



- Complete in-bound ACD service with multiple call queues, call recording and live monitoring
- Pay as you grow with zero hardware or software investment and scale up or down based on demand
- Enable your “virtual” call center workforce with the flexibility of staffing from multiple locations seamlessly
- Minimize your business risk with predictable cost based on revolutionized unlimited service value pack

WorkSuite Call Center provides you with the features you need to run an inbound or outbound call center business while maintaining seamless integration with PanTerra on-demand applications such as web collaboration, and secure IM all through the same user interface. With WorkSuite Call Center, businesses can provide unparalleled sales and customer service support without investing in expensive hardware and software applications with multi-vendor commitments that are typically required.

PanTerra’s on-demand delivery model allows you to provide superior call center performance from any location. WorkSuite Call Center can be deployed within minutes and scales based on user demand. This service is ideal for applications related to customer service/support, fundraising efforts, various sales efforts, campaigns, promotions etc. WorkSuite Call Center service is managed and maintained at PanTerra’s world-class fully redundant data center. Let PanTerra take care of call center operations complexities, so you can focus on your core business.

Inbound ACD with Call Queues

WorkSuite Call Center ACD call queuing is a sophisticated tool that enables your call center to accept and manage more callers than your PBX has lines and distribute those callers to your agents based on their skill-set or based on the next available agent. With ACD call queuing, you can provide an enhanced experience for your customers attempting to reach you. You don’t have to be concerned about whether the number of phone lines you have is enough to take the peaks in call volume because your customers are always and automatically answered when they call. While waiting for an agent, customers receive your prerecorded greeting message followed by music. WorkSuite call queuing is user-friendly and offers web based access to easily set up ACD queues and agents. Your queues can be customized to fit your business

changing needs, such as call queuing on/off and the ability to set up multiple queues. PanTerra’s flexible and award-winning SaaS on-demand platform allows your agents to be located anywhere in the world and still be part of your call queue.

Live-Monitoring and Real-Time Reporting

WorkSuite enterprise-wide ACD provides advanced live monitoring features with options of listening, conferencing and coaching. Supervisor modes include whisper, barge-in and silent, which allow call center supervisors the ability to monitor any calls, in any ACD queue which they are part of. Individual agents can be provided with some or all supervisory privileges for the purposes of coaching their peers. Call center supervisors can monitor agents’ calls to ensure better performance and superior customer satisfaction. In addition, sophisticated real-time reporting is available from the easy to use browser accessible administration portal.

Call Recording

WorkSuite Call Center improves the quality of your customer service and agent training with a web based call recording option for playback, storage and retrieval of any call by any agent. There are three recording options – dynamic, random and static. Dynamic call recording allows the supervisor to record any agent while on a live call. Random call recording provides a supervisor pre-designated pattern, such as one out of every 10 calls to be recorded. Static call recording allows the supervisor to record all calls for a particular agent over a supervisor definable time period. Call recordings can be easily retrieved from a web based portal and stored locally or left on the PanTerra server for data protection.

Secure Instant Messaging (IM)

WorkSuite Secure Instant Messaging goes beyond just another IM application. It is the unified personal portal for all PanTerra on-demand applications. It has the capability to completely



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federate AOL, MSN and Yahoo IM clients. The growth and popularity of IM is a result primarily of its communications immediacy. However, with the advent of so many different IM platforms, many of which are not secure or manageable, businesses have no clue of their communication flow or more importantly of their information safety. Many other applications can be launched from the WorkSuite IM client without the need for running an Internet browser.

FEATURE DESCRIPTION

WorkSuite Call Center is tailored to serve the call center market where all of the upfront capital and management costs are eliminated from the customer. The virtually distributed call center offers the following key features:

- Enterprise-wide Automatic Call Distribution (ACD)
- ACD live monitoring
- Call queuing
- Call center real-time reporting
- Logic-based routing
- Music on hold and recorded messages

ACD Live Monitoring offers:

- Silent Mode—provides the ACD supervisor the ability to listen to any call, associated with any Agent, in any Queue, and their calling party without audible detection by either the Agent or the calling party.
- Whisper Mode—provides the ACD supervisor the ability to listen to any call, associated with any agent, in any queue, and to "whisper" in the Agents earpiece (one way voice at a low volume) without the calling customer being able to detect this conversation.
- Barge-in Mode—provides the ACD supervisor with the ability to join an Agent and their caller into a three way conference call with the ACD Monitor.

ACD Call Queuing offers:

- Automatic answering
- Music on hold
- Web-based management
- Call queuing on/off configurability

Call Recording offers:

- Dynamic (Ad-Hoc) call recording—provides the ability to record any active call, in any ACD queue, at any time.
- Random call recording—allows you to set a ratio of calls of the total number of calls to be recorded. i.e. 1 out of every 10 calls, or 15 out of every 100 calls etc.
- Regular call recording—provides recording of all calls, for a specific agent, for any specified timeframe.

Secure IM offers:

- Real-time AES encryption
- Local message archive
- IM Presence - "online", "away", "idle", "on the phone", or more customized options
- Instant conference
- Instant secure file transfer
- Public IM federation (AOL, MSN, Yahoo)
- Soft-phone for PC-based SIP calls

ACT NOW

Only PanTerra Networks delivers a complete suite of unified communications services that make sense for SMBs. You owe it to your business to give us a closer look—call PanTerra Networks (Toll Free 1-800-805-0558) or your authorized solutions partner today.