



C-Zentrix

“A call center technology beyond expectations”

C-Zentrix is a next generation Linux appliance providing all the call center functions in a single box or multiple box depending upon the capacity requirement. It covers both inbound and outbound functions and comes with an in- built PBX/IPBX, IVR, Voice Logger and Gateway. In its functionality, ease of use and reliability, C-Zentrix is ahead of any other solution available in the market in the contact center scenario. This single box solution gives the flexibility to establish a call center operation within hours and go live without being dependent on several vendors.

In this application, we have reengineered and reinvented. Almost all the call center functions more efficiently for the benefit of not only the call centre technicians, but also its agents and management. The C-Zentrix call center is easy to maintain and can be operated by a single technician onsite or remotely by using its web based interface. Because of this simplicity and specific industry based CRM customization, it is also an ideal “ customer contact center ” for establishments like utilities, banks, financial institutions, stockbrokers, collection agencies and other service companies. C-Zentrix with its IVR, PBX/IPBX and ACD, Call logger, Dialer and Reporter offers the right calling solution for these enterprises. We consider this solution a revolution as it provides extreme price performance with top of the line functionality. Find out how ?





Main Features

General Technical Information

- Operating System: Open source Linux.
- Communication: VoIP (SIP), TDM, PSTN, E1 (PRI)
- Codecs Supported: G.729, G.711, G.723, G.726, and GSM
- Interfaces: TCP/IP. Remote web configurable
- Database: Supports MYSQL, MS-SQL, SQL Server, Oracle.

Hardware Features and channels

- 1u/2u/4u rack and non-rack chassis.
- 2X1 Giga bit Ethernet Ports.
- P4, Xeon or Dual Xeon processor
- From TDM 2 port to 48 ports on single chassis
- From 1E1 to 8E1 on single chassis

IVR & Voice Mail

- IVR Wizard.
- Easy to implement N level tree.
- Multiple IVR scripts
- Text To Speech and festival.
- Supports IVR on both Outbound and Inbound
- Supports English and other languages
- Integration with MYSQL, MS-SQL, SQL Server, Oracle
- Voice mail facility with voicemail box for each user
- Retrieval of voicemail from web based UI as well as normal telephony
- Maximum 9999 messages in a voicemail folder

Built in PBX/IP-PBX

- ADSI On-Screen Menu System
- Alarm Receiver,
- Append Message Authentication
- Automated Attendant
- Blacklists, Blind Transfer
- Call Detail Records,
- Call Forward on Busy

- Call Forward on No Answer,
- Call Monitoring, Call Parking
- Call Queuing,
- Call Recording, Call Retrieval
- Call Routing (DID & ANI)
- Call Snooping, Call Transfer
- Call Waiting, Caller ID and more...

Advanced Adaptive Dialers

- FTC compliant OEM Predictive Dialer with Auto Pacing and AMD
- Advanced Progressive Dialer with manual Pacing
- Advanced Preview Dialer with tabular view for the leads to be dialed

Call Logger

- Campaign wise Call recording for all the agents
- Wave, GSM and MP3 format
- Playback facilities from the web UI
- Voice Files sorting on the basis of date, agents, and customer phone number
- Facility to Archive the voice files and have an auto backup on a remote server

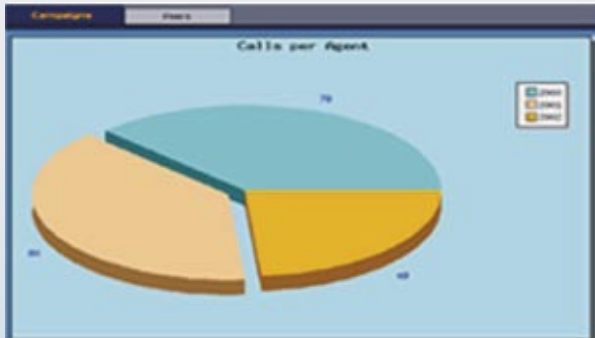
ACD

- Normal and skill based routing.
- Roaming Agents and Queue
- Live Call Barge-in
- Advanced web based Campaign manager
- Supports multiple campaigns
- Inbound, Outbound and Blended Campaigns

Gateway

- Communication: VoIP (SIP), TDM, PSTN, E1 (PRI)
- Codecs Supported: G.729, G.711, G.723, G.726, and GSM
- Interfaces: TCP/IP
- Remote web configuration
- Ethernet: Dual Gigabit Interfaces
- Telephony Interface: Up to 8 E1 spans

Powerful Reporting



Campaigns											
ID	Est	Contract	State	Property	Name	Dist	Type	LR	Local	Local	Channel
		Date				Level			Call	Call	
									Start	End	
									Time	Time	
101	1.1	10/01	INDIANA	1001	Auto	1.1	TELEPHONE	None	09:00:00	12:00:00	SP
102	1.1	10/01	INDIANA	1002	Auto	1.1	TELEPHONE	None	09:00:00	12:00:00	SP
103	1.1	10/01	INDIANA	1003	Auto	1.1	TELEPHONE	None	09:00:00	12:00:00	SP
104	1.1	10/01	INDIANA	1004	Auto	1.1	TELEPHONE	None	09:00:00	12:00:00	SP
105	1.1	10/01	INDIANA	1005	Auto	1.1	TELEPHONE	None	09:00:00	12:00:00	SP

Key Features for Domestic Call Centers

- Highly Customized CRM specifically designed for Insurance, Financial Institutions and Stock brokers (example insurance selling, medi-claim selling, credit cards selling, home and vehicle loans selling etc)
- Capability to customize CRM as per requirement
- Multiple Campaign and List calling
- Reuse of Leads in multiple campaigns
- Advanced Reporting including Portfolio Management System for Clients
- User Interface for Tele-Sales and Field Executives for Disposition of Leads
- Advanced MIS Reporting and Graphs

Key Features for International Call Centers

- Advanced AMD (Answering Machine Detection) with on the fly and traditional AMD
- Time Zone management
- Multiple Campaign and List calling
- List Weight for priority dialing over multiple time zones
- Auto allocation of SIP channels based on the use of codec and the bandwidth for optimized use of bandwidth
- Advanced Customizable Scriptor
- Three Levels of Supervisor Queue for handling the escalation of calls
- Call Conferencing with Call Transfer with Agent UI for International Sales Calling

Key Features for Corporate Calling

- Easy to install in Corporate Environment
- Can be used for Sales, Services, Support and Collection Processes
- Highly customizable CRM for different types of corporate calling
- Facility for embedding the Agent Popup into the corporate portal or ERP and CRM solutions (Intranet or Internet) for calling to be done by Executives and Customers
- Access to real time MIS reporting for the corporate managers
- Advanced Features like Clustering and Redundancy for integrating offices across the globe.

C-Zentrix

**BIG SYSTEM FEATURE
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Towards Vision Technologies is a private limited company in operation for more than three years. Its major activity is in the telecom area. We have a long experience in call center industry as we have been working with our associates abroad. Our staff consists of experienced telecom and embedded system professionals.

The company believes in quality and reliability and offers products which are easy to use and easy to maintain.

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