PowerX 2000 ®

Empower your customer service representative with PowerX2000®

The most intelligent CTI server you can install in your contact center.

PowerX2000® is the industrial best CTI Server that will handle your most Ambitious call traffic. There is no other CTI server on the market built with Architecture as scalable as PowerX2000®

PowerX2000 Benefits:

* Reduced operation costs
* Increased revenue
* Faster, more efficient customer service
* Increased customer satisfaction
* Increased CSR efficiency
* Improved employee satisfaction

Hot Standby Redundancy

Scalable Architecture

Full Turnkey Solution

True, Cradle-To-Grave Reporting

Service-Oriented "Excellent" Philosophy

You need PowerX2000, because Your competitor is just a phone call away

How PowerX2000® Works

PowerX2000 integrates your computer and telephone into a voice/data stream that starts from the instant the customer reaches your call center to the moment the call is completed. PowerX2000 tracks and records the entire call no matter how many times it's transferred, to any location in the world and on any equipment. The customer call and their information and history stay together as the call is transferred from CSR to CSR, from customer service, to sales, to accounting, and to supervisor.

GrowHill®

The Best Architecture of CTI Solutions
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POWERX2000 ™

INTELLIGENT COMMUNICATION SERVER

OVERVIEW

POWERX2000™ Communication Server represents the new generation of PABX that is built based on the latest technological advancement in Telecommunication and Computer Telephony. It combines all the individual features available in a traditional PABX and integrates them into a single product. It can be deployed and customized for different environment like offices, hotels, service apartments, call centers, manufacturing plants etc.

POWERX2000™ reduces the investment and running costs in telecommunication by providing more features, lower rate of obsolescence and better reliability as compared with a traditional PABX. It increases revenue by improving productivity, minimizing abandoned calls and provides important call statistics for management's review.

FEATURES

Advanced PABX Switching Capabilities

- Support ISDN or Analog lines
- Scalable up to 5,000 extensions and trunk ports
- Supports more than 16,000 standard handsets
- Trunk grouping and member classification
- Trunk lines access control
- Call barring/unbarring
- Outgoing call scheduling
- Direct Inward Dialing (DID)
- During office hours/After office hours/Holidays mode
- Call Waiting and multi parties call queuing
- Caller ID
- Forced/Project/Verifiable Account Code Assignment
- Station Message Detail Recording
- System and extension speed dial
- Call back request
- Call Forwarding (internal & external)
- Multi-Party Teleconferencing
- Remote Office
- Find Me facilities
- Follow Me (Internal and External)

Least Cost Routing
- Automatic selection of the lowest IDD rates at the time when an outgoing overseas call is initiated.

Computer Telephony Integration
- Provides a wide range of data interfaces for integration with host computers and over local area networks (LANs) to support customized call routing, automated transactions, screen pop ups, account balance retrieval and other real-time database look ups.

Automatic Call Distribution (ACD)
- Supports multiple hotlines coming into a single workgroup
- Unlimited number of ACDs
- Overflow to different workgroup
- Flexible incoming call distribution like "most-idle-first", "least talk time first", "skill based"
- Response time, abandoned calls, call traffic, total service factor reporting

Interactive Voice Response System (IVR) and Auto attendant
- Multi-level menus
- Easy and intuitive IVR builder that enables ordinary users to create an IVR in minutes
- Call back request
- Fax on Demand
- Open interface that easily integrates with host computer systems

Unified Messaging
- Manage Voice Mail, E-mail and Fax Mail from a single source
- 12,000 hours of Voice Mail
- Message notification to mobile phone, pager when a new message is received
- Remote retrieval and access to all features with text-to-speech technology

Call Accounting
- Track telephone activities, costs of long distance calls, add surcharges to cost centers or specific clients
- Supports reprocessing of call charges

Call Statistics
- On line Real time reports with information on response time, call traffic, duration on call, log in duration, total service factor etc.

Call Logging/Conversation recording
- More than 12,000 hours of call recording
- On demand recording
- Event playback on recordings

On Line Monitoring
- Real time monitoring of a conversation without notifying the users.
- Snooping call back feature notifies the supervisor when the monitored extension initiates an outbound or receive an inbound call.

Video, Voice, Fax and Data Over IP
- Supports transmission of Video, Voice, Fax and Data over IP (Internet Protocol)

Customer Support
- Remote backup of system configuration to support disaster contingency planning. Immediate restoration of current configuration and hardware replacement in the event of disaster.