Get the most out of your
call center
and make it more effective with

OZEKI
Phone System XE

Welcome to this video from Ozeki. This video provides some useful tips on how to improve your call center by using the professional call management features of the Windows-based Ozeki Phone System XE.

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Key factors to improve your call center

The metrics are the determining factors of success: such as answering a specified percentage of calls in a set number of seconds and percentage of abandoned calls are common measures. The challenge facing the business is to keep callers satisfied while minimizing call duration; effectively helping the customer and getting them off the phone quickly is a difficult balancing act. Here is a check list to help improve overall performance.

✅ **Educate your call center agents**
- Start by improving product knowledge
- Empower your agents to do the right things for customers

✅ **Create and analyze statistics about performance**
- Start with speech analytics
- Start listening to what your callers are saying

✅ **Give immediately answers**
- Accept all the phone calls
- Answer your e-mails quickly
- Automate routine tasks

If you want to complete your check list start improvement by

creating
TECHNICAL
BACKGROUND

First-rate call management features
offered by Ozeki Phone System XE

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Outstanding call capacity

Ozeki Phone System XE is able to make and accept unlimited simultaneous calls

Unlimited calls	Call transferring	Conference room
Call queuing	Call recording	Video calling
Music on Hold	Ring groups	Time profiles

Due to its great call management features, Ozeki Phone System XE ensures even unlimited simultaneous calls. To make the communication system more effective, it provides many such advanced VoIP functionalities as: call queuing with customizable hold music, call transferring to forward the calls to the most competent employee, call recording in mp3 and wav format, ring groups, conference room, etc. Ozeki Phone System XE even enables video recording if you have video call sessions frequently. You can also set different time profiles that can be used to allow calls in certain time periods.

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Automated call accepting

Ozeki Phone System XE can automate your customer service by using IVR

You can create your own IVR (Interactive Voice Response) menu system that can direct the customers to the menu points they need. It receives the customer's responses given by their touch-tone telephone keypad entry (it is called DTMF signalling). The IVR can read out the text you have set previously using a customizable Text to Speech engine, or it can play a prerecorded audio file.

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SMS and E-mail messaging

Ozeki Phone System XE allows you to send text messages for your customers

By connecting to the mobile network through SMPP or GSM modem connection, Ozeki Phone System XE can be used for 2-way SMS messaging. SMS and E-mail services provide a great opportunity to nofity, alert or remind your customers.

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BYOD support

Ozeki Phone System XE supports mobile devices as well

Due to its great flexibility, Ozeki Phone System XE - using a mobile application – makes it possible you to turn your mobile into a full-featured VoIP phone. This way, your customers' calls can be accepted on your desktop VoIP phones, on traditional analog desktop phones, on softphones or on iOS-, Android- and Windows-based smartphones and tablets.

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Voicemail

Ozeki Phone System XE provides voicemail service to avoid missed calls

If you do not want to miss any calls, let your partners leave a message for you. By setting up a voicemail, you can be notified in email if you have gotten a new voicemail message.
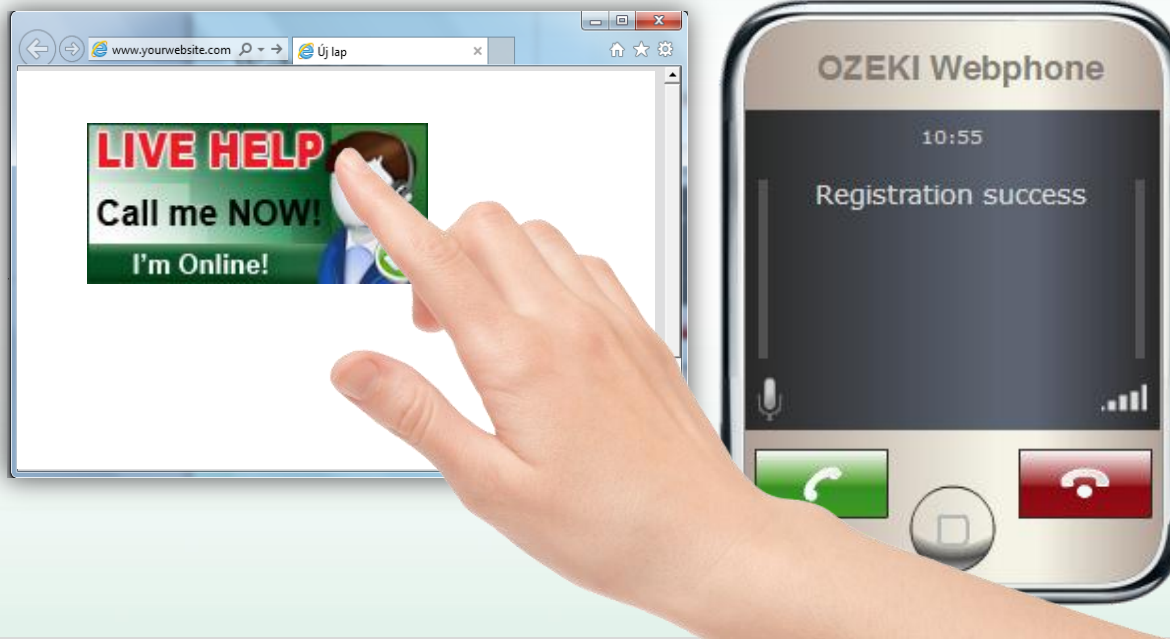
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Webphone

Ozeki Phone System XE offers a webphone to let website visitors call you free

Ozeki Phone System XE has a built-in webphone extension that can be used as a simple click-to-call application. You can add it to your corporate website. When a customer needs to talk to your support staff, he/she only needs to click on the webphone button to be able to call you free of charge.

High level of security
Ozeki Phone System XE provides call encryption

Due the latest security technologies, such as SRTP, ZRTP, VPN and TLS, Ozeki Phone System XE ensures high level of security. In addition, you can track all events occured in the system through system notifications. These notifications can be sent out in e-mail, SMS or through a phone call. It is also possible to create a backup of your system and make a recovery any time. Finally, through the system logs, you can follow all of the events that has happened in your communication system and you can also track the online users and the ongoing calls.

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To sum it up, a professional call center has to be able to manage a huge amount of simultaneous calls, while helping both the customer and the agent with such advanced features as voicemail, call forwarding, call queuing, call recording, IVR menu system, etc.

All this is possible with Ozeki Phone System XE.
Start by downloading it from www.ozekiphone.com!

For more information please visit
www.ozekiphone.com

or send an e-mail at
info@ozekiphone.com

Thank you for your attention!

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