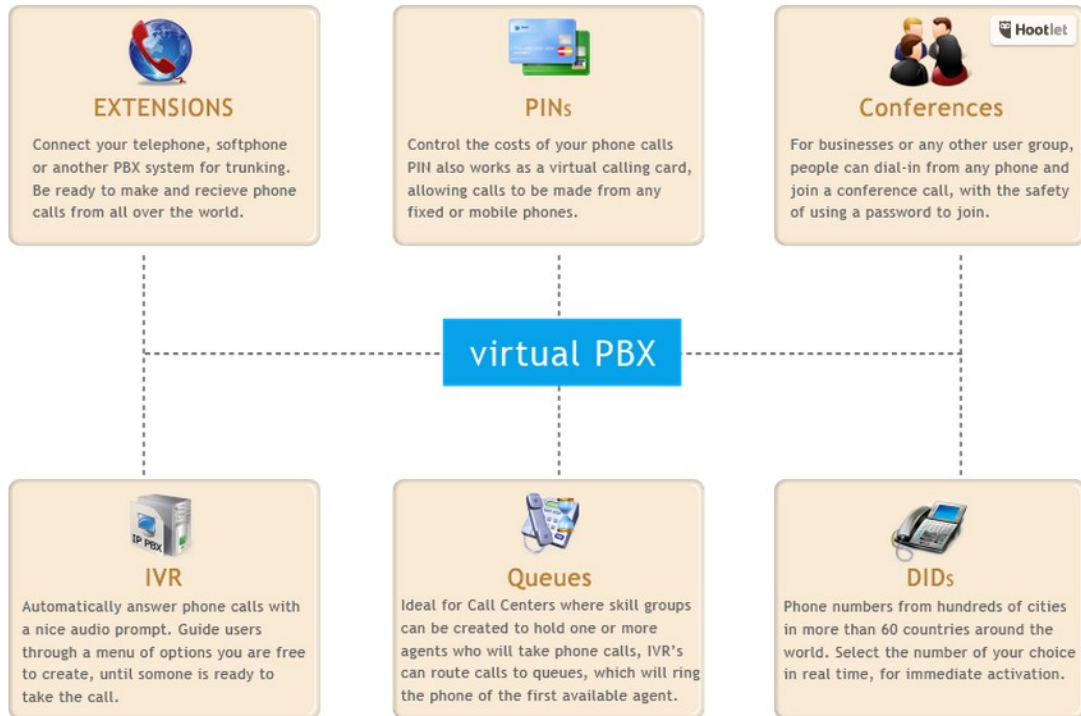


LQ2000



Products and Services Parla VoIP

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




Welcome

Login:

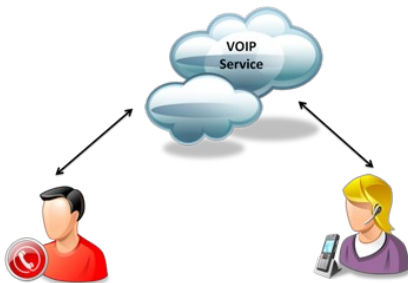
Password:

[Forgot Password ?](#) [Sign Up](#)

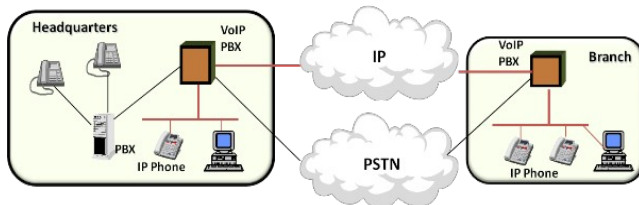
Powered by [LeadingQuest](#)

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



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

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

Campaigns and Dialer



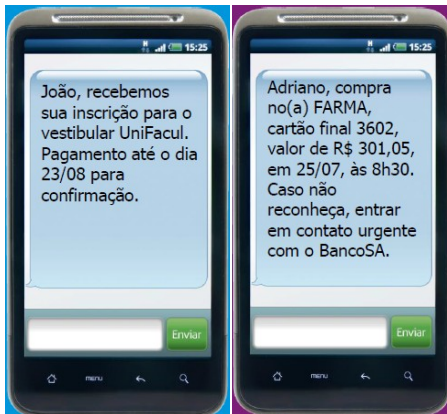
- Unlimited Dialers
- Multiple Campaigns running, independently
- Customizable Reports
- Availability control of agent and extensions
- Routing calls for handling queues, recorded messages, voice mail, ERA, etc.
- Dialer only makes and transfers calls for ready agents
- Dialer use for RoboCall services



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



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.

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 Recording

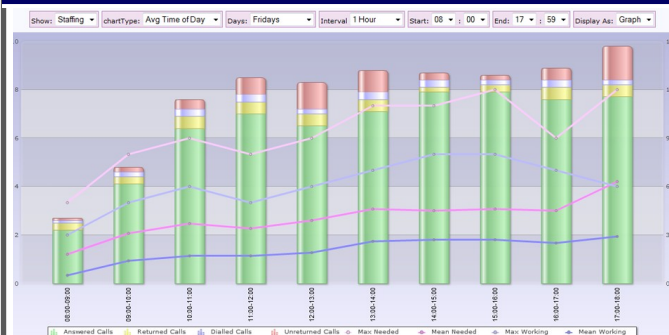
- Recording management:
 - Configurable by agent, regardless the workstation in use
 - Easy record tracking
 - By CallerID
 - By agent's login or extension
 - By date/time
 - WAV ou MP3
 - Easy FTP backup



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

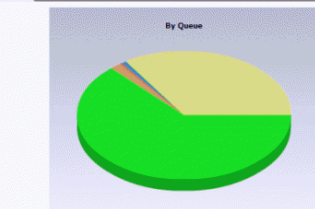


Call Log: All Calls

Queue: CustServ 15 January 2009 00:00 to 18 January 2009 23:59

Page: 1 2 3 4 5 6 7 8 9 10 11

Queue	Caller ID	Time of Call	Call Num	Hold Time	In/Out	Agent	Talk Time	Hangup	Call Time	Wrap Time	NoteCode
CustServ	unknown	16-Jan-2009 16:55:55	1	4.9s	2	Alice Barnes	8m 26.1s	Caller	8m 31.0s		
CustServ	02924635946	16-Jan-2009 16:55:01	3	6.3s	2	Jason Seal	1m 5.5s	Caller	1m 11.8s		
CustServ	0213559622	16-Jan-2009 16:50:00	1	10.4s	2	Alice Barnes	3m 57.9s	Caller	4m 8.4s		
CustServ	01476599564	16-Jan-2009 16:48:33	1	18.8s	3, 3						
CustServ	02162631320	16-Jan-2009 16:48:15	1	1m 29.0s	2	Emily Smith	7m 59.1s	Caller	9m 28.1s		
CustServ	0217156992	16-Jan-2009 16:48:15	3	9m 25.9s	1, 1						
CustServ	02608811700	16-Jan-2009 16:47:54	1	5.8s	1	Alice Barnes	1m 36.2s	Caller	1m 42.0s		
CustServ	0272222366	16-Jan-2009 16:46:43	2	48.1s	2	Jason Seal	2m 43.8s	Caller	3m 31.9s	3m 11.1s	
CustServ	02625833558	16-Jan-2009 16:46:15	2	1m 31.9s	2	Katy Cooper	3m 43.1s	Caller	5m 15.0s		
CustServ	02512923483	16-Jan-2009 16:46:02	1	29.2s	1	Katy Cooper	2m 33.9s	Caller	3m 3.1s		
CustServ	unknown	16-Jan-2009 16:45:09	1	26.7s	2	Alice Barnes	6m 45.8s	Caller	7m 12.5s		
CustServ	02754827765	16-Jan-2009 16:45:02	3	25.6s	1	Alice Barnes	2m 30.8s	Caller	2m 56.4s		
CustServ	0259326164	16-Jan-2009 16:43:44	1	5.6s	1	Jason Seal	1m 46.8s	Caller	1m 52.3s	55.1s	
CustServ	01083728872	16-Jan-2009 16:41:26	1	6.7s	1	Emily Smith	5m 14.8s	Caller	5m 31.5s	15.1s	
CustServ	02625833558	16-Jan-2009 16:39:27	1	55.0s	3	Alice Barnes	2m 22.0s	Caller	3m 16.9s	2m 30.0s	
CustServ	02775272366	16-Jan-2009 16:39:22	1	52.9s	2, 1						
CustServ	02754827765	16-Jan-2009 16:37:50	2	36.9s	4, 3						



Queue	Calls	Answers
Sales	1187	776 (65.5%)
CustServ	642	283 (44.1%)
OUTBOUND	32	0 (0.0%)
Finance	13	13 (100.0%)
Marketing	7	2 (28.6%)

Queue	Callers Answered	People Queued	Working / Needed	Pause / Ring / Talk / Wait
CustServ	247 / 12 95.4:4.6	On Hold: 3	5 / 5 Seats	2 / 1 / 4 / 1
Agent	Status	Answered (Talking)	Called (Wait)	CallerID
Abbie Beach	Paused (14s)	15:31:28 (3m 32s)	15:23:45 (7m 43s)	01623458567
Clare Eccles	Talking	15:31:20 (3m 48s)	15:29:44 (1m 36s)	01637872829
Liam Woods	Paused (8m 5s)	15:16:02 (5m 44s)	15:10:20 (5m 43s)	02920541953
Nargis Ahamed	Ringling (8s)	15:22:48 (4m 37s)	15:22:39 (9s)	01784451515
Emily Tatlock	Talking	15:34:59 (10s)	15:30:48 (4m 10s)	01623438174
Katy Pilkington	Talking	15:32:00 (3m 8s)	15:23:48 (8m 12s)	01278420839
Katy Cooper	Waiting (33m 24s)	14:59:29 (2m 20s)	14:53:17 (6m 11s)	01132301376
Angela Lamb	Talking	15:30:46 (4m 23s)	15:30:00 (45s)	01373832603
			15:32:12 (2m 56s)	02074749433
			15:33:45 (1m 23s)	01372349723
			15:34:18 (50s)	01512870232

1 Waiting

68	Total Callers
64	Answered Callers
3	Unanswered Callers
4.5%	% Unanswered
15s	Ave Wait Time
2m 5s	Ave Talk Time



Main Benefits

- Cutting Operation Costs
- Advanced Tools
- Productivity Gains
- Improved Call Center Flexibility
- High Return on Investment
- Total Customer Orientation

