

JUSAN S.A.

FIDELITY certified with OXO Connect™

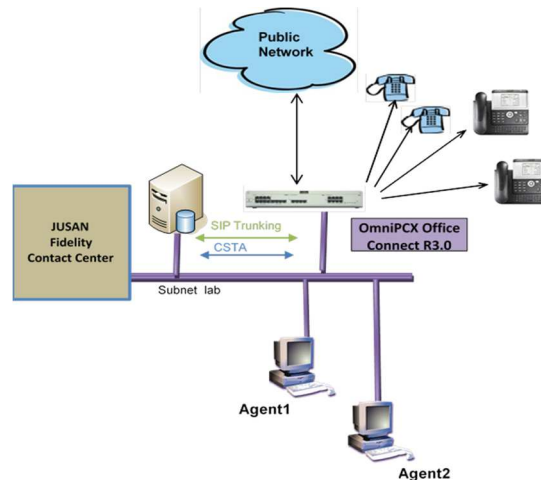


Fidelity Connect is a multi-channel inbound and outbound contact center solution for OXO

Integration Overview:

Fidelity is an advanced, consolidated and cost effective Contact Center solution aimed at improving telephone attention and quality of service, reducing the number of unattended calls and providing statistics on the contact center activity.

Based on state of the art technology, the solution has been designed for call-centers, contact centers, customer service centers, and in general any organization which needs to handle large volumes of calls.



Integration Details:

Main Features are:

- Intelligent Routing of incoming calls, chats and emails to the right groups and agents
- Full Web Agent Software for login/logout/break, telephony functions and overall vision of queues and waiting times).
- Web Based Supervisor Screen for real-time full monitoring and control of contact center activity
- Optional Call Back on demand in case caller does not want to wait
- Automatic Call back of missed calls
- Handling of VIP contacts
- Seamless integration with CRM and other Third Party Software
- Unlimited number of queues
- Skill Based Routing
- Post Call Surveys
- Call Me Back from Web Site
- Integration with Social Network Messaging

- Built-in pop-up forms easily created by supervisors and system administrators
- Call Recording
- Internal Chat between Agents and between Agents and Supervisors
- Web Based statistical reporting package with automatic scheduling capabilities
- Optional Voice Recognition and text to speech capabilities
- Outbound Call Campaigns (preview, progressive, multiprogressive and predictive)

Main Benefits are:

- Improves telephone attention and response times
- Reduces Missed calls to minimum levels
- Optimizes costs and resources
- Handles more calls with less resources
- Clean and modern design
- Full Web
- Available in Sale or SaaS mode
- Multilingual support
- Excellent price/quality ratio
- Customized developments

For technical support, contact:
Tel: +3491 4560120
Email: mailto:hotline@jusan.es

Jusan S.A.
Vivero 5
28040 Madrid
Spain

www.jusan.es



Technical Details:

Environment	
Partner	ALE
<ul style="list-style-type: none"> • Fidelity v3.0 	<ul style="list-style-type: none"> • OXO Connect R3.1™
Supported APIs/Protocols	
<ul style="list-style-type: none"> • SIP trunk 	

Company Overview:

Jusan is one of the global leaders in value added solutions for telephony, with 40 years' experience in the telecommunications sector, with consolidated products present in 50 countries and certified by top market players.

In addition to Contact Center Solutions, Jusan develops call recording systems, traffic analysis and call accounting software, interactive voice response with optional voice recognition and text to speech, as well as customized projects to specific customer needs.

Jusan offers much more than telephony solutions, we offer new experiences of communication and collaboration that will help you grow your business and bring you closer to your customers.

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