Telematics Call Centre — Feature List

A complete inbound and outbound call centre on one compact server, managed entirely from a web screen. Agents work from a browser — no software to install — while supervisors watch live boards, steer calls, run campaigns and pull reports. It sits on top of the Telematics IP-PBX, so every telephony feature of the PBX (extensions, trunks, routing, IVR, recording, backups) is included underneath.

Inbound Queues (ACD)

- **Call queues with a choice of six ring strategies** — ring everyone at once, the longest-idle agent first, the agent with the fewest calls, round-robin with memory, a fixed order, or random
- **Queue timing under your control** — how long each agent rings, the pause before trying again, protected wrap-up time after every call, and the longest a caller may wait
- **Service-level target per queue** — the answer-within-N-seconds goal that drives the SLA % on the wallboard and in reports
- **Caller comfort** — music on hold, position-in-queue and estimated-wait announcements at a chosen frequency
- **Priority key** — a digit a waiting caller can press to move towards the front of the queue, announced by a prompt of your choice: an emergency line inside an ordinary one
- **Failover destination** when the wait limit is reached — voicemail, an announcement, a ring group, an IVR, an extension, or hang up
- **Queue behaviour when nobody is logged in** — choose whether callers may join an empty queue and whether they are moved on when it empties (optionally treating an all-paused queue as empty)
- **Route by skill** — each call is offered first to the agents with the highest level in the queue's skill, so "press 2 for Tamil" reaches the best Tamil speakers first
- **Same agent for repeat customers** — a customer who calls again first rings the agent who last spoke to them, if that agent is free, for a number of days you choose
- **Answer automatically, per queue** — follow each agent's own setting, or decide it for the whole queue
- **Call script and web form per queue** — text the agent reads with the caller's details filled in, and a button that opens your own CRM page or form with the caller's details and the wrap-up code in the address
- **Per-queue call recording**, caller-number masking towards agents, and caller history on or off
- **Maximum callers waiting**, per queue, and a one-click enable/disable

- **Callers reach a queue by extension number**, or from an inbound route or IVR menu exactly like any other PBX destination

Agents and Teams

- **Agents are people, not phones** — each has a number, a name, a desktop PIN, and the queues they belong to, with an optional penalty to make them a second-choice member of a queue
- **Teams** — agents grouped into teams, each with its own campaigns, its own wrap-up codes and its own team leaders; an agent in two teams chooses one at sign-in
- **Team leaders see their own teams only** — their agents on the supervisor screen and wallboard, their campaigns, follow-ups, missed calls and reports, and only the call-centre pages
- **Skills graded 1 to 5** per agent, for skill-based routing
- **Shifts** — named working hours per agent; the desktop shows the shift, time logged in and how late the first login was
- **Log in from any desk phone** with a short code (*60 + agent number), log out (*61), pause with a reason (*56 + reason code) and return (*55)
- **Pause reason codes you define** — Break, Lunch, Training, Meeting… — so reports show why agents were unavailable, not just that they were
- **Automatic protection against a phone that has gone away** — if an agent's phone is unreachable for over a minute while they are logged in, the system pauses them itself ("Device unreachable"), flags it to the supervisor, and lifts that pause by itself when the phone returns
- **Automatic logout of idle or long-paused agents**, after a time you set — never in the middle of a wrap-up
- **Talk-time reminder** — a soft tone in the agent's headset every so many seconds of a call (always, or only while callers are waiting), with the call timer turning amber, then red; the caller never hears it
- **Answer automatically, per agent** — the headset goes live with a beep as a queue call connects, or rings for the agent to answer
- **Supervisor override** — force any agent to pause or log out remotely
- **Enable/disable an agent** without deleting their history; the licensed agent count is enforced when agents are created

Agent Desktop (browser)

- **A complete agent workstation in a browser tab** with a built-in softphone (WebRTC) — no softphone to install, no licence per seat
- **Sign in with agent number and PIN**, then the team and campaign to work; one click to connect the phone and one to log in to the chosen queues
- **Call controls** — answer, hang up, mute, record this call, a keypad for menus that ask for digits, and dial out to any number the agent is permitted to call
- **Answer and hang up from the headset's own call button**, in Chrome or Edge, once the desktop has learnt the button
- **Headset selection with a test tone**, so audio is checked before the first call rather than during it

- **Audio diagnostic line** during a call — packets in/out, microphone level, received level, media path and player state — the facts a supervisor needs before raising an audio fault
- **Clear tones** for an incoming call, a number ringing, busy, failed, the other side hanging up and a caller who tried while the agent was busy; a carrier's recorded message is heard without ringing played over it
- **Ready / Pause with reason**, and **Pause after this call**, so no call slips in between
- **Screen-pop on every call** — the caller's record (name, company, any imported field) and their previous calls and outcomes as the call lands, for incoming calls and for numbers the agent dials alike
- **Edit the customer's details during the call** — saved with the wrap-up; a caller with no record gets one
- **Wrap-up after every call**, with layered codes (*Enquiry → Test → MRI*), remarks, and a date and time for "call back later"; talk time recorded for every call, in or out
- **A call owed its wrap-up is never lost** — a call ringing in does not take its screen away, and a dialled call pushed aside by a queue call comes back for its wrap-up, even after a page reload
- **Transfer, consult, three-way call** — hand a caller straight to a colleague, speak to the colleague first, or bring all three together; a refused transfer leaves the agent still on the call
- **Missed calls, shared by the team** — callers who gave up waiting, with how long they held on and how often they have called; one agent takes a row and everyone else sees it is taken, so nobody is rung twice
- **My Follow-ups** — the agent's own "call back later" promises, with a pop-up when one falls due
- **Calling customers back** from recent calls, a customer search, a missed call or a follow-up: the customer's screen opens first, and nothing is dialled until the agent presses Call
- **Calls dialled in a campaign go out the campaign's way** — its line, prefix and caller ID — and a call back goes out on the line the customer used
- **One call at a time, one agent per browser** — enforced even across reloads and second tabs
- **Picks the call back up after a page reload** without the customer leaving the call
- **My day and Colleagues** between calls — the agent's own figures for today, and who else is signed in doing what
- **Campaign panel** — join or leave an outbound campaign; in preview mode, fetch the next lead, review it, dial or skip
- **Training clips** — listen to the best calls, selected by a supervisor with one click on the Call Recordings page, from inside the desktop
- **Supervisor broadcasts** appear on every agent's screen at once

Live Monitoring

- **Wallboard** — one tile per queue: callers waiting and the longest wait as the headline, then agents ready / on call / paused, and answered, abandoned and timed-out today with the day's SLA %
- **One colour per queue, judged against its own service target** — calm, watch, or act — instead of a wall of numbers that all look the same

- **Display mode** for a TV on the wall, plus dark mode; the board updates by itself as calls arrive and clear
- **Supervisor screen** — every logged-in agent with their state (including wrap-up), how long they have been in it, their queues, calls handled today, rang-out count and warning flags; long wrap-ups and pauses turn amber, then red
- **A red bar names any queue with callers waiting and no agent ready**
- **Warning flags that catch indiscipline** — phone unregistered while logged in, too many missed calls today, idle for too long
- **Listen, whisper, barge** — silently monitor an agent's call, coach the agent without the caller hearing, or join the call
- **Force pause / force logout** of any agent from the screen
- **Broadcast a message** to every agent desktop
- **Live queue, campaign and line panels** — waiting, longest wait, ready, on call; each running campaign's ready / waiting / dialling / abandon rate; callers in IVR menus and calls on each trunk
- **Hide customer numbers** on the supervisor screen and wallboard where others can read them

Outbound Campaigns (Dialler)

- **Three agent-assisted dialling modes** — preview (the agent sees the lead and dials), progressive (one call per ready agent), predictive (over-dial under an abandon-rate cap)
- **Abandon-rate governor** — a per-campaign cap and starting over-dial factor; the dialler throttles itself back when abandons approach the cap
- **Lead lists from Excel or CSV** — `phone` (required), `name` (or first and last name), alternate numbers tried in order until someone answers, and any other columns shown to the agent on the pop; or **paste numbers** straight into the page
- **Blacklisted numbers are scrubbed at import**, and again before every dial; an import result that says what happened to every row
- **Reuse a campaign with a new list** — customers already called are left out unless you ask for them again; finished lists are retired with their results kept, and each list's outcomes are shown apart
- **Lead filter** — dial only the leads that match, such as "age at least 50", without splitting the list
- **Retry policy** — maximum attempts per lead and the gap between them; system outcomes (busy, no answer, failed) recycle automatically
- **Daily dialling window**, binding preview campaigns too
- **Channel and timing limits** — maximum simultaneous calls, ring timeout, connect grace (how long an answered customer waits for an agent) and agent wrap-up
- **Caller-ID strategy per campaign** — the trunk's default, a fixed number, or a random number from a pool
- **Any trunk, switchable while running**, or an internal test mode that calls only the system's own extensions and can never reach a customer
- **Answer automatically, per campaign** — follow each agent's setting, or decide it for the campaign's calls
- **Call script, web form, team and wrap-up codes per campaign**

- **Start explains itself** — a campaign that will not dial yet says why: outside its hours, nothing left to dial, no route for its trunk
- **Progress at a glance** — left to dial and answered today as the headline, with fresh, retry, in flight, done, exhausted, DNC, dials today and abandon rate beneath, and the campaign's disposition funnel
- **Download the leads** with where each one stands, how many attempts, the last outcome, the wrap-up code and the agent
- **Every answered call reaches the agent through the same machinery as an inbound queue** — the same screen-pop, dispositions, follow-ups and reports

Survey Campaigns (no agents)

- **Play a recorded message and take one key press** — "press 1 if you are interested, 2 for details, 9 to never be called again" — with nobody on your side of the call
- **Keys you define** — each digit gets a meaning, an action, and an optional confirmation prompt: thank them and hang up, put them through to an agent right now, or add the number to the do-not-call list on the spot
- **Listen window after the recording**, adjustable per campaign
- **Correct handling of every outcome** — a key press is final and the person is never dialled again; silence, voicemail and hang-ups recycle like an unanswered call, capped by the attempt limit
- **Paced by channels, not agents** — a safe default rate so a first run cannot flatten the trunk
- **Survey results on the campaign page** — how many pressed each key, as counts and shares, including the outcomes nobody configures (said nothing, hung up during the message, pressed a key that meant nothing)
- **Round two in one step** — pick an answer ("everyone who pressed 1") and an agent campaign, and a fresh call list is built for people to phone back
- **Results export** to CSV, Excel or PDF — one row per person, with what they pressed and when
- **Safety rails** — a survey cannot start without a recording and keys, and a recording in use by a survey cannot be deleted from under it

Customer Data and Follow-up

- **Contacts** — import customer records from Excel or CSV; a `phone` column is required, `name` is recognised, every other column becomes a field on the agent's screen-pop; re-importing updates rather than duplicates
- **Customer fields you define** — text, number, email, date or a list of choices, in your order, checked as they are typed, and optionally hidden from agents
- **Search, export and dial a selection** — download contacts to Excel, PDF or CSV, or add them to a campaign as a new list
- **Missed Calls** — callers who hung up while waiting, waited too long, or rang an extension or ring group nobody answered, with their wait and position; filter by dates, queue, reason and number, 100 to a page with the total, and download exactly what the filter holds to CSV, Excel or PDF

- **Promises are kept** — a follow-up whose agent is not logged in when it falls due goes to the shared missed-call list for the whole team
- **Follow-ups** — every agent's open follow-ups in one list, and reassignment to another agent when someone is away
- **Dispositions (wrap-up codes)** — code, label and kind: plain (record only), reschedule (asks for a follow-up time) or blacklist (blocks the caller immediately); in layers, for every team or one, for inbound, outbound or both, and for every queue or one queue or campaign; renamed or retired codes keep their meaning on past calls
- **Blacklist / whitelist** — exact numbers or prefixes, block or allow, with reject-or-busy treatment and a note; one list governs inbound calls, outbound dialling and survey opt-outs alike

Reports

- **Nine standard reports** — Queue Summary, Agent Activity, Hourly Traffic, Disposition Analysis, Call Details, Callback Compliance, Missed Calls, Campaign Penetration, Session Audit
- **Any date range, any single queue or all**, on screen in seconds; Agent Activity for one queue counts that queue alone
- **Call Details** — one row per call with its outcome as the carrier reported it (answered, busy, rejected, not reachable, invalid number, network issue), filtered by agent, disposition, outcome, direction, queue, campaign list and a free search
- **Export every report to CSV, Excel or PDF** with one click, for the roles allowed to download
- **Built from the queue log**, the ground truth the phone system writes for every event — so the numbers match what actually happened, not a sample
- **CDR in call-centre words** — each call's direction, queue or campaign, agent, wait, wrap-up and recording, and devices named as people read them
- **Call Recordings by agent** — every recording with its number, agent, queue and wrap-up code, filtered by agent or searched, fifty to a page
- **Survey results export** from each survey campaign in the same three formats

Operator Console (optional)

- **PC operator console** — a browser softphone beside a live busy-lamp board of every extension: idle, ringing, on call, on hold, offline, updating as it happens
- **Answer, hold, mute, transfer, consult** and a dial pad, from the PC
- **Filter the board** to find an extension instantly
- **Licensed separately**

Built on the Telematics IP-PBX

- **Everything below the call-centre layer is the full PBX** — IP and analog extensions, provider trunks with backup, inbound and outbound routing, time-based routing and holidays, IVR menus, ring groups, conference rooms, announcements, voicemail, call recording to local, USB or network storage, paging and intercom, CDR and live-call views

- **Sound files** uploaded once are available to announcements, IVR menus and survey campaigns alike
- **Configuration backup and restore**, firmware upgrade from the browser, and factory reset
- **Role-based sign-in** — administrator, manager and user roles, team leaders limited to their own teams, login lockout after repeated failures, HTTPS available alongside HTTP

Platform & Licensing

- **Runs on a standard Intel PC or server** with one or two network ports, or on the compact arm appliance; both share the same software
- **Works fully offline** — no cloud dependency, no external services; every page and asset is served from the box
- **Feature-licensed** — inbound ACD, outbound dialler, agent desktop, reports and operator console are individually licensable, bound to the hardware; the licensed agent count is enforced when agents are created
- **One binary, one web screen** — there is nothing to install on agent or supervisor PCs beyond a browser

*Telematics Call Centre — a full inbound and outbound call centre, on one box,

run from a browser.*