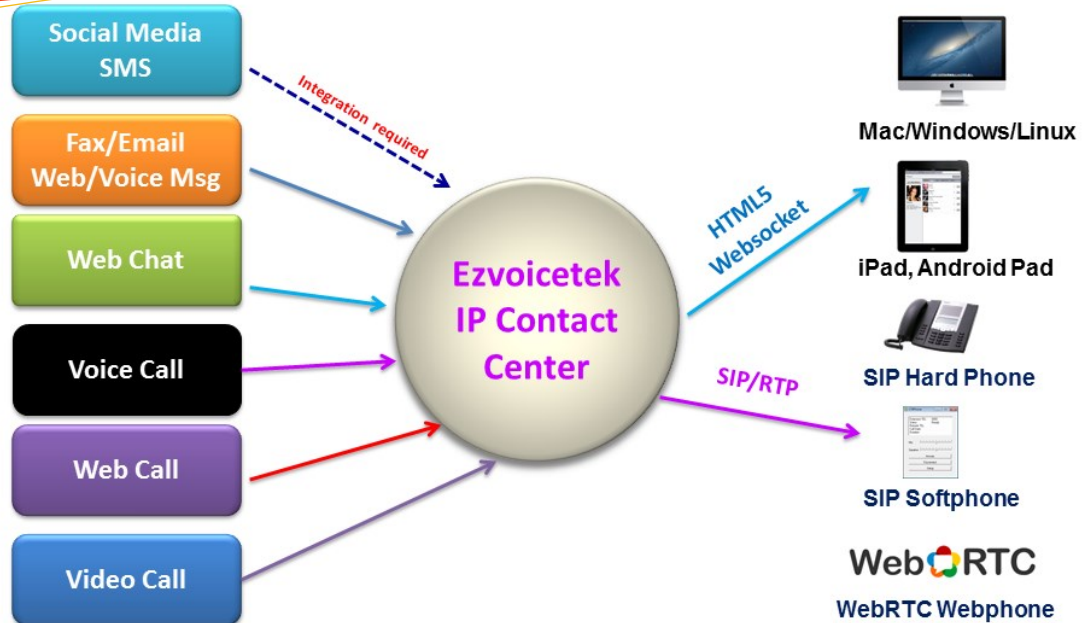


- ▶ ACD Module for EZSIP-6000/EZPBX-2000
- ▶ **Hitless HA Redundant**
- ▶ Support Multi-tenant Contact Centers
- ▶ **Support SIP Soft/Hard Phone or Mobile**
- ▶ Support Multi-Media ACD Channels
- ▶ **Free Seating, Call Queuing and Screen Pop up**
- ▶ Support Virtual Queuing and Call back
- ▶ **Support Voice/Video Recording**
- ▶ Intelligent and Flexible ACD Routing
- ▶ **Provides KPI, Performance Report & Chart**
- ▶ Support Multi-Media Service
- ▶ **Provide Agent/Supervisor Desktop SDK**
- ▶ Multi-Language Web Interface
- ▶ **Optimized based on 64 bits Linux and IPV6 Ready**

EzVoiceTek concentrates to provide VOIP solutions and help VAR or SI to implement their own VOIP solutions. We also provide the customization service to fit the customers' unique requirements.

http://www.ezvoicetek.com  
Email: sales@ezvoicetek.com



### System Requirements

INTEL/AMD CPU Server (Intel® 64)  
RHEL 8/Rocky Linux 8  
EZSIP-6000 or EZPBX-2000

### Convergence Technologies

SIP RFC 3261  
RTP/RTCP Communication  
IPV4/IPV6 Dual Support  
Support WebRTC/Hard-phone  
HTML5/Websocket

### System Capabilities

Max Agents: 512  
Hitless HA Redundant

### Multi-tenant Contact Center

Manager, Supervisor & Agent  
Performance Reports & KPI  
Real Time Wallboard/Diagnostic  
Prompt Management  
VIP/Black List  
Support up-to 500 Skills  
Customizable Agent State, Wrap-up Code  
Daily Backup, Restore/Query  
Center Based Alert/IVR Management  
Center Based FAQ  
Center Based Easy Web Contact

### Voice Logging (optional)

Integrated into Call Service Log  
WAV/MP3 Encoding (CBR/VBR)  
Separate Customer and Agent Track  
Support Regular, Conference and Coach  
Support Recording on Demand  
Unique Call ID to be Referred by CRM  
Support AES Encryption

### Video Logging (optional)

Integrated into Call Service Log  
MP4 File Format  
Combined Customer and Agent Video  
Support Regular, Conference and Coach

### Audio Codec

G.711, G.722, GSM, G.729

### Queuing Processing

Queue Management  
Support Waiting Order/Waiting Time  
Support Notice with interval repeat  
Support Programmable Choice to Caller  
Customizable Prompt and Parameters  
Support Moving to another DN

### Virtual Queuing and Call Back (optional)

Virtual Queuing Call Back  
Preserve Customer Queue Position  
Time Reserved Call Back  
Predictive Dialing to Customer  
Support Caller ID or Input Call Back Tel

### ACD Routing

Support up-to 3 Time Segments Queuing  
Flexible and Rich Routing Policy  
Support ACD DN Group  
Support Center Based Skill Routing  
Support Multiple Prioritized Agent Groups  
Intelligent Routing by Service Level/Queued Call  
Combined Routing Strategy  
VIP/Black List Routing  
Support Multiple Skills/CTI Data  
Overflow Handling/Max Talk Time  
Support Agent Answer Notice  
DN Based Screen Pop-up URL  
Support Multi-media, Video DN  
Support Announcement Playback  
Support moving between ACD DN  
Support Agent Assign and Fail Back to DN

### Multi Media Service (optional)

Fax/Email/Voice Message/Web Message  
Low Priority Dispatch Policy  
Allow Voice Call Barge-in  
Allow to Audio Call Out  
Video Call Agent

- ▶ Provides Agent / Supervisor Desktop SDK
- ▶ Support Linux, Windows, IOS and Android Devices
- ▶ Support Free Seating
- ▶ Provides CTI Soft-phone
- ▶ Startup / Screen / End Call Popup URL
- ▶ Incoming/Outgoing Calls
- ▶ Answer/Hang-up
- ▶ Mute/Hold
- ▶ Transfer to IVR & Back
- ▶ Consultant Call Transfer or Retrieve
- ▶ Conference, Coach, Monitor
- ▶ Support Whisper Talk
- ▶ Bulletin Board
- ▶ Agent to Agent Chatting
- ▶ Customer Chatting
- ▶ ACD-DN Queue State and Management
- ▶ Real Time Agent Status
- ▶ Performance Query

### Text Chatting Service (optional)

- HTML5 Browser Support
- Chatting Screen Popup
- Support Multiple Skill and CTI Data
- Support Chat Transfer
- Support Chat Monitor/Coach/Conference
- Text Chatting Recording
- Support Multiple Chatting Session
- Allow to Call Out/Agent When Chatting
- Support Emoji, Script, Welcome Message

### Outbound Dialing (optional)

- Outbound Campaign
  - Multi-tenant Campaign Management
  - Contact/Dial List, Do not Call
  - Predictive/Progressive/Power Dialing
  - Preview Dialing
  - IVR/Agent/Number Test Campaign
  - Call History Log and Report
  - Start/Stop/Pause/Resume/Reset
  - SOAP Integration API
- Support EZODS-8500 Dialer

### EZODS-8500 Outbound Dialer (optional)

- Support Multiple Outbound Dialers
- Fully Integrated and Ready to Run
- Support Campaign Manager
- Max Calls Per Dialer: 1024

### Screen Recording Service (optional)

- Full Web based Without Any Installation
- Ready to Run with Built-in ADT
- Provides Websocket API with Source
- VP9/VP8 Encoded Recording Files
- Programmable Frame Rate/Resolution
- Optional Record Before Answer/ACW Time
- Supervisor See Agent Screen with Voice
- Support Video Only, Video+Audio File

### Performance Report/Chart

- Real Time Wall-board
- Quarterly, Hourly, Daily Report
- Center Performance Report
- Agent Group Performance Report
- Agent Performance Report
- ACD-DN Performance Report
- ACD-DN Group Performance Report
- Skill Performance Report
- Trunk Performance Report
- System Statistic Report
- Center Alert Report
- Schedule Report

### History Report

- Unified Call Service Detail Log
- Agent Status Detail Log
- Backup Log
- MMS/Call Back Log

### KPI Analysis

- Accessibilities KPI
- Speed of Service KPI
- Contact Handling KPI
- Resource Utilization KPI

### IVR Integration

- CTI Attached Data/Multiple Skill
- DN Status/VIP/Black List Query
- Call Back Integration
- Satisfaction Survey Score Update
- Customer IVR Navigation View
- IVR Authentication
- Fax/Voice Message Integration

### Agent/Supervisor SDK

- Ready To Run Agent Desktop
- Support HTML5 Websocket SDK
- Support Voice Call, Chat & Multi-Media
- Call Control, Coach, Coach, Conference
- Call/Agent State Change Notice
- DN Queued Call Change Notice
- Agent to Agent Chat
- Support Bulletin Publish and Notice
- DN State Query and Management
- Agent Password Change
- IVR Authentication
- VIP Waiting Notice
- Customer Waiting Time Notice
- Agent State Query
- Enable/Disable Skill
- Real Time Performance Query
- Support Supervisor Barged Coach
- Agent Answer Prompt
- Announcement Play During Talk
- Agent Call Back Notice
- Support WebRTC Agent Softphone (optional)

### Management

- System Real Time Status
- Agent Real Time Status
- Call Real Time Status
- Multi-Language Support
- Web Provisioning Access Log
- System Alerting Message
- Easy Web GUI (HTTP/HTTPS)
- Scheduled Update Task

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