



TELIS

TELIS Call Center Suite

*Effective, affordable, and easy-to-use
call center solution for modern businesses.*

A customer journey does not end with a sale or a payment collection, each interaction with them influences their future choices. Telis Call Center Suite makes it easy to handle an organization's inbound and outbound calls, manage customer service agents, monitor their performance, and thereby the organization is able to offer their clients a better customer experience.

Easy to learn, easy to use and easy to manage solution that helps to shorten the issue handling time and increase agent productivity with automated call flow. Telis Call Center Suite has no constraints on the number of calls processed. It will have no negative impact on call quality. Combined with the routing functionality within the call center suite, incoming calls can be quickly distributed to the agents. When a caller gets connected to the agent who possesses the appropriate skills and knowledge, not only will it make the customer happy, but it will also reduce the load on the center. Telis Call Center Suite includes tools an organization needs to quickly improve their communication and team performances.



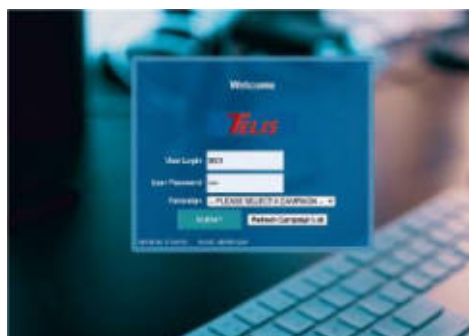
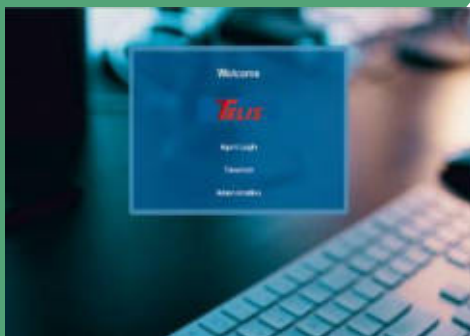
Use every phone interaction to increase your customer loyalty.

Save 40% of the call time by using an IVR.

FEATURES

Telis Call Center Suite has all the features to efficiently manage an organizations inbound, outbound or a combination call center.

- ★ Attractive Web Interface
- ★ Multi campaign support
- ★ Agent call Listening, Barge In & Whisper
- ★ Click to call
- ★ Custom user privileges and Role settings
- ★ Integrated call recording and retrieval
- ★ Live Dashboards for agent , supervisor, admin
- ★ Call history search and dial option
- ★ Chat between agents and supervisors
- ★ Add custom call dispositions per campaign
- ★ Automatic Call Distributor (ACD)
- ★ Skills-Based Routing
- ★ Multiple call Queues
- ★ Advanced reporting
- ★ Comprehensive analytical reports
- ★ Upload and manage leads
- ★ Manual, Progressive, Preview and Predictive dialing
- ★ Display a script for the agent to read
- ★ Call clients in succession from database through the interface
- ★ Display fields that agents can use to fill the collected data
- ★ Multi-Level IVR
- ★ Agent and Call Monitoring
- ★ Callback/Auto callback
- ★ Conference
- ★ CRM Integration
- ★ Hold Customer calls with Music



BENEFITS

Telis Call Center Suite go beyond the simple role of a Call Center Software by helping organizations to:

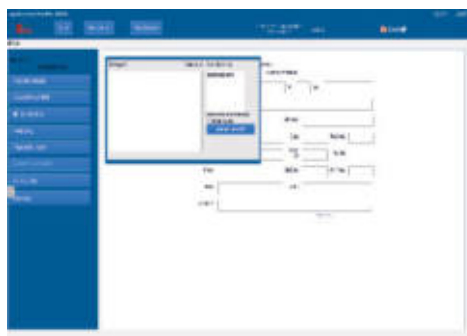


- ★ Increase first contact resolution
- ★ Increase revenue
- ★ Optimize performance and quality
- ★ Help In coaching and training of employees.
- ★ Helps to proactively manage the call center in real time
- ★ Provides the employees with a highly scalable solution where new servers can be added for additional capacity requirement
- ★ Increase customer loyalty
- ★ Increase Agent productivity
- ★ Help in performance management
- ★ Helps to identify call trends
- ★ Impact their bottom lines with quick and tangible ROI's
- ★ Reduces operation costs
- ★ Reduce Handle times
- ★ No PBX is required
- ★ Conduct timely follow up



CALL CENTER SOLUTION FOR EVERY VERTICAL:

- | | | | |
|---|---|--|--|
|  Logistics |  Real Estate |  E-Commerce |  Emergency Response |
|  Banking |  Travel |  Retail |  Hospitality |
|  Healthcare |  Insurance |  Government Offices | |





For a free consultation and demo :

Contact Us

TELIS

TAIPEI

101 Tower, No. 7, Section 5,
Xinyi Road, Taipei 110, Taiwan.

Website : www.telis.tw

Email : sales@telis.tw