

GrowHill

POWERX2



GrowHill's Intelligent & Powerful CALL CENTER Solution

- Integrated Customer Contacts Routines
- Screen Popup with Virtual Data Links
- Multi Layer ACD and Hunting Groups
- Inbound & Outbound Call Management
- Telemarketing And Predictive Dialing
- Digital Call Logging & Disk Mirroring
- Interactive Voice Response Builder V.2
- Speech Recognition And Text to Speech
- Unified Messaging With VoIP Engines
- Agent's Activity & Performance Reports
- Web Enabled Centralize Call Management



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PowerX2000® System Features

Advanced PBX Switching

- * Analog and ISDN Trunk Ports / Co. Lines
- * Trunk Groups and Members Classification
- * Supports more than 16,000 standard handsets
- * Extensions Classification on Multiple Companies, Divisions, Cost Centers, Departments & Workgroups
- * Caller Line ID (CLI) Identification including second CLID on Call Waiting
- * Direct Inward Dialing (DID) for Extensions
- * Call Waiting and Multi Parties Call Queuing
- * Multi Parties Call Conferencing
- * Conditional or/and Unconditional Call Transfer
- * Message Waiting Indicator/Tone
- * Find Me/Follow Me facilities
- * Music On Hold / Background Music
- * During/After Business hours/Public Holiday Modes
- * Overhead Paging
- * Forced/Project/Verifiable Account Code Assignment
- * Handphone/Pager/SMS notification services
- * Station Message Detail Recording (SMDR)
- * Unlimited System and Extension Speed Dials

Automated Call Distribution (ACD)

- * Rule based Call Distribution including "most-idle-first", "next-available-first" and skill-based routing
- * Smart Over-follow handling plus Call-back option for user while still maintain queue sequence

Interactive Voice Response (IVR)

- * Unlimited number of IVR/Auto Attendant engines that are available to suit every business needs
- * IVR Builder tools that empower the user to create a new IVR in minutes

Call Logging/Conversation Recording

- * Automatic recording at extension and trunk level based on requirements like all external, all inbound and all outbound
- * Single button Call Recording option for adhoc conversation recording
- * Call Event Playback at any PC or Workstation

Key advantages over Traditional PBX/Key phone systems

1. All in one unit instead of facing multi vendor solutions
2. Much more cost effective since using the latest Tele-Communication & Computer-Telephony technologies
3. Removing the user's dependency on specially trained PBX engineer to add, change or remove any feature

Unified Messaging

- * Fully integrated internal and external voice-mail/e-mail/fax-mail on a single communication source
- * More than 12,000 hours of voice-mail capacity
- * Message notification service to handphone, pager, etc.
- * Supports remote message retrieval and follow-me

Call Accounting

- * Real time calculation of the call charges by Company, Division, Department, Cost Center, Work Groups
- * Enables markup to existing tariff rates (i.e. Hotels)

Speech Technology

- * Multi Language Text-To-Speech (*To speak from your Text Prompts, Emails and other Text documents*)
- * Intelligent Speech Recognition - Voice Command

Real-Time Call Monitoring

- * Supervisor or authorized staff can listen to calls made by other extensions or members of a workgroup without the other party on the phone realizing it. The supervisor can switch between all concurrent calls in the work group, move back to a previously monitored call or move forward to the next available live call

Easy Administration Module

- * Easy to use administrator module for changing all the systems, extensions and trunks setting
- * Able to remotely administer PowerX2000 from any workstation or location that is connected to IP Network (LAN/WAN) or Telephone Line

Calls Statistic Reports

- * On line/On Demand Traffic, Response Time, Abandon, Busiest Hour by company, division, department, trunk group, workgroup and extension.
- * Call statistic reports can be requested at any PC or workstation connected to PowerX2000 via IP Network (LAN/WAN) or Telephone line (Remote access)



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