

## NOW THAT'S A GREAT CALL -

### A powerful call center solution that can be easily deployed

Vantage MAX Virtual Call Center is a hosted solution that allows any-sized organization to deploy call center functionality and improve employee productivity with agents located either in the office, at home, or for that matter anywhere in the world. And the Vantage MAX Virtual Call Center works seamlessly with Vantage MAXvoice to give you a powerful solution that comes with low fixed monthly costs.

### Multiple business need applications include:

- Customer Service
- Tech Support
- Telesales
- Help Desk
- Remote Customer Service Agents
- Call Answering Continuity in the event of a Disaster



### Single or multi-site office location call distribution

Branch offices can now look like they are sitting right in headquarters as your employees in geographically disparate locations can take advantage of the same communications features and functions such as shared auto-attendant and shared receptionist for multiple locations. MAX Virtual Call Center also automatically routes overflow calls to branch office locations and because it has a consolidated directory, 4-digit intercompany dialing and 4-digit call transfer between multiple office locations is FREE. Mobile workers can also be assigned to a branch or headquarters location with voicemails all on one shared common platform.

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MAX Virtual Call Center's reporting dashboard manages all agents, balancing inbound and outbound voice and data communications so that your agents are optimally deployed and customers are not left waiting. Its hosted browser based delivery model requires no extensive capital investment in servers, software, maintenance, or specialized staff. MAX Virtual Call Center is priced monthly per seat, and typically costs 70% less than premise-based systems.

## MAXcall command Features

- Use a shared auto-attendant for multiple locations with voicemails on a single platform
- Get itemized in-bound and out-bound billing details by number or office
- Hang ups can be tracked by caller or queue for immediate follow-up
- Track productivity of your agents and statistics regarding your customers
- Manage multiple queues, quickly move underutilized agents to the busy queues
- Include live calls, email, faxes and voicemails in a customer queue
- All calls appear as if they are originating from the home office
- Common consolidated employee directory with use of 4-digit dialing and 4-digit transfer
- View faxes and listen to voicemails through your email inbox. Forward them to anyone
- Intelligent Call Handling - Customize call routing and treatments based on defined conditions
- Real-time and historical reports of agents and queue activities and performances
- Drag and drop, point and click management for supervisor queue and splits reformation.
- Pre-calculated SLAs, can also change thresholds on the fly with simple buttons
- Monitor on site or remote users via barge-in including on wireless phones
- Separate Agent and Supervisor GUI applications
- Supervisor real-time monitoring and control of individual agents & queues
- Seamless integration with recording and predictive dialers
- Call Context Collection - IVR, Web, CTI
- Logging & Call Recording for monitoring and training purposes

## MAXcall command Key Benefits

- Affords any size business the opportunity to deploy call center functionality and improve employee productivity without the need for huge capital investment
- Mobile workers can be assigned to a branch or headquarters location, answer calls and be managed as if in the office, allowing you to optimize staff
- A robust suite of Real-Time & Historical Reporting reflecting contact center activity, agent performance, resource utilization and trends
- Skill-based Routing allows you to route callers to the resources best equipped to handle specific inquiries or customer segments, improving caller response and handling time.
- Proven reliability & scalability including built-in system redundancy and continuity in the event of a disaster.

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