

# AirePBX Call Center

## Turn your Hosted PBX into an inbound call center

AirePBX Call Center is a hosted PBX package that provides your cloud phone system with the capabilities of an inbound call center at a fraction of the price.



### Key Features

**Real Time Wallboard.** Display real-time statistics on any monitor or TV so that your sales and support teams can keep track of productivity.

**Monitor, Whisper, Barge.** Proactively engage agent calls and maintain high quality customer service standards from the seat of your desk.

**MLHGs and Business Groups.** Expanded Multi Line Hunt Group (MLHG) functionality makes call routing easy.

**Ad-Hoc & Scheduled Reports.** Automatically generated reports lets managers and executives make data-driven decisions.

**Automatic Call Recording.** Automatically record and save all of your calls.

**Call Disposition and Agent Activity Codes.** Create custom codes to indicate agent activity and call disposition.

### Benefits

The **wallboard** pushes your support agents to manage incoming calls and your sales agents to make more outgoing dials.

While **monitoring** calls, use the **whisper** feature to coach agents and **barge** to actively assist them during calls.

**MLHGS** allow you to organize your support team into specialized groups focusing on specific issues such as billing, shipping, or account management.

Deliver **real-time statistics** to upper management to justify budgetary and staffing requests.

Use **recordings** to train and coach agents or to review information from previous interactions.

**Disposition codes** help you track the progress of outbound sales calls and improve your record for customer service interactions.

## Complete Feature List (with AirePBX Enterprise)

Account Codes	Desktop Client	Three-Way Calling
Anonymous Call Rejection	Directed Call Pickup	Voicemail
Premium Call Attendant	Distinctive Ringtones	Voicemail to Email
Automatic Call Back	Do Not Disturb	Call Jump
Automatic Recall	Internet Fax Number	Accession Desktop Soft Phone
Busy Lamp Field Support	End User Web Portal	Accession Mobile Apps
Call History/Logs	Intercom Codes	Presence
Call Hold	Multiple Call Appearances	Video Calling
Call Hold/Park/Pickup	Multiple Hunt Groups	Automatic Call Recording
Call Transfer	Music On Hold	Real Time Wallboard
Call Waiting	On-Screen Alerts	Call Disposition Codes
Caller ID with Name	Paging/Intercom	Barge, Whisper, Monitor
Click to Dial	Shared Line Appearance	Advanced Reporting
Contact Management	Short Codes	
Desk Phone Customization	Speed Dial	

## Get Managed Connectivity and enjoy the benefits of the AireSpring Advantage.

### White Glove Service

AireSpring pre-configures and ships equipment directly to your customer's location and dispatches a trained technician to perform professional on-site installation and testing of IP phones, routers and switches to ensure that your communications system works perfectly.

### Eliminate Finger Pointing Between Providers

By having all services delivered by a single vendor on a fully managed network, you avoid the finger pointing and blame game that occurs when you have cloud communications services delivered by a different vendor than your connectivity. (With AireSpring Managed Connectivity)

### Reliable and Diversified Network

AireSpring's geo-redundant network provides true network diversity and supports disaster recovery options, allowing you to ensure business continuity.

### Free Advanced IP Desk Phones

Why pay for phones when you can get them for free? AireSpring includes FREE next generation IP business phones with a 3 year contract. We also have plenty of upgrades, including video or touch screen phones, to keep every business satisfied.

### Escalation List Up to Our CEO

We stand behind our service 100%! In fact, we're so committed to ensuring complete satisfaction that we provide all of our customers with an escalation list giving you access to our executive management all the way up to our CEO.

Ready to find out more? Contact us at 888-389-2899, email [sales@airespring.com](mailto:sales@airespring.com), or visit our website at [www.airespring.com](http://www.airespring.com)

