

SPIDERGATE

CONTACT CENTRE FUNCTIONS

GENERIC FUNCTIONS



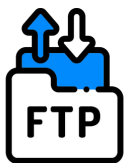
AGENT MANAGEMENT

- VIEW AGENT STATUS & STATUS & SLA STATISTICS REMOTELY.
- ALLOWS AGENTS TO UPDATE THEIR STATUS WITH REASONS
- REDIRECT CALLS AWAY FROM AGENTS WITH "BUSY" STATUS
- INSIGHT ON INDIVIDUAL & GROUP PERFORMANCE
- REAL TIME DASHBOARDS & REPORTS WITH CUSTOMISABLE METRICS
- COMPREHENSIVE CALL HISTORY & QUEUE PERFORMANCE
- EXPORTING OF REPORTS WITH NOTIFICATIONS



CALL CONTROL & NOTE TAKING

- CALL BARGE, CALL SPY, CALL WHISPER, CALL HOLD, FORCE HANGUP
- CUSTOM NOTES OR CALL DISPOSITION CODES
- CUSTOMISABLE CALL-WRAP UP TIME



SECURITY & RELIABILITY

- DATA ENCRYPTION & FIREWALLS
- USER PERMISSION SETTING
- CALL PASSCODE SUPPORT
- PIN LOGIN & HOTDESKING



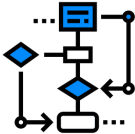
OTHERS

- CRM/ API INTEGRATIONS WITH SCRIPTING INTERFACE
- CALL RECORDING
- CUSTOMISABLE SUGGESTED RESPONSES
- AI CONVERSATIONAL WEBCHAT BOTS WITH CALL ROUTING TO LIVE AGENTS

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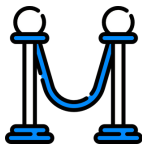
CONTACT CENTRE FUNCTIONS

INBOUND FUNCTIONS



CALL FLOW DESIGN

- UNLIMITED LAYERS OF MENU OPTIONS
- VISUAL & VOICE INTERACTIVE MENU
- OFFICE HOUR & HOLIDAY CUSTOMISATION
- WEBHOOKS TO DELIVER DATA TO 3RD PARTY APPS IN REAL-TIME



ADVANCED QUEUE MANAGEMENT

- QUEUE PRIORITY SETTINGS BASED ON BUSINESS VALUE
- FORCE HANGUP WHEN MAX QUEUE SIZE OR MAX WAIT TIME IS REACHED
- ASSIGNMENT OF AGENTS TO DIFFERENT QUEUES
- AUTOMATED CALLBACK WITH VALID NUMBER PATTERN DETECTION
- CALL PICKUP (ANSWER CALL ON BEHALF OF ANOTHER USER)
- CALL TRANSFER TO EXTENSION, EXTENSION GROUP OR EXTERNAL NUMBER



SECURITY & RELIABILITY

- INBOUND CALLERS BLACKLIST: PREVENT SPAM CALLS
- BACK-UP LINE NUMBER ROUTING FOR CALL CONTINUITY



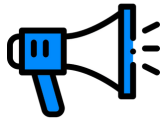
INTELLIGENT CALL ROUTING

- ROUND ROBIN, RING ALL, PROFICIENCY (SKILL-BASED ROUTING)
- RING GROUP (GROUP OF EXTENSIONS TO RING SIMULTANEOUSLY)

SPIDERGATE

CONTACT CENTRE FUNCTIONS

INBOUND FUNCTIONS



CALLER ANNOUNCEMENT MESSAGING

- TEXT TO SPEECH / MP3 FILE UPLOAD FOR INTERACTIVE RESPONSE
- MULTI-LINGUAL CAPABILITIES & SPEECH SETTINGS
- BREAK TIME SETTING BETWEEN MESSAGES
- ANNOUNCEMENT OF QUEUE POSITION & ESTIMATED WAIT TIME
- ADJUSTMENT OF NO OF TIMES MESSAGE IS REPEATED
- TIMEOUT WITH HANGUP MESSAGE WHEN NO CALLER INPUT RECEIVED



WHATSAPP & WEBCHAT TICKETING

- SUPPORT A CORPORATE WHATSAPP WITH AN INFINITE NO. OF AGENTS
- SUPERVISOR ASSIGNMENT OR ROUND-ROBIN ROUTING OF TICKETS
- PAST CASES REFERENCE
- A SINGLE TICKET CAN BE HANDLED BY MULTIPLE AGENTS
- CANNED RESPONSES
- WEBCHAT ROUTING TO LIVE AGENT OR HANDLED BY CHATBOT
- WEBCHAT IS MOBILE BROWSER FRIENDLY
- WEBCHAT SHOWS CUSTOMER INFO LIKE THE PAGE HE IS ON & DEVICE TYPE



OTHERS

- SET MAX RING TIME PER AGENT BEFORE THEIR STATUS IS CHANGED
- MISSED CALL NOTIFICATION WITH VOICEMAIL TO EMAIL & SMS
- SMS POST-CALL SURVEY
- ALLOW CUSTOMERS TO CONTACT VIA CALL, SMS, WHATSAPP, WEBCHAT

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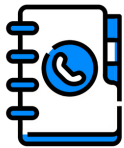
CONTACT CENTRE FUNCTIONS

OUTBOUND FUNCTIONS



AUTO-DIALLER

- BULK UPLOAD OF NUMBERS
- PREDICTIVE, PREVIEW & PROGRESSIVE DIALLERS
- CUSTOMISABLE DIAL PLANS
- NUMBER LIST CAMPAIGN: MAKE CALLS TO A BULK OF DESTINATIONS WITH JUST ONE CLICK
- PAUSING, DELETING & DUPLICATING NUMBER LIST CAMPAIGNS



DID NUMBER MANAGEMENT

- OUTBOUND CALLER ID MANAGEMENT
- SUPPORTS CALLS TO INTERNATIONAL, TOLL FREE, LANDLINE, MOBILE & GOLDEN NUMBERS IN >70+ COUNTRIES



SECURITY & RELIABILITY

- AUTO-DNC & BLACKLIST CHECKING IN REAL-TIME
- COMPANY/COUNTRY WHITELIST CHECKING



OTHERS

- CLICK TO CALL: LAUNCH CALLS STRAIGHT FROM CRM
- PULL CUSTOMER INFO OUT AUTOMATICALLY WHEN CALL CONNECTS
- AUTO-PROVISIONING FOR SUPPORTED IP PHONES
- AUTO-SUBMIT DIAGNOSTIC REPORTS/ LOGS FOR DEBUGGING

IF YOU WOULD LIKE A CUSTOM FEATURE, PLEASE INFORM OUR SALES EXPERTS DIRECTLY.