



CONTAQUE™
Communication Empowered



CONTAQUE™
NGUCC



**NGUCC is a modular and flexible world class
Contact Center Solution that seamlessly integrates
with your existing voice & data system-
TDM/ PRI/ GSM/ PSTN/ VOIP**

CONTAQUE™ NGUCC

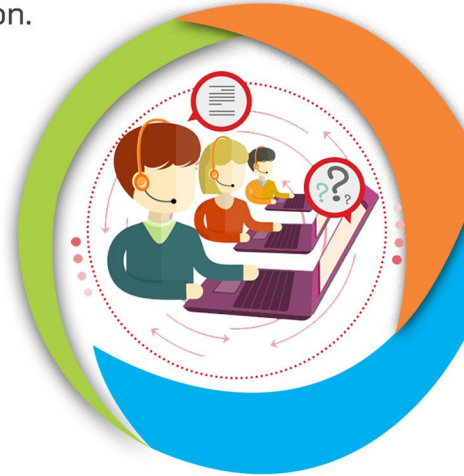
- ✓ Multi Tenant/Multilingual/Multi Domain Arcitecture.
- ✓ ACD with skills based routing and Queue Prioritization.
- ✓ Ability to run multiple contact centers in a single setup.
- ✓ High Availability Solution.
- ✓ Multi server architecture scalable to multiple Telephony Servers.
- ✓ Complete GUI based configuration like Dial plan, IVR creation upload etc.
- ✓ User friendly supervisor/Admin Interface, Web Based Administration.
- ✓ Web login for Monitering, Reports and Voice recording download listen etc.
- ✓ Single sign-on interface for Agent login.
- ✓ Minimum installation required for Agent PC, Only chrome browser needed.
- ✓ No third part software and softphone required, internal inbuily softphone available.
- ✓ Agent interface compatible with any OS varient- Linux/Window.
- ✓ Outbond Predictive dialing as well as Preview and Sticky Agent Dialing.
- ✓ Multiple skil based dialing for Outbound/Inbound compaign.
- ✓ Unlimited Compaign creation for Inbound/Outbound/Blended/Broadcast.
- ✓ Timezone Management check for International Dialing.
- ✓ Pattern based Inbound/Outbound Dialing.
- ✓ Screen Recording feature on Demand.
- ✓ Multiple call transfer modes- Conference/Agent/Skill/IVR.
- ✓ Lead & List management with comprehensive CRM.
- ✓ Customized CRM Designer.
- ✓ Unique ID based Inbound/Outbound calling.
- ✓ Ability to run with PC and without PC setups in same server.
- ✓ Mobile based without Agent login.
- ✓ Real time and historical reporting.
- ✓ Ability to fetch hourly/daily/weekly reports and export to
- ✓ Excel/PDF Format/Facility to email reports.
- ✓ Real time compaign monittoring with dialing graph.
- ✓ Auto call dispose/ Alert Feature.
- ✓ Abandon/Missed call auto dialout/ Missed call compaign.
- ✓ Remote agent login (Domestic/International).
- ✓ Third party web based CRM integration.
- ✓ Custom Agent UI-Ability to enable /disable agent features,
- ✓ Integration with SalesForce, Fresh Desk & many more CRMs.



Next Generation Unified Contact Center

INBOUND

- ✓ Graphical IVR Designer- Easy to change Inbound flow.
- ✓ Multiple IVR configuration on single campaign.
- ✓ Call routing to multiple campaign, on the basis of customer selection.
- ✓ Call routing to multiple campaign, on the basis of pattern check.
- ✓ Preferred agent check while transferring to agent (Inbound/ Outbound).
- ✓ IVR to voicemail, Mobile/Extension/Overflow routing.
- ✓ IVR API integration like SMS, Routing over API response.
- ✓ IVR- text to Speech integration with Google/AWS.
- ✓ IVR-Expected wait time, schedule call back if agents are busy.
- ✓ Post call feedback- Survey



OUTBOUND

- ✓ Multiple Dialing modes (Manual, Progressive,,Power,Predictive,click to dial).
- ✓ Dialing with Answering Machine Detection, option to play a message for AM calls.
- ✓ Parallel Dialing/Pattern based dialing for outbound campaign.
- ✓ Lead Churning, Auto lead churning feature.
- ✓ Ability to transfer call over SKILL within the campaign or across campaign.
- ✓ Facility to transfer calls from one agent to another agent within the same campaign.
- ✓ Capability to transfer outbound call to inbound queue.
- ✓ Functionality to gave an agent take both Inbound & Outnound calls in one session(blended).
- ✓ Control on Carrier dialing count- Keeps the costs in control.
- ✓ Major Functionality of Ability to set dial priority over New lead, Call backs, Abandon calls & Auto recycle.
- ✓ Alternate number dialing in Predictive Calling- Very useful in collectionnn process.



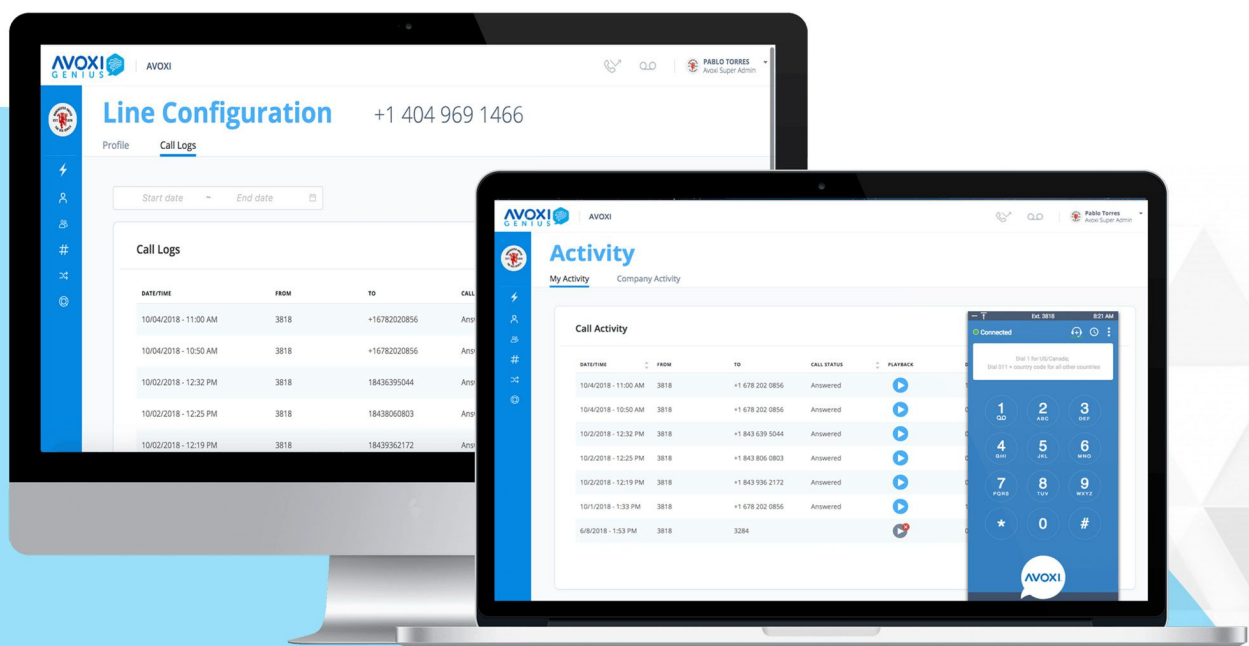
DIALER SOLUTION (WITHOUT PC)

- ✓ Agents log in through his Analog phone/IP phone or Mobile phone.
- ✓ Agent will have to enter a numeric disposition code after call.
- ✓ No PC required for this solution.
- ✓ A supervisor can keep checking all the reports & monitors the agents on his PC.
- ✓ Same functionality of receiving Predictive or Inbound calls as with PC solution.



WALL BOARD INTEGRATION

- ✓ Web-based access for seamless integration with LED/LCD Panels.
- ✓ Quick to grasp key parameters to monitor performance of Call Center agents.
- ✓ Important metrics such as service quality, number of calls in the queue, number of calls abandoned can be displayed.
- ✓ Template designed to meet Enterprise's requirements.





Some of Our Deployments



Noida | Pune | Mumbai | Bangalore | Kolkata | Hyderabad | Chennai | Manila

Avis e Solutions Pvt. Ltd.

ISO 9001:2015 Certified

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