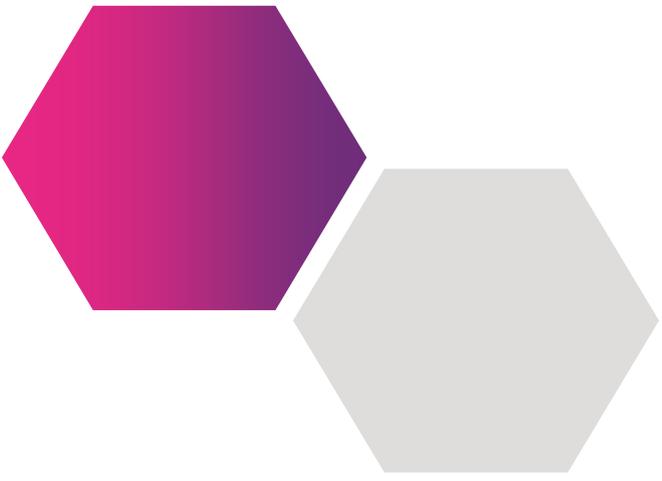




# TxContact

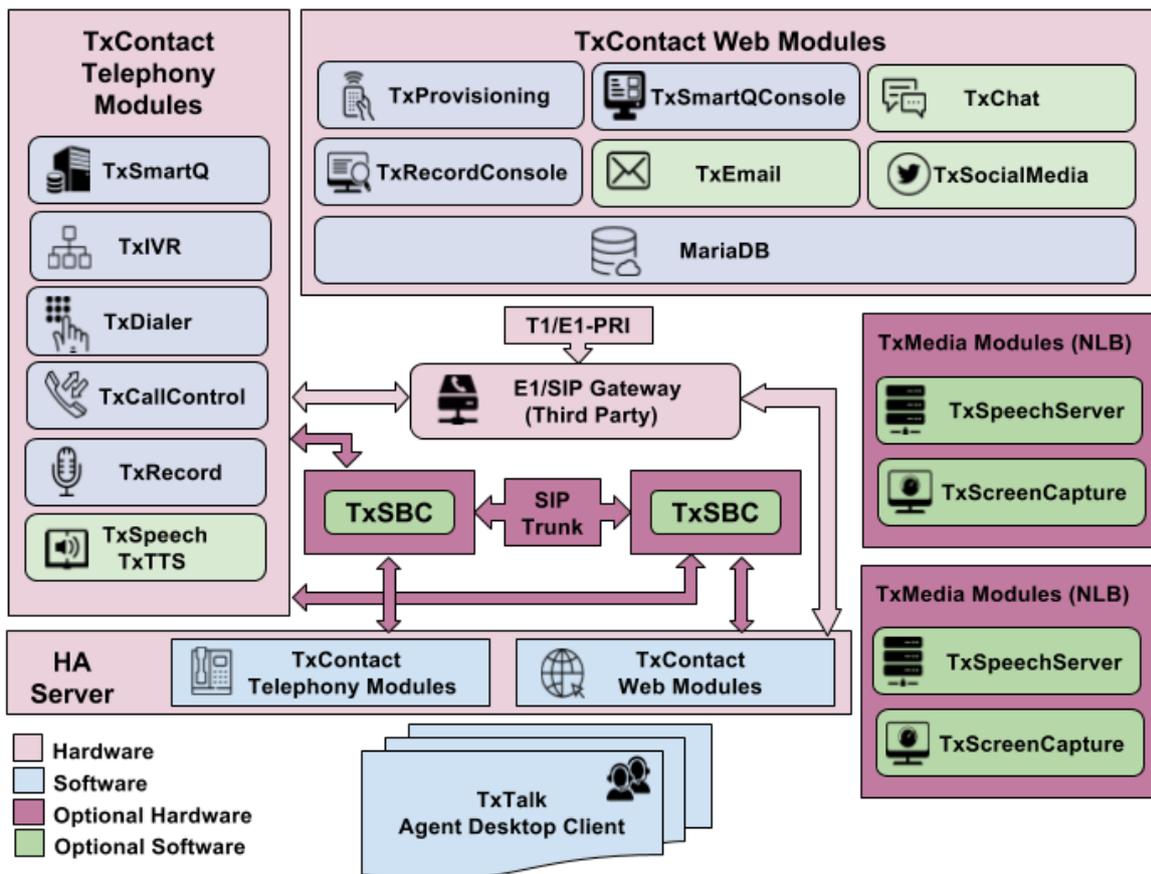
Making **Technology**  
**Work** For Business



# TxContact

ACHIEVE A HIGHLY SCALABLE PLATFORM, INCREASE CUSTOMER SATISFACTION, AND HAVE HAPPIER AGENTS. YOUR ANSWER BEGINS HERE.

Contact centers are evolving. In an effort to provide top quality customer service, many contact centers are looking to new technologies to increase both satisfaction levels and agent productivity. TxContact delivers on both fronts. By combining premier agent tools with cloud flexibility, TxContact provides an innovative feature rich platform that improves caller experience with every call. A common problem facing contact centers is the limited flexibility of hardware-based architecture. Deploying new agents is a long process and upgrading the platform is expensive. In addition, legacy architecture shackles your contact center's growth because of the capital expenditure needed in order to expand. TxContact is a complete unified communication solution that gives your business the flexibility it needs to keep up with fluctuating customer demand.



**TxContact High Availability Architecture**

With TxContact's efficient cloud-based customer service solution, the cost and need for hardware telephony components are eliminated. All an agent needs is a desktop or laptop to be up and running. A collection of contact center modules for providing enterprise telephony platform for marketing, support and customer services. The solution features versatile ACD, with different distribution strategy to handle large call volumes along with modules like TxIVR, TxSmartQ, TxRecord, and TxDialer.

## KEY FEATURES

- Enterprise Telephony platform for marketing, support and customer services.
- Solution features modules like TxIVR, TxSmartQ, TxAgentVoice, TxRecord, TxMonitor.
- Features versatile ACD, with different distribution strategy to handle large call volumes.
- Multichannel communications using voice, email, chat and social media.
- Web portal for administration and management of ACD, agents.
- Online provisioning of contact center agent phones without any manual intervention.
- Features versatile call recording, using TxRecordView to provide assessment either for training or agent performance evaluation.
- Easy integration with external applications like CRM, payment gateways, databases.
- Summarized and detailed reports with dive-in feature.
- Optimized for cloud hosting.

## PBX FEATURES

- Auto Attendant
- Assisted Transfer
- Blind Transfer
- Call Forwarding
- Call Parking / Pickup
- Call Monitoring
- Configure Personal Greetings
- Simultaneous Ringing
- Business Hour Rules
- Call Blocking
- Caller ID
- CTI Integration
- DID
- Do not Disturb
- Multi-party Conference
- Extensions
- Flexible CDR system
- Remote Call Pickup
- Supported Telephony Interfaces :  
Analog , E1, T1 , SIP , SS7
- Work from anywhere
- Multiple Phone Lines
- Softphones
- VoiceMail to Email
- Hold and Retrieve
- Personal Greetings
- Status Indicators
- Music On Hold
- Rich set of Codecs supported
- CRM Integration
- ACD
- Supports standard SIP phones
- VoiceMail with MWI(Message Waiting Indicator)
- Complete control through web portal
- Auto Provisioning for phone management



# BASIC FEATURES

Helps your contact center to be fully functional in no-time



## OMNICHANNEL

Provide a better and faster way for customers to reach the agents by supporting various channels such as voice, chat, email, SMS or social media. Productively engage the customers regardless of the channel used to interact.



## QUALITY AND 100% RECORDING

Record inbound and outbound calls. Listen to the past recordings at any time over a secure channel.



## IVR (SPEECH RECOGNITION AND DTMF)

Design any callflow with speech recognition and TTS in multiple languages.



## UNIFIED DASHBOARD

Get the statistics of all types of channel items(calls, chats, emails, social media interactions etc.) that are queued and being handled by the agents in real time.



## ACCESS CONTROL

Control users access to TxContact depending on various roles.



## CALL CONTROL

Basic call handling features such as hold, mute, transfer, conference, reject using easy to use softphone.



## SKILLS BASED ROUTING

Helps in routing the customer call from a queue to the most appropriate agent. Talk times inherently decrease when customers are able to talk to the right agent.



## CUSTOMIZED MUSIC-ON-HOLD/HOLD-MESSAGES

Customize the music-on-hold and the hold messages to be played at regular intervals when the customer is waiting in the queue.



## CALL BLOCKING

Customize a list of numbers to be blocked to stop any bots or spam callers from using your contact center resources. Calls are dropped immediately if the number is in the blocked list.



## RESPONSIVE UI DESIGN

Provides an optimal viewing experience across a wide range of desktops or mobile devices.



### REPORTING

A completely customizable reporting solution for both historical and real-time data.



### DISPOSITION CODES

Ability to set custom disposition codes depending on the requirement.



### VOICEMAIL

Route the calls to voicemail instead of letting the caller wait in the queue.



### ACW

Allocate a specified amount of time to the agents for After Call Work.



### HOT-DESKING

Use a single desk-phone or ip-phone for agents working in different shifts.



### DNIS BASED CALL ROUTING

Supports DNIS based call routing to queues.

## UNIQUE FEATURES

For better management of your contact centers



### PREFERRED AGENT

Assign a customer call to a particular agent if agent is available.



### EMERGENCY MESSAGE HANDLING

Close all queues and play a customized message in emergency without any downtime.



### CTI INTEGRATION

Supports complete CTI integration with various CRM's like Salesforce, Microsoft Dynamic CRM, vtiger and Siebel. This integration automatically brings up customer information stored in the CRM for agents when they answer the call.



### PRIORITY CALL QUEUING

This feature lets you assign priority to callers, thereby ensuring that the customers with high priority are not waiting on hold for a while.



### SMART HOLD & AUTOMATIC CALLBACK

Provides the option to schedule



### SUPERVISOR FEATURES

Barge-in, whisper and monitor features help the supervisors to assist the agents



callbacks to customers at their convenience and also retain their position in the queue.

on customer calls from anywhere.



### **COMPLETE REDUNDANT/SCALABLE ARCHITECTURE**

Provides a complete geographical redundant architecture and can be scaled to quickly meet demand. Optimal performance regardless of call volume or the number of agents.



### **PROVISIONING**

Provision the contact center phones without any manual intervention.



### **DATA IMPORT & SYNC**

Integrate with existing CRM or helpdesk software to sync and import agents or queue data.



### **INTEGRATION**

Allows integration with your business systems by providing simple, easy to use API's. Follows industry standard protocols for information exchange.



### **OPTIMIZE AGENT EXPERIENCE**

Provide the agents with the right tools such as softphone, dashboard, training and guidance to better assist the customer and improve the overall customer experience.



### **INCREASE AGENT PRODUCTIVITY**

A single agent can handle multiple customers simultaneously through chat, email, social media channels. This will let the agent make use of call channel as and when required.



### **REDUCE AGENT ATTRITION**

Agents can use multiple channels to communicate with the customer such as email, chat and handle the angry, unhappy customers. Use of IVR will help to automate the routine enquiries that agents have to provide to the customers. These small measures will reduce agent attrition rates considerably.



### **PBX INTEGRATION**

Supports integration with popular PBX's such as Avaya, Cisco, FreeSwitch, Skype for Business etc.





### **MULTI-TENANCY SUPPORT**

Provides in-built support for multiple tenants and maintains transparency by not sharing any data across tenants.



### **SAVE PSTN COSTS USING WEBRTC**

Helps the end-users(customer) to communicate with the contact center experts using a single browser interface. This removes any additional software or plug-ins to be installed on the customer's desktop. Contact center will benefit by saving PSTN cost since the calls originate from the website or mobile app



### **QUICK CALLING USING SKYPE**

Customers can communicate with the contact center by initiating a call to the contact center by using Skype. A button added on your company website can help the customer to reach the contact center without the need of any other software or plug-ins.

## **CLOUD HOSTING**

Faster, less expensive and flexible hosted solution in the cloud



### **WORK FROM HOME**

Ability to support agents working from home and provide the same set of experience to the customers irrespective of the location of the agents.



### **NO HARDWARE COSTS**

Completely eliminates the hardware cost associated with contact center operations and maintenance.



### **SUPPORT ANY SIP GATEWAY**

Connect to any SIP standard gateway to connect to the PSTN.



### **SECURITY**

All the communication between the agent and the cloud contact center can be completely encrypted.





## STORAGE

Recorded conversations can be stored in the cloud servers or any internal server of the company on-demand.

# MONITORING AND REPORTING

Monitor the performance of your contact centers in real time



## CUSTOM DASHBOARD

Create custom dashboards and monitor real time statistics by queues, agents, channels.



## SLA INDICATORS

Track the performance of your contact center by monitoring the SLA of each queue and alert supervisors based on various levels.



## REAL TIME STATISTICS

Monitor the queue statistics such as "Calls waiting", "Abandoned rate", "Agents ready" etc.,.



## TRACK AGENT ACTIVITY

Detailed activity of agents during the entire shift from login/logout to any breaks taken with the time spent in each activity.



## CUSTOM REPORTING

Ability to customize the reports on various fields and conditions.



## ACCESS CONTROL FOR REPORTS

Ability to control the access provided to supervisors for various reports.



## QUALITY ANALYSIS

Monitor the quality of each calls handled by agents.



## SCHEDULE REPORTS

Reports can be scheduled to be run at a specified time and be sent to email addresses mentioned in various formats(XLS, CSV, PDF).



## COMPLETE TRACKING OF ANY MULTI-CHANNEL

Complete tracking of customer interaction with IVR, agent is available as various reports.



# NOTIFICATIONS AND CUSTOMER SUPPORT

Available 24x7 to resolve any of your queries



## AVAILABILITY

We are available on phone call, email, chat 24x7 to provide the best customer support.



## CALL/EMAIL/SMS NOTIFICATIONS

Completely customizable alert notification for critical system failures through Call/Email/SMS.



## MONITORING

All the systems in use will be monitored 24x7 for any failures and reported as soon as they are detected through various channels.



## UPDATES AND UPGRADES

We keep you posted with any upcoming updates or upgrades and keep your software up to date with the latest technology.



# TxIVR

A highly scalable, standards-based IVR system that helps large contact centers to automate routine questions and answers, thereby driving down call volumes, operational costs and improving agent productivity. Our flexible pricing options and modular design helps call centers align their IVR investments in line with their growth plans.

## FEATURES

The search for an open, scalable and easy-to-maintain IVR ends here



### DTMF AND SPEECH RECOGNITION MODES

Supports touch-tone detection and speech recognition in multiple languages.



### CUSTOMIZABLE CALLFLOW

Any callflow ranging from simple to complex can be completely customized depending on the application requirements.



### AUDIO AND TTS

Supports pre-recorded audio files and TTS(Text to Speech) in multiple languages.



### CRM INTEGRATION

Supports integration with various CRM's such as Microsoft Dynamic CRM, Salesforce, Oracle, Sugar CRM, vTiger and Siebel.



### VOICEXML

Supports VoiceXML 2.0 specification including audio playback and recording, voice recognition and touch-tone entry, speech synthesis, call transfers, and more.



### CALL BLOCKING

Customize a list of numbers to be blocked to stop any bots or spam callers from using your IVR resources. Calls are dropped immediately if the number is in the blocked list.



### REPORTING

Provides detailed summary of each call and allows generation of reports daily, weekly and export in various formats.



### DATABASE INTEGRATION

Supports integration with Microsoft SQL server, MySQL, Oracle etc...



### DNIS BASED CALL FLOW

Supports DNIS based call flows to be presented to the caller.



### INVESTMENT PROTECTION

Works with your existing analog lines or



digital T1/E1 lines or SIP trunks. Our modular design makes it easy to add on capacity, while maintaining your existing infrastructure.



### CTI INTEGRATION

Supports complete CTI integration with various CRM's like Salesforce, Microsoft Dynamic CRM, vTiger and Siebel. This integration automatically brings up customer information stored in the CRM for agents when they answer the call.



### COMPLETE REDUNDANT/SCALABLE ARCHITECTURE

Provides a complete geographical redundant architecture and can be scaled to quickly meet demand. Optimal performance regardless of call volume is guaranteed.



### GUI EDITOR

Easy to use GUI editor with ability to create any complex IVR menus.



### SUPPORTS W3C STANDARDS

Supports W3C standards like SRGS, SSML and VoiceXML.



### CALLFLOW UPDATES

Any changes to existing callflows can be done without any downtime.



### HOSTED / CLOUD BASED SOLUTION

Offers hosted or cloud based solution depending on your business requirements.



### CERTIFIED LYNC READY

Compatible with Microsoft Lync 2010, Lync 2013 and Skype for Business editions.



### FLEXIBLE PRICING OPTIONS

You can opt for a cloud hosted solution or have the IVR implemented at your premises, maintained by your own internal staff.



### SUPPORTED CODECS

- G.722.1 (wideband)
- CELT(32 kHz and 48 kHz)
- G.722.1C (wideband 32 kHz)
- G.722 (wideband)
- G.711
- G.726 (16k, 24k, 32k, 48k) AAL2 and RFC 3551
- G.723.1 (passthrough)
- SILK



### SUPPORTED CODECS

- G.729A (Requires a license unless using passthrough)
- AMR (passthrough)
- iLBC
- Speex (narrow and wideband)
- LPC-10
- DVI4 (ADPCM) 8 kHz and 16 kHz



# TxDialer

TxDialer, an outbound call center software that helps your contact center increase the productivity per agent by auto dialling the customer. It eliminates the time spent on handling calls that are not picked up or have reached the answering machines thus improving the overall agent utilization.

## DIALER FEATURES

Use the type of the dialer that best suits your business and increase productivity



### CLICK TO DIAL

Helps the agents to dial the numbers with a single-mouse-click on the number they want to dial.



### MANAGE UNLIMITED CAMPAIGNS

Capable of configuring unlimited number of Campaigns



### PROGRESSIVE OR POWER DIALER

Dials the caller only when the agent is available.



### PREVIEW DIALER

Agents can pick or preview the caller to be dialled from the contact list and click to dial to reach the customer. Agent have a pre-defined amount of time to gather information about the caller.



### AUTO DIALER

Automatically starts dialing the contacts in the contact list of a campaign and plays a pre-recorded message. Useful in broadcasting or any remainder services where agents may not be required to be involved in the call.



### PREDICTIVE DIALER

Advanced dialing system that uses a dialing algorithm to dials out the customer depending on the rate at which the calls are answered and the agent availability. Connects agents to callers only when the callers answer thus freeing the agents from reaching the automated services. Agents are utilized at a highest rate if the call volume is high.



### MAINTAIN DO-NOT-CALL LIST

Keeps the contacts up to date by allowing you to sync by uploading files that contain the numbers to be excluded. Can also sync with any external DNS sources if required.



### GRAPHICAL EDITOR

Call flow can be designed by the user using simple to use tree view based editor. For more advanced call flows web based xml editor can be used. This also supports version management and intellisense feature.



### **RUN MULTIPLE CAMPAIGNS SIMULTANEOUSLY**

Multiple campaigns can be run simultaneously each with its own contact list, prompts etc.



### **MULTI LANGUAGE SUPPORT**

Supports playing of the campaign messages to the caller in multiple languages and also collect input through speech recognition or DTMF.



### **TIMEZONE MANAGEMENT**

Ability to attach a timezone to each campaign and dialout depending on the timezone specified.



### **CALL ANALYSIS**

Ability to detect the successful and unsuccessful attempts and take action appropriately. Unsuccessful attempts include ability to detect answering machine, busy, failed, not answered, false numbers.



### **SET CAMPAIGN PRIORITY**

Campaigns can be prioritized, based on which the calls per campaign would be dialled. This helps in finishing high priority campaign well within the specified timings.



### **AGENT SCRIPTING**

Agents can use a pre-configured script that is attached to each campaign and use this script while communicating with the customer thus reducing the interaction time.

## **ADDITIONAL FEATURES**

Use the type of the dialer that best suits your business and increase productivity



### **COMPUTER-TELEPHONY INTEGRATION (CTI)**

Completely CTI enabled. With CTI, CTI makes the outbound dialing process more efficient, streamlined and effective and your agents will always know exactly who they are speaking with.



### **INTEGRATED IVR**

TxDialer is integrated with IVR (DTMF and Voice Recognition) for outbound Dialer Automation.



### **BUSINESS TOOLS INTEGRATIONS**

Supports integration with business



### **AUTOMATIC CALLER INFORMATION SCREEN POP**

TxDialer with screen pop will

tools like Salesforce, Dyanamic CRM, vTiger etc. Agents can keep track of phone conversations, support requests, sales receipts, etc. all from a single interface.

automatically display comprehensive information about the caller as the call is being connected.



### **CUSTOMIZABLE OUTBOUND CALLER ID**

Allows you to customize your outbound caller ID which will increase your connection rates as well as the probability that contacts will return your call. When you can match your caller ID to the area code of the contact you are calling, they will be more likely to answer and if they miss your call, to return your call.



### **FULLY CUSTOMIZED RECORDING**

Can be configured for 100% recording, as well on-demand recording. Calls can also be recorded according to specific criteria.



### **SEARCH AND STREAM RECORDINGS ON-DEMAND**

Stores various meta-data of the call (call time, date and caller ID) to enhance your documentation and allow you to search through recordings. All recordings can be streamed, avoiding the need to download every time you need to listen.



### **SUPPORT WIDE RANGE OF PBX AND PHONES**

Works on wide range of PBX, Avaya or any SIP based PBX, Unified communication solutions such as Microsoft Lync, Supports SIP, IP and TDM based recording.



### **EASY MANAGEMENT AND CONTROL**

TxDialer's web based management tool, provides the accessibility from any location thus simplifying system management and providing quick access to the recordings.



### **LDAP INTEGRATION**

LDAP Integration helps the companies with large number of users in active directory to be easily imported into TxDialer and provide different levels of access.



### **FLEXIBLE STORAGE OPTIONS**

Recordings can be stored on local server, network storage or SAN-based storage locations for online operation and archival purpose.



# MONITORING AND REPORTING

Monitor the performance of your contact centers in real time



## SYSTEM ALERTS

Administrators are alerted of critical system failures or network connectivity failures through different modes of communication such as emails, calls.



## REPORTS AND DASHBOARD

TxDialer supports both graphical and tabular reports. These reports can be easily customized through the interface by the organization admin or with the help of our support team. Administrators can also customize auto reporting, where reports can be automatically generated and emailed to the group.



## COMPREHENSIVE REAL-TIME AND HISTORICAL REPORTING

Allows you to track the progress of your campaigns, agents, departments and company.



## CALL MONITORING

Managers have capabilities to listen to live calls, coach their agents and jump in on the call to help out a customer.

# REDUNDANCY AND FAULT TOLERANT ARCHITECTURE



## COMPLETE REDUNDANT ARCHITECTURE

TxDialer provides a complete geographical redundant architecture and can be scaled to quickly meet demand.



## SCALABILITY

Without any downtime, add on any number of ports, transparently and across multiple locations. TxDialer can also handle unlimited call volume for a given port density. TxDialer has a modular design that helps to add or remove servers or file servers without any downtime.



# TxRecord

TxRecord, a highly efficient and cost effective recording system that provides enhanced agent productivity and process improvement for inbound and outbound call center environments, for applications ranging from tech support and billing inquiries to customer surveys and sales order entry.

TxRecord captures the call for any purpose, whether it is to ensure quality customer service, to avoid any counterfeit law suit or to collect valuable information from the customers over an automated support line.

Call recording has become very important in the present day business centers. Calls need to be recorded for training and ensure efficient agent interaction, or need to be recorded by law, for liability purpose and for healthy customer relationships. TxRecord provides advanced yet affordable call recording software solutions for all your business requirements. It is a promising solution to ensure quality recording for small or large, local or global organizations.

## FEATURES



### **For Microsoft Lync, Avaya And Freeswitch**

- Closely integrated with Lync enterprise voice telephony platform
- Can be integrated with TxIVR, TxContact to provide end-to-end customer service
- Integration provided through web-services
- Support for Speech Analytics



### **Support over wide range of PBX and phones**

Works on wide range of PBX, Avaya or any SIP based PBX. Supports SIP, IP and TDM based recording. ISDN and SIP calls can be recorded independent of the PBX, saving the licensing cost of monitoring the skill and phone extensions on the PBX.

Easy management and control.

TxRecord's web based management tool, provides simple GUI, making configuration and management easy for you. It provides options to setup Recorders and File servers remotely. Easily manage users and agents with import tools. Customizable assessment forms and report for every application.



### **Analyze and Assess calls**

Contact center can make use of assessment feature provided by the TxRecord for training as well quality assessment. The reviewer can assess calls of agent; fill review form which lists all the performance parameters for a particular application. The reviewer



can listen to the agent's recordings and enter the score in the score card. The status of the agent's performance can be evaluated from the scores obtained.



### **Unmatched Scalability**

Without any downtime, add on any number of ports, transparently and across multiple contact center locations. TxRecord can also handle unlimited call volume for a given port density. TxRecord has a modular design that helps to add or remove recording servers or file servers without any downtime.



### **Redundancy and fault tolerance**

Multiple TxRecord instance can load balance under any situation of failure, avoiding single point of failure. Distributed rule-based storage options also provide the administrator with unlimited flexibility. It is also capable of uninterrupted recording even if it loses connectivity to the database or file servers for a prolonged time. Its fault tolerant architecture also ensures reliable file transfer and storage. Specialized re-routing logic for seamless integration of multiple recording server devices.



### **Recording Conversation**

TxRecord can be configured for 100% recording as well as for on demand recording. You can ask TxRecord to record all calls, record on demand or record call depending on criteria set up based on schedule, customer, agent, skill or even at random.



### **Playing back and Retrieve the recording**

Recording can be streamed avoiding the need to download every time you need to hear it. The recording can also be downloaded, in case you need to share it with others. You can play recording using standard media players such as Windows Media Player.



### **Search for similar calls**

You can quickly retrieve all calls matching certain criteria. TxRecord stores various aspects of the call (call time, date and caller ID) to enhance your documentation and retrieve calls with the advanced search tools. Search criteria can even be saved to make your routine and frequent search an ease.



### **Speech Analysis**

Auto processes the recording, looks for the pre-defined words and highlights every occurrence of the word. Provides a very useful feature to seek the recording to the occurrence of the words. Also authorize users can search for the occurrence of any new



words in the recordings and see if the word has been used during the interaction without having to listen through the whole recording.



## **Groups and Security**

Organizations can define custom groups as per their needs and customize the access for each group. Security can be provided by allowing group access to the recordings and by limiting access on the features.



## **Reports and Dashboard**

TxRecord supports both graphical and tabular reports. This reports can be easily customized through the interface by the organization admin or with the help of our support team. Administrators can also customize auto reporting, where reports can be automatically generated and emailed to the group.



## **Import Tools**

Import tools reduces a lot of repetitive and time consuming work of the Admins. It allows the Admin to import Users, Agents and ACDs from the Active Directory or from the PBX (Currently supported with Avaya and TxSwitch). In case if data is in any of the not supported server, Admins can upload the data from the Excel sheet.



**TxContact product family is owned by Interlink Network Systems, Inc., USA.**



Interlink Network Systems is a leading provider of Telephony and Enterprise Application Integration (EAI) software and services. Founded in 1991, Interlink has extensive expertise in providing telephony application in Avaya, Microsoft Lync and TxContact environment. Interlink's products are based on a mission critical and redundant architecture that enables secure and guaranteed data/voice acquisition and delivery over the LAN/WAN and the Internet. With valued customers in the US, Canada, Africa, Middle-East and South-Asia, Interlink is committed to delivering high quality products, extensive training program, product support, and implementation services.

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