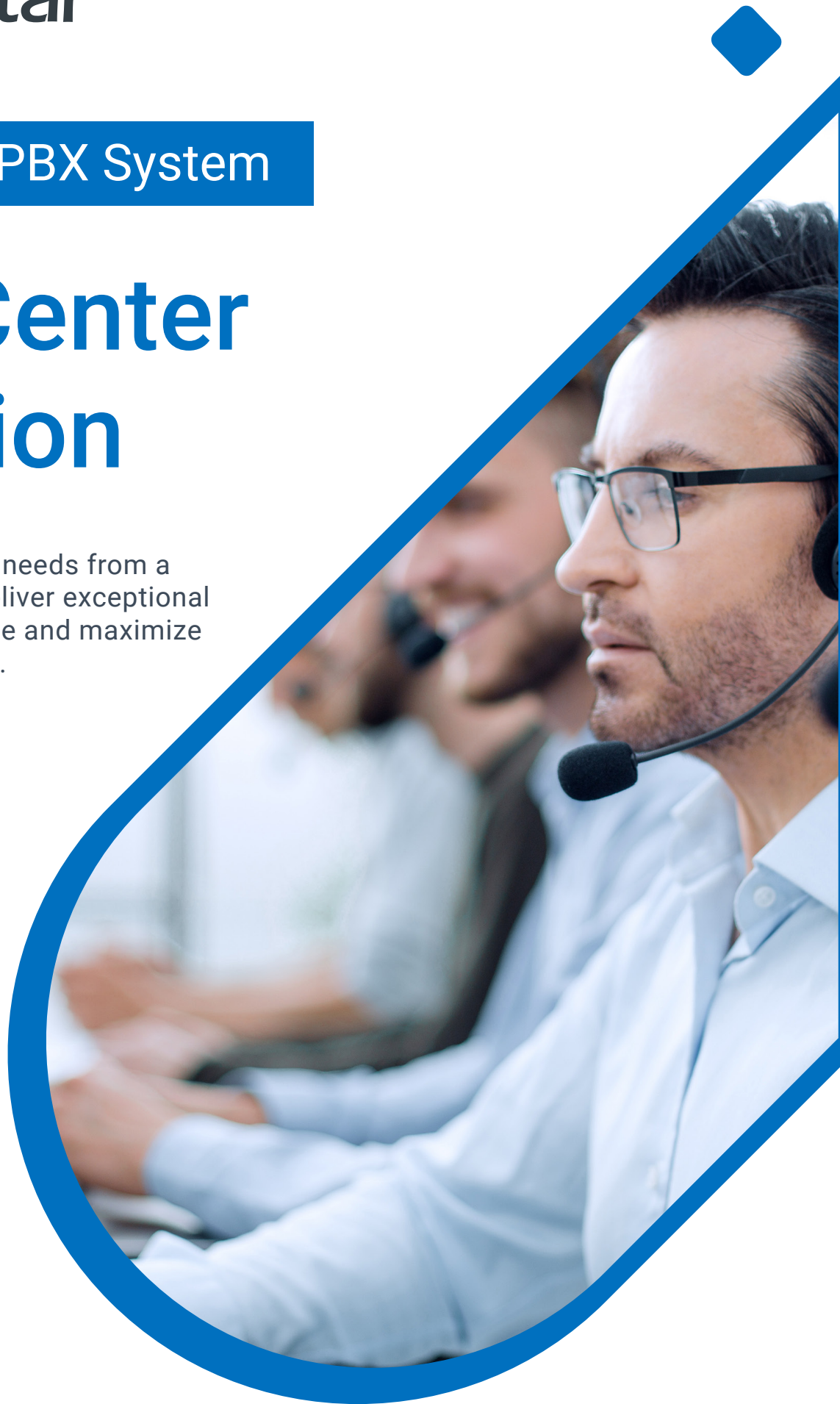




P-Series PBX System

# Call Center Solution

Everything SME needs from a call center to deliver exceptional customer service and maximize agent efficiency.





Visual Call Management



Agent & Supervisor Portal



ACD Queuing



Performance Monitoring



Automatic Routing



Reports & Analytics

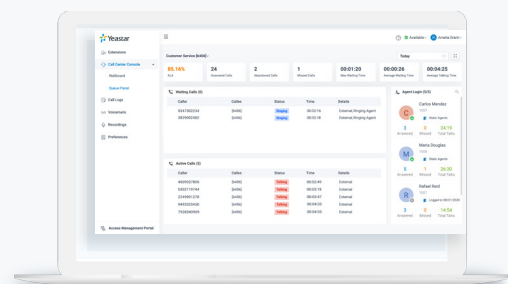


## Everything SMEs Need from a Call Center

Faced with increased competition, squeezed budgets, and high customer expectations for service and support, small and medium-size businesses need an all-in-one call center solution that can help them achieve efficiencies with a higher degree of functionalities, while still being easy to use and maintain.

Yeastar P-Series PBX System gives full backing. It provides an economical call center solution that includes all the essential features - ACD queuing and distribution, IVR, visual call management, call recording & monitoring, real-time wallboards, reports, and more – to power customer service sophistication, operational efficiency, and help SMEs impress their customer, empower their agents, and elevate their business.

- Easy-to-use with user-friendly UI & granular administration
- Browser-based Queue Panel to integrate all effective agent & supervisor tools
- Real-time metrics monitoring in central wallboard
- Comprehensive real-time & historical reports
- Integrated IVR and ACD Queuing for custom call flows
- Standard call recording built-in
- Presence and collaboration tools
- Enrich features to deliver superior customer service





## Deliver Exceptional Customer and Agent Experiences

**Exceptional** customer experience doesn't happen by accident. Yeastar P-Series PBX System call center solution unifies powerful agent tools, easier monitoring, stronger data analysis, and enhanced customer care in every node of interaction to make your agent's life easier and customers' satisfaction soar.

### Intelligent Routing, Faster Call Resolution

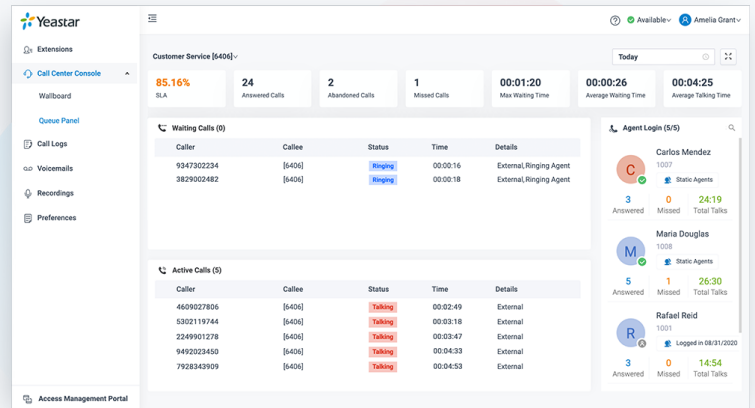
**Connect** your customers to most appropriate agents based on preset rules like date & time, agent's availability, and the skills or departments needed with caller input. Yeastar P-Series PBX System integrates automatic routing, IVR and sophisticated ACD queuing & distribution (ringing) strategies to help you optimize call routing for reduced wait time and drive faster call resolution.

In addition to the predefined call routing rules, you can also make swift reaction to inbound service calls with real-time drag-and-drop call dispatching in web-based Queue Panel, fine tuning your call distribution with ultimate flexibility.

- ✓ Time-based Routing
- ✓ Choice-based Routing with IVR
- ✓ ACD Queuing
- ✓ Simultaneous Call Distribution (Ring All)
- ✓ Fixed-Order Call Distribution (Linear)
- ✓ Rotary Call Distribution (Round Robin)
- ✓ Workload-based Call Distribution (Fewest Calls & Least Recent)
- ✓ Random Call Distribution

# Powerful Agent & Supervisor Tools, All in One Queue Panel

**Provide** your team with all the tools they need to be more productive and responsive in one unified web-based Queue Panel. Enable ultimate ease of use and productivity with visual call management and full access to agent & supervisor capabilities such as Call Monitor, Call Transfer, Recording, Agent State, Log-in, Log-out and more – in one single interface.



## Visualized Active & Waiting Calls

Monitor dynamic queue traffics at a glance with separate call lists and clear call details display of caller ID, ringing time, talk duration, etc.



## Drag & Drop Call Management

Simply drag & drop to dispatch calls to available agents or right click the mouse to pick up, hang up, transfer, park or monitor a call, or even switch call recording status.



## Complete View of Agent State

See which agent is available with colored status indicator and change agent state (login/logout/pause/unpause) – all in a simple click.



## Up-to-the-minute Statistics

Make faster informed decision with key performance metrics display for the entire queue and each specific agent in the queue.



## Role-based Feature Access Control

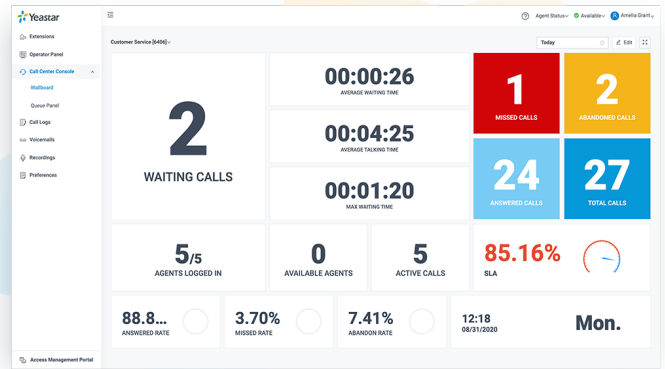
Set separate operational permissions to your supervisors and agents. Every interaction is under control.





# Real-time Wallboard, Instant Performance Snapshot

Enjoy active monitoring of your queue performance with real-time call center metrics displayed in customizable Wallboard. Your team can view the overall queue performance right from the moment and be aware of the service goals. Spot the emerging trend just in time for informed strategy adjustment.



## 16 Metrics Visualization

Keep track of 16 key performance indicators (KPIs) like number of waiting calls, average waiting time, abandoned rate and SLA adherence. All data are auto-calculated flexibly in real-time, daily, weekly, or monthly interval.



## Multi-Screen Display

No more switching back-and-forth between different statistics. You can display two or more wallboards of different queue or timeframe at the same time to gain comprehensive and comparative insights.



## Customizable Widgets

Drag and drop widgets to design your own custom wallboard, so key performance indicators are front and center without having to run individual reports.

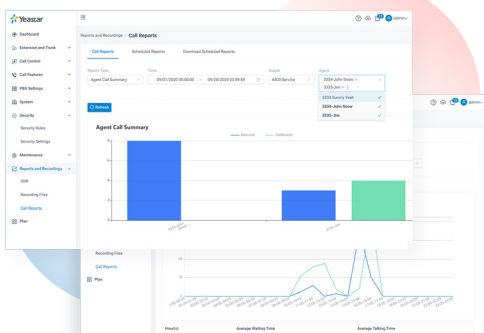


## Optional Email Alerts

Queue manager can configure to receive email notification when SLA reaches the predefined threshold or critical events like call missed happens.

# Actionable Reports & Analytics, Easier Management

Review advanced call center statistics and conduct in-depth analysis without requiring database programmers or third-party reporting applications. Easily spot issues and opportunities in your call center with agent-specific operational metrics, call parameters, and panoramic queue data - from records for each agent to high-level queue summary reports.



- ✓ Save time with rich predefined reports: Agent Call Summary, Queue Performance, Satisfaction Survey, Agent Missed Call Activity, and 4 more.
- ✓ Run targeted analysis of your data based on custom timeframe, agent and queue selection.
- ✓ Share the real-time or historical reports in graphical, downloadable formats.
- ✓ Schedule reports to be run periodically in the future.

# Enhanced Customer Care in Every Node of Interaction



## Add self-service options

Combine automated IVR with self-service prompts to let customers help themselves without agent intervention and speed up the call flow.



## Customize waiting experience

Proactively serving waiting customers with helpful information – the estimated wait time, queue position, and custom announcement.



## Fine tune the call flow

Spot queue traffic trends at a glance in Queue Panel and adjust agent staffing and call dispatching in time to boost call center efficiency.



## Access call monitoring & recording

Course-correct agent behaviors easily through whisper coaching, silent monitoring, call barge-in and call recording functionality.



## Setup SLA for quality assurance

Auto-monitoring your predefined Service Level Agreement (SLA) on Wallboard and receive real-time alerts when it reaches the threshold.



## Conduct satisfaction survey

Help your agents grow and improve with actionable insights delivered directly from in-depth post-call surveys and customer satisfaction reports.

# Strong Unified Communications, Call Center Plus More



On top of powerful call center tools, engage, empower, and unite your teams together better with superior built-in phone system and UC&C capacities. Use the powerful Linkus Unified Communications Softphone, PBX-native Contacts management, Instant Messaging, File Sharing, Presence, CRM Integrations and more advanced features of Yeastar P-Series PBX System to facilitate easier team collaboration for exceptional customer services.

# Enriched Call Center Features at a Glance



- ✓ Automatic Call Distribution
  - ✓ Interactive Voice Response (IVR)
  - ✓ Call Queue
  - ✓ Queue Ringing Strategies
  - ✓ Time-based Call Routing
  - ✓ Self-Service Prompts
  - ✓ Music on Hold
  - ✓ Custom Announcements
  - ✓ In-Queue & Estimated Wait Time
  - ✓ Post-Call Surveys
- 
- ✓ Queue Panel
  - ✓ Queue Manager
  - ✓ Dynamic & Statistic Agent
  - ✓ Agent Login/Logout
  - ✓ Agent Pause/Unpause
  - ✓ Call Presence
  - ✓ Status Message
  - ✓ Drag & Drop to Manage Calls
  - ✓ Call Recording
  - ✓ Call Monitoring  
(Listen, Whisper, Barge-in)
- 
- ✓ Wallboard
  - ✓ Service Level Agreement (SLA)
  - ✓ Email Alert & Notifications
  - ✓ Real-Time & Historical Reporting
    - Queue Performance
    - Queue Avg. Waiting & Talking Time
    - Agent Call Summary
    - Agent Missed Call Activity
    - Agent Paused Activity
    - Agent Login Activities
    - Customer Satisfaction
    - Ring Group Statistics

# About Yeastar

Yeastar provides cloud-based and on-premises VoIP PBXs for SMEs and delivers Unified Communications (UC) solutions that connect the workforce and clients more efficiently. Founded in 2006, Yeastar has established itself as a global leader in the industry with a worldwide network of value-added distributors and resellers and over 200,000 customers. Yeastar customers enjoy the easy-to-own and easy-to-manage communications solutions that have been consistently recognized for high performance and innovation.

## Contact us

 [www.yeastar.com](http://www.yeastar.com)    [sales@yeastar.com](mailto:sales@yeastar.com)    86-592-5503309

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