



Call Center Solution

NetHawk

CALL CENTER SOLUTION

Nethawk provides Asterisk / VICIdial based solution for call centers at affordable price. With powerful functionality and easy-to-use features set, Our technical staff can implement solution on single server or multiple servers for high-availability and redundancy. We can develop and optimize call center's call handling logic streamlined with your overall business strategy and logic.

NetHawk Advantage

More Business Agility

Robust and flexible our system is based on open standards and open source which is fully customizable, configurable, and highly scalable yet very reliable and tested. Our call center solution supports multiple protocols and codecs offering your business more freedom of choice.

Full End-to-End Support

Nethawk provides full technical support. We provide on-site and Online remote support.

<http://nethawk.com.pk>

Open Source Call Center Solution for you

Ask us how we can improve your call center

Contact us
Today

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Call Center System Full Features

- ◆ Predictive dialer
- ◆ Inbound / Outbound
- ◆ ACD inbound
- ◆ Full or Partial Call Recording
- ◆ Web-based administration
- ◆ Blended Campaign
- ◆ Call Conferencing
- ◆ Skill-based Call Routing
- ◆ CRM integration
- ◆ Real Time Quality Monitoring
- ◆ Transfer to closer
- ◆ Hot keys
- ◆ CallerID
- ◆ Answering Machine Detection
- ◆ IVR
- ◆ Listen-in & Barge-in
- ◆ Custom music on hold by campaign
- ◆ Internal DNC
- ◆ Remote Agent
- ◆ Agent Wrap-up time per campaign
- ◆ Customizable Call Disposition per campaign
- ◆ Customizable database queries per campaign
- ◆ Recycling of Busy calls at a specified interval without resetting list
- ◆ Single campaigns across multiple servers or multiple campaigns on a single server
- ◆ Third party Blind Call Transfer
- ◆ Third party conferencing with agent drop-off
- ◆ Advanced scripting.

Key Features

- ◆ Predictive dialer
- ◆ Call Recording
- ◆ IVR
- ◆ ACD inbound
- ◆ Call Conferencing
- ◆ CRM Integration
- ◆ Real time monitoring

Multiple Codecs

- ◆ ADPCM, G.711 (A-Law and μ -Law)
- ◆ G 723.1, G 726, G 729
- ◆ GSM
- ◆ iLBC
- ◆ Linear LPC-10

Call Center System Specifications

- ◆ TDMoE (Time Division Multiplex over Ethernet)
- ◆ Allows direct connection (local call center)
- ◆ Zero latency Voice-over IP (VoIP)
- ◆ Allows or integration of physically separate installations
- ◆ uses commonly deployed data connections
- ◆ Allows a unified dialplan across multiple office
- ◆ Remote agent (Agent can work from home)



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