

Call Center

Real-time visibility, intelligent routing, and supervisor controls; built for high-volume teams.



See Everything, Live

Real-time dashboards give supervisors instant visibility into every call, wait time, and team metric.



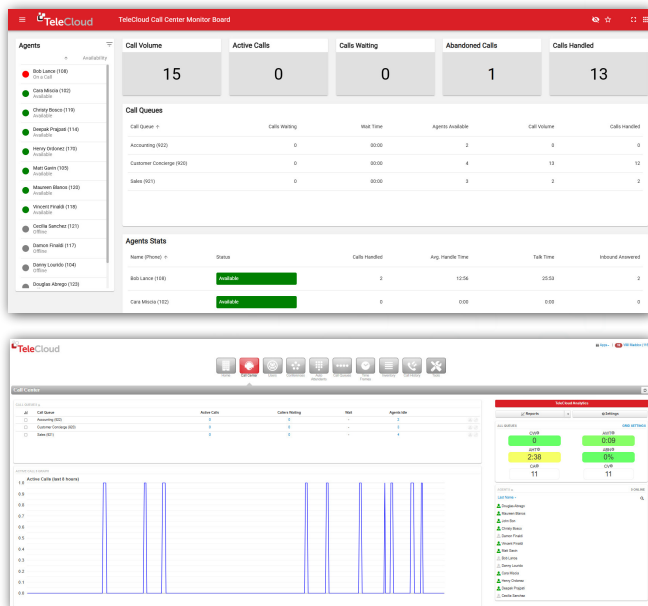
Route Smarter, Reduce Wait

ACD queuing, callback in queue, and a flexible auto attendant get every caller to the right agent fast.



Coach From Anywhere

Silent monitor, whisper, and barge let supervisors guide agents live, wherever your team is working.



Agent Status

Every agent's state across the team: on a call, available, or offline.



Live Queue Depth

Calls waiting, wait time, and agents available; per queue, in real time.



Call Volume Trends

Volume, abandoned calls, and calls handled; updated live and historically.

Intelligent Routing

Full ACD queuing, callback in queue, flexible auto attendant, and 'anywhere' agent support, calls always land in the right place.

Supervisor Controls

Silent monitor, whisper coaching, and barge; from any device or location, for in-office or remote agents.

Call Recording

Automatic recording with secure cloud storage and easy retrieval; for compliance, coaching, and quality assurance.



Live Dashboards

Real-time agent and queue metrics with a centralized performance database, everything supervisors need on one screen.

Reporting & Analytics

On-demand, scheduled, and customized reports with real-time and historical data, decisions backed by facts.

Agent Management

Comprehensive customization, performance tracking, and coaching tools, built to help your team improve with every call.

