

Improve the Inbound and Outbound Calling Experience

The Outbound Call Center extends your PBX for cost-effective inbound and outbound calling capabilities. Get functionality that goes beyond basic hunt groups, along with supervisory controls and more comprehensive reporting and statistics.



Key Features

- Customized call queue routing and thresholds
- Queuing and ring status
- Comprehensive agent customization
- Agent and supervisor roles
- Audio monitoring (listen, whisper, and barge)
- Call recording at device, user, and queue levels
- Call-back option
- Agent announcement
- Graphs, statistics, and trend analysis
- Real-time monitoring and alerts
- Configurable dashboards and customizable wallboard with queue analytics
- Graphs, statistics, and trend analysis
- Scheduled reports



**CONTACT US
TO LEARN MORE**



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