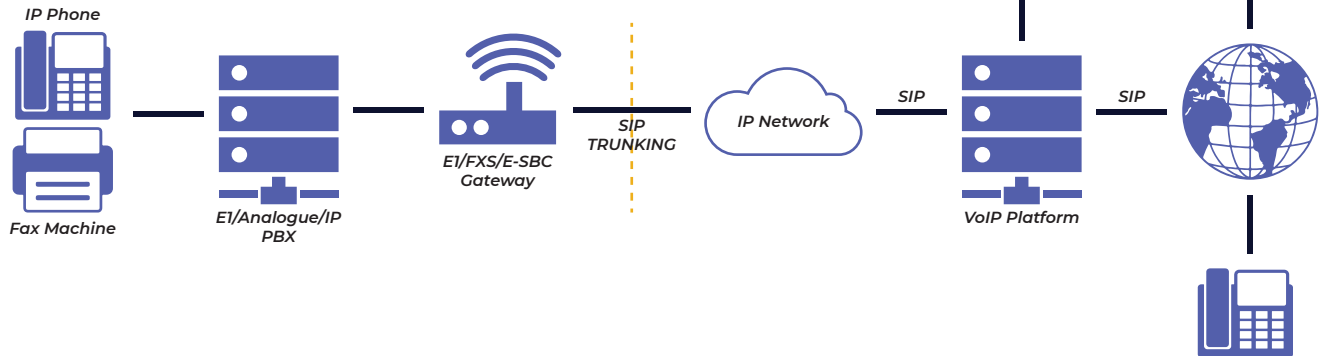


SIP TRUNKING

Service
Provider

What is SIP TRUNK?

The delivery of telephone and unified communications services over the Internet to customers with SIP-enabled PBX is known as SIP Trunking. SIP (Session Initiation Protocol) Trunks are basically connections between the PBX and public telephone network which replaces analog telephone lines and PRIs (Primary Rate Interface) which were the connections used before SIP Trunks existed.



Benefits of SIP TRUNK



PACKAGES

<p>ST50 NO CONTRACT Monthly commitment: RM50 Direct Dial Number: 1 Channels: 2 Registration Fee: Waived Activation Fee: Waived Malaysia Rate [Fixed & Mobile]: RM0.13/min</p>	<p>ST100 NO CONTRACT Monthly commitment: RM100 Direct Dial Number: 2 Channels: 5 Registration Fee: Waived Activation Fee: Waived Malaysia Rate [Fixed & Mobile]: RM0.13/min</p>	<p>ST200 NO CONTRACT Monthly commitment: RM200 Direct Dial Number: 4 Channels: 10 Registration Fee: Waived Activation Fee: Waived Malaysia Rate [Fixed & Mobile]: RM0.12/min</p>	<p>ST500 NO CONTRACT Monthly commitment: RM500 Direct Dial Number: 10 Channels: 15 Registration Fee: Waived Activation Fee: Waived Malaysia Rate [Fixed & Mobile]: RM0.11/min</p>	<p>NEED A BIGGER PACKAGE?</p>
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OpsCentral Voice

OpsCentral Voice is a cloud-based contact centre solution that includes complete call centre functionalities.

- IVR with GUI Designer
- Custom CTI – Screen Pops
- Call Scripting
- ACD Skill – Based Routing
- VIP Routing
- Overflow
- Real – Time Analytics
- Reports in Excel
- Agent Scheduled Call Back
- Call Back Manager
- Custom Wrap Up / Call Disposition
- Post Call Survey
- 100% Call Recording
- Listen / Whisper / Barge-In
- 3-ways Conference
- Custom Music-on-Hold
- Custom Away Reasons
- Voicemail
- Advance Voicemail
- Voicemail-to-Text
- Do Not Call List
- Quality Management
- WebRTC
- Customer Management
- CRM API Support
- Sentiment Analysis
- Voice Recording to text
- Analytics – Word Cloud



OpsCentral Messaging

OpsCentral Messaging allows businesses to have multiple engagement via various social media apps.

- Skill-Based Routing and Sorting
- Last Handling Agent Routing
- Automatic Re-routing
- Auto Acknowledgement
- Intelligent Responder
- Pre-scripted Responses
- Real-time Analytics
- Reports in Excel
- Audit Trail
- Track, Grab and Escalation emails
- Stop CSR from Cherry-picking
- Prevent lost / deleted email
- Prevent duplication replies by CSR
- Custom Away Reasons
- Custom Wrap Up / Disposition
- Customer Management
- CRM API Support



OpsCentral Email

OpsCentral Email is a multi-feature email management system.v

- Skill – Based Routing
- Session-based Chats
- Auto Acknowledgement
- Pre-scripted Responses
- Real-time Analytics
- Reports in Excel
- Audit Trail
- 100% IM Recording
- Prevent lost / deleted IM
- Prevent duplication replies by CSR
- Custom Away Reasons
- Custom Wrap Up / Call Disposition
- Custom Chat-bots and Data-analysis
- Custom Wrap Up / Disposition
- Customer Management
- Supported Platform: WhatsApp, Line, WeChat
- Rich Media Supported
- CRM API Support
- Sentiment Analysis
- Analytics – Word Cloud

METRICRM

MetriCRM a data-driven system that helps client company to manage their customer data with state-of-the-art and Artificial Intelligence (AI) technology. MetriCRM streamlines the operations and improves the company's revenues and profitability and most importantly is to enhance their customer relationships.

MODULES



Support Ticketing Management Module



Customer Account Management Modules



Sales Pipeline Management Module

*More to come on the modules

Get Your Free Trial Today!

OR

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