

# Code Call Center

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## Introduction

Code Call Center is simple to use, unlimited agent lines call center that use VOIP/SIP/IP telephony protocol, and can be connected to mobile core network or any VIOP/Soft-switch network, also legacy PSTN network can be connected using E1 to SIP adapter

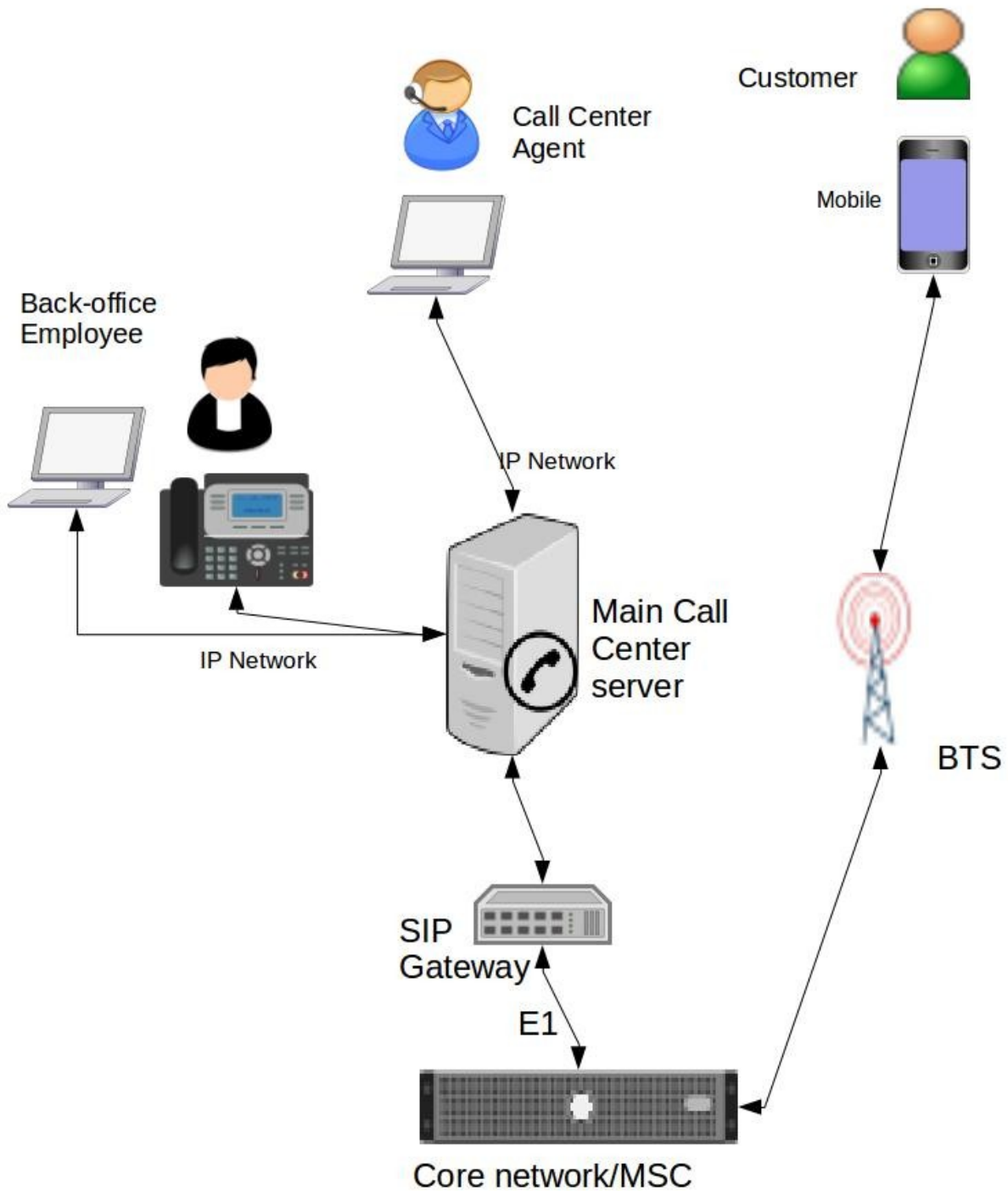
## Features:

- SIP soft-switch
- Unlimited number of connected agent lines (Depend on hardware specifications)
- Multiple queues for different services
- Work in LAN and WAN
- Call Center portal: to display caller info and last caller tickets/call reasons
- Registering call reason
- Chat between agents
- Call Recording
- Back-office employees could listen to call on-line
- Outgoing calls with call reason registration
- Statistical and SLA reports
- Enables local calls (between agents and employees), outgoing calls, as well as incoming calls
- IVR and announcements.
- Queue number announcements and estimated minutes until serving.
- Time scheduling to announce working hours
- Call Conference
- Work as SIP gateway to redirect calls or receive calls from other VOIP systems
- Client software could be installed on any operating system and does not require specific hardware specifications.
- Quad core server with 8 G Ram could handle up to 100 concurrent calls.

## Optional features:

- Integration with organization CRM system to display customer information
- Provide small CRM system (To build customer database) in case of no CRM used in organization
- Integration with SMS Gateway to allow agents to send short messages to customers

## Code Call Center Diagram



## Requirements:

1. Linux machine with quad core processor, 500 G HDD, 4 G RAM
2. Internet connectivity during system installation
3. SIP gateway/router to convert E1 link to Ethernet SIP trunk
4. Desktop computers with headset for agents and back-office employees
5. VPN for remote support and update with new versions and features (if required)