



CALL CENTER PRO

Valuable insights for call centers

One of the biggest problems that call center managers face is agent planning. They need insights such as:

- “When do the customers call?”
- “How long does it take before the average customer hangs up?”
- “How many calls does the average call center agent take?”
- “How long does the call last?”

Lack of insights makes it difficult to optimise the number of agents and their working hours for the customer call traffic.

Time is critical

Customers expect their issues to be resolved as quickly as possible. Without additional PBX functionalities, the agents' workflow is inefficient, negatively impacting customer satisfaction.

The solution? Call Center Pro.

Call Center Pro



Level up your customer support with Call Center Pro. It's a package of simple yet value-adding functionalities to quickly implement in a call center or customer support department.

Team leads can increase customer satisfaction through improved resource planning. Agents can gain efficiency and better-managed workload through enhanced daily tools.

**Greater agility. Complete control.
Wherever you are.**

What is Call Center Pro?

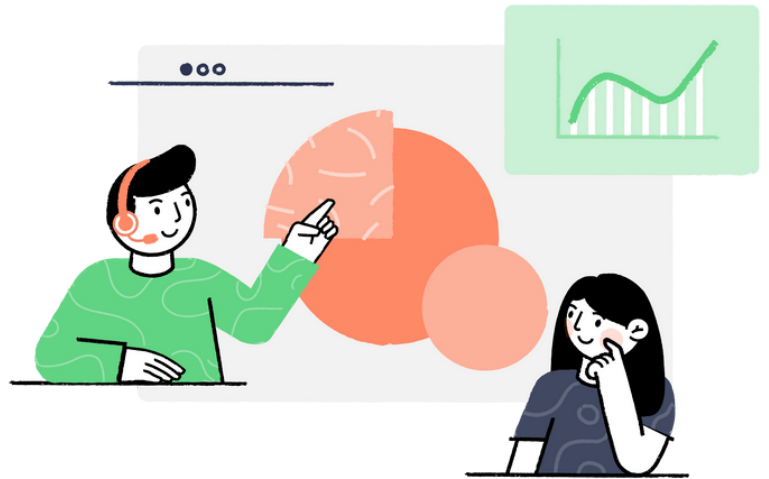
Call Center Pro solution is a set of add-on services that give you additional PBX functionality and rich insights to improve your call center's workflow and increase customer satisfaction.

Add-on services

- Run URL
- Wrap up
- Delayed hunt groups
- Callback
- Pause system
- Co-listening/Call monitoring
- Auto-logout
- Unified stats
- Live dashboard



Customer centric communication



Delayed hunt groups

Add more agents in waves. If the primary group doesn't answer the call, engage the second group after a certain number of seconds.

Run URL

One-click search of caller information in existing web-based CRM or ERP systems provides detailed customer profiles and notes. All while on the call.

Callback

Instead of forcing customers to wait on hold, have an agent call back when it is that customer's turn. For example: "you are in place 5. Press 1 if you want us to call you when it is your turn".

Wrap up

Allow users time to process the information learned during the call before receiving the next call.





Flexible agent experience



Pause system

With only one click, an agent can temporarily pause their membership in a queue/ hunt group to not receive calls from the PBX. Giving them time for back-office work without losing their place.

Auto-logout

When an agent is not answering or is in idle mode for a long time, the system will automatically log him or her out of the hunt group.

Co-listening/Call monitoring

A highly sought-after function for educational purposes. Now you can do it without being next to each other.



Complete oversight

Live dashboard

Dashboard with live data. Monitor service levels, average hold time and calls abandoned from a live dashboard – both from a hunt group perspective and an agent perspective.

Unified stats

Have a complete overview of statistics in the application and full reports in Admin and Power BI.

See Call Center Pro in action

We'd love to show you what ALLOcloud services can do for your business – contact us now to arrange a demonstration.

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