlimited Dialers
- Unlimited Conferences
- Unlimited Extensions, PINs and SIP Trunks
- Intelligent routing through cheaper routes
- Advanced plan with thousands of rate cards
- Support to sending and receiving SMS
- RoboCalls for automated calling

Target Profile

- ✓ Companies wanting Call Center solutions;
- ✓ Need to improve customer support;
- ✓ IP advanced technology;
- ✓ Telemarketing business, inbound and outbound
- ✓ Companies needing advanced functionalities, like:
  - IVR
  - Intelligent Dialer and Telemarketing Campaigns
  - Queue Control
  - Call recording
  - Call Center Supervisor with remote listening mode
  - Call Center Agents
  - Public Numbers and Phone Calls
  - Campaigns and Dialer
  - Unlimited Dialers

Public Numbers and Phone Calls

- ✓ Numbers from over 60 countries

- ✓ Immediate, online activation

- ✓ Calling every destinations in Brazil and in the world, for a lower amount
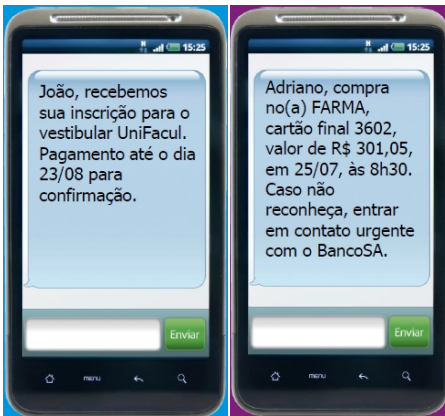
Campaigns and Dialer

- Unlimited Dialers
- Multiple Campaigns running, independently
- Customizable Reports
- Availability control of agent and extensions
- Routing calls for handling queues, recorded messages, voice mail, ERA, etc.
- Dialer only makes and transfers calls for ready agents
- Dialer use for RoboCall services

SMS – Sending and Receiving Messages

Other Features

· Sending SMS via web portal
· Sending SMS via Gtalk
· Sending SMS via your system, with our integrated APIs
· Receiving SMS via email
· Automated campaigns
· Exclusive tags to receive SMS

João, recebemos sua inscrição para o vestibular UniFacul. Pagamento até o dia 23/08 para confirmação.

Adriano, compra no(a) FARMA, cartão final 3602, valor de R$ 301,05, em 25/07, às 8h30. Caso não reconheça, entrar em contato urgente com o BancoSA.

Call Center Agents

✓ Multiple advanced resources using traditional phones, IP phones or Windows softphones
✓ Queue control; dynamic access; pause and resume capabilities
✓ Advanced PBX resources

**	Directed Call Pickup	##	In Call Blind Transfer
*2	In Call Attended Transfer	*3	Pause from all queues
*5	Agent Login	*6	Agent Logout
*8	General Call Pickup	xx*	Register in queue xx
*21	Findme Follow Toggle	*43	Echo test
*53	Call Forward No Answer/Unavailable: Deactivate	*60	Speak Clock
*70	Call Waiting: Activate	*71	Call Waiting: Deactivate
*73	Call Forward: All Deactivate	*74	Call Forward: All Prompting Deactivate
*78	Do Not Disturb activate	*79	Do Not Disturb deactivate
*91	Call Forward on Busy Deactivate	*92	Call Forward on Busy Prompting Deactivate
*98	Check voicemail (enter extension)	611	Automation of Calling Card Service
712	Customize Voicemail	811	Customize Service Welcome Message
888	Barge		

**	In Call Disconnect Code
*4	Unpause from all queues
*7	Agent Spy
xx**	Unregister from queue xx
*52	Call Forward No Answer/Unavailable: Activate
*65	Playback Your Extension
*72	Call Forward: All Activate
*76	DND Toggle
*90	Call Forward on Busy Activate
*97	Check voicemail (for calling extension)
711	Call forward remote set-up
812	Customize Extension Alert Message

Call Center Supervisor

· Unlimited hierarchy level
· Unlimited supervisors, menus, submenus
· Dynamic and static agent support to queues
· "Spy" functions for supervisors, allowing remote listening and monitoring.

LeadingQuest

Call Recording

✓ Recording management:
- Configurable by agent, regardless the workstation in use
- Easy record tracking
  - By CallerID
  - By agent's login or extension
  - By date/time
- WAV ou MP3
- Easy FTP backup

IVR's:

✓ Unlimited IVR's, menus, submenus
✓ Audio recording using phone itself
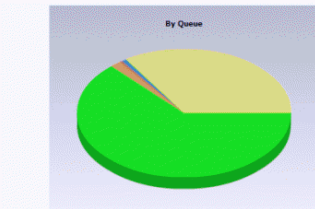✓ Unlimited keyboard options by IVR's
✓ Choose any destination in the menu

Call Center Performance Reports

Main Benefits

✓ Cutting Operation Costs

✓ Advanced Tools

✓ Productivity Gains

✓ Improved Call Center Flexibility

✓ High Return on Investment

✓ Total Customer Orientation