

HOSTED CALL CENTER SOLUTION



About SanCCS

SanCCS Hosted Solution works with Zero Hardware Requirement due to its cloud-based dependency it doesn't need setup of any hardware, can be deployed instantly with low investment.

Calls on cloud phone systems can be attended by agents from their mobile, tablet, PC, or any other device. Your sales and customer support can work remotely while staying at home to take calls from customers or prospects. Further, you can add as many agents as your company needs behind a single number, making it a highly scalable solution. With live panel, you can remotely supervise your sales and support team by checking the number of calls received, attended, missed and how much daily time your executives are spending on calls. For performance check-ups, you can also hear call recordings securely stored in the cloud. With our solution it is so simple to implement click-to-call service for your customer-facing teams.

Note : This Brochure contains lots of additional modules, there are additional charges for them.





Automated Call Distribution



Real Time Analytics and Report



Multilevel IVR



Skill Based Routing



Seamless Integration



Unified Agent Desktop



Agent Performance MIS



Thoughtful UI



Click to Call Integration



Customer Service



Self Designable Web Based CRM



3rd Party CRM Integration



Sticky Agent



Auto Call Back



Agent Briefing



Missed Call Auto Call Back



Drag n Drop Screen Designer



Data Manual/Auto Churning





DIALING MODES -

- Progressive
- Predictive
- Manual
- Preview

E-MAIL & SMS INTEGRATION

IVR BLAST

WHATSAPP INTEGRATION

IVR -

- Multi Process
- Time Conditions
- Voice Mail
- Call Forwarding
- Call Barging



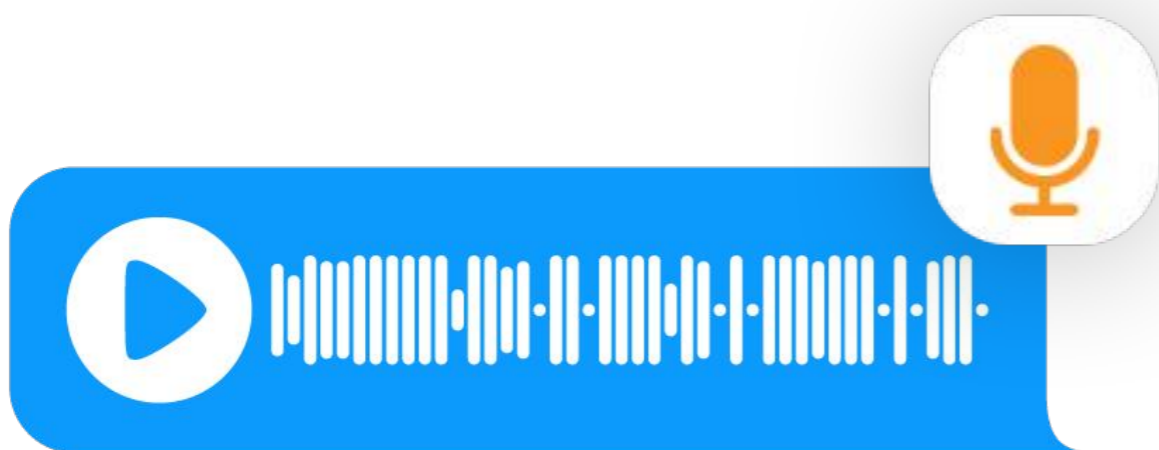
WEBPHONE ENABLED -

- Configurable DND Button
- Configurable Hangup Button
- Configurable Auto-Answer Button
- 0 Installation
- Auto Configure
- Multi OS Support



RECORDING -

- 100% digital call recording
- Recording Clarity

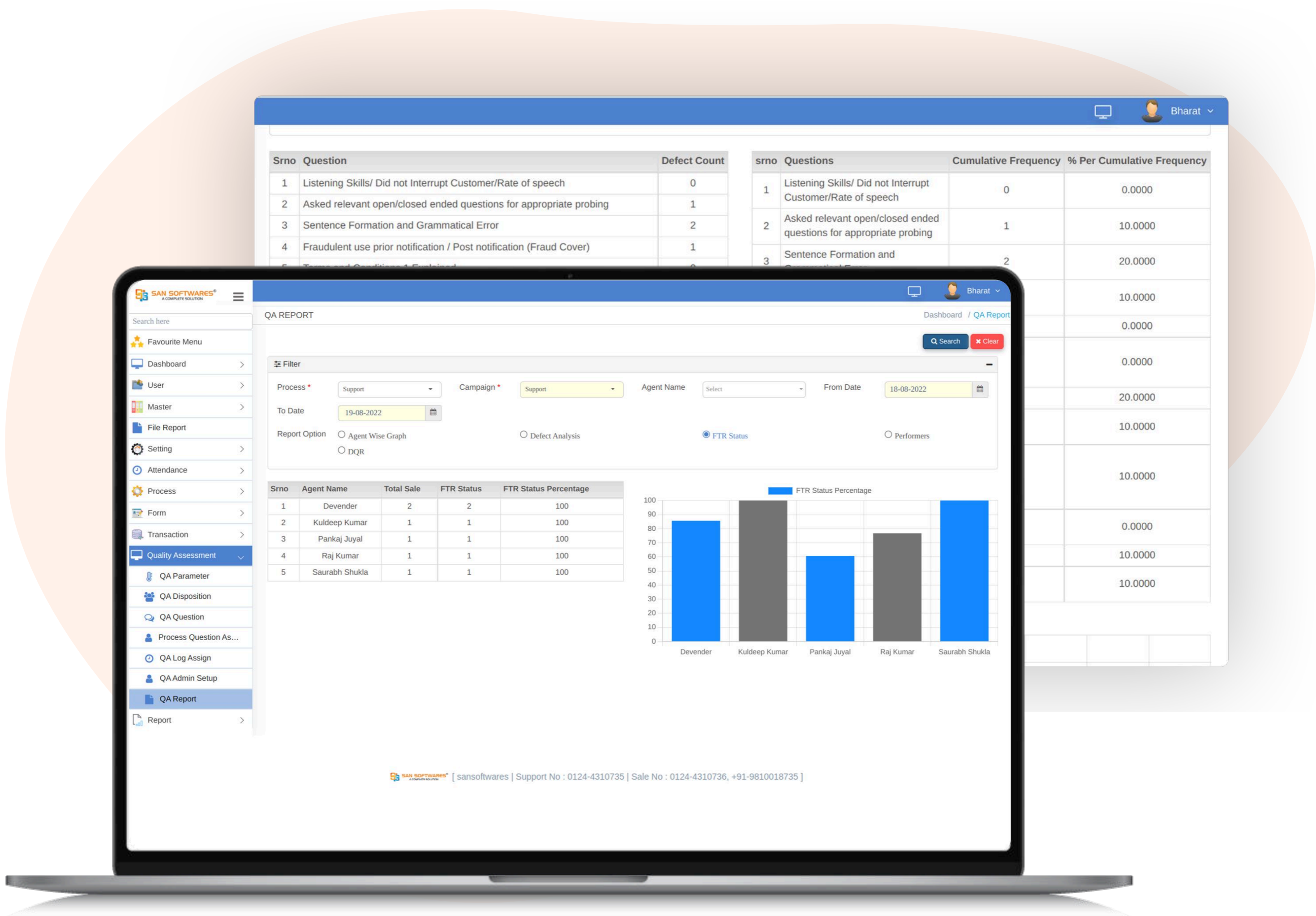


CRM -

- Online Agent Monitoring
- Caller ID Popup
- Unlimited Processes
- Provision to export in excel with user rights
- Dashboard Templates with user rights

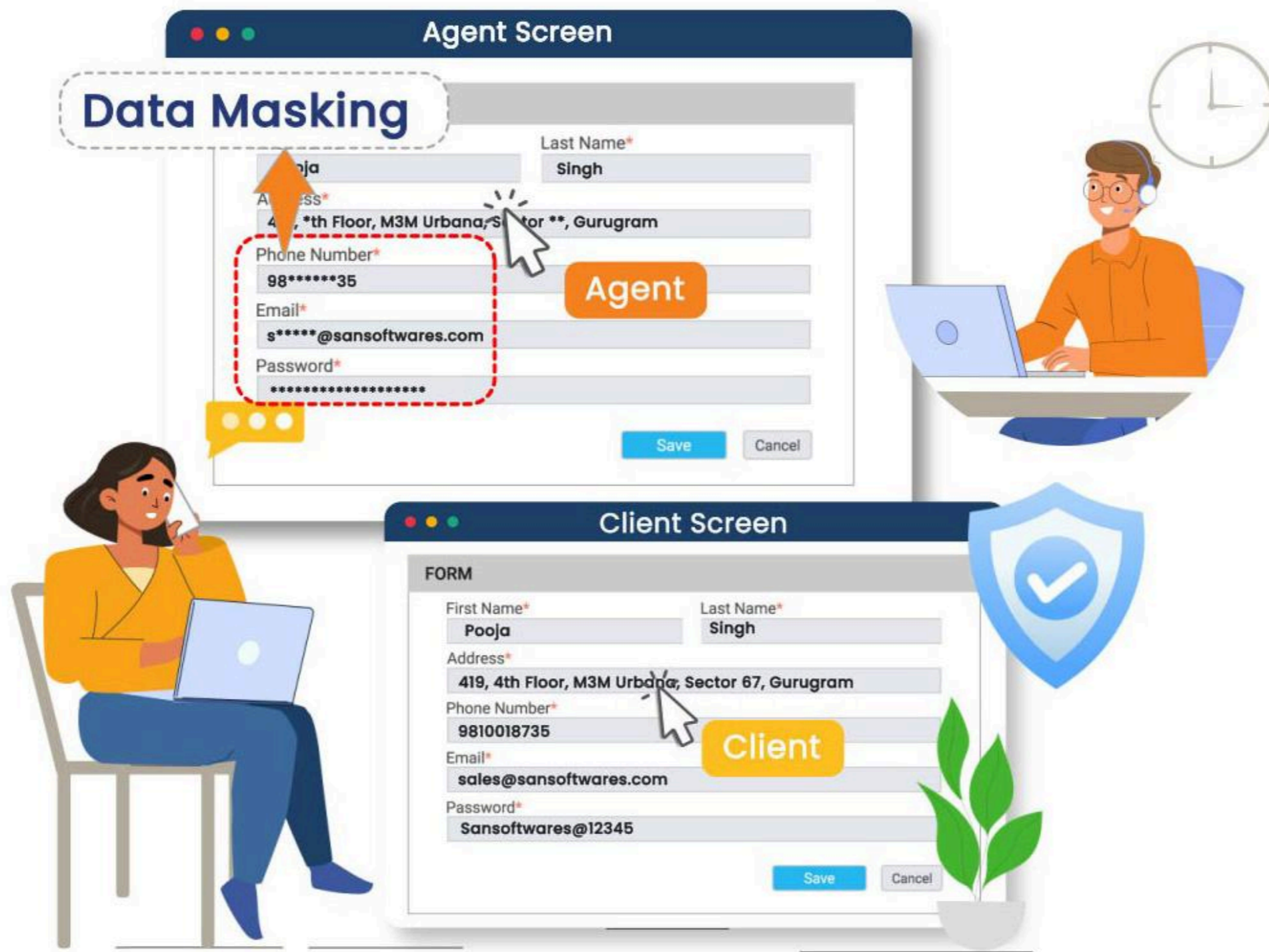
QA MODULE -

- Live Monitoring
- Agent Wise Productivity Dashboard
- Dynamic Disposition with colour coding
- Case Assignment Tool with Filtration
- Agent Option to Approve or Reject
- Display Multiple Recordings on Audit Form
- Dynamic Case Status
- QA Team Hierarchy Management
- QA Manager/ TL/Agent Dashboard
- Campaign Wise Question Selection
- Display Agent Score on Agent Panel
- Dynamic Question with Fatal / Non-Fatal



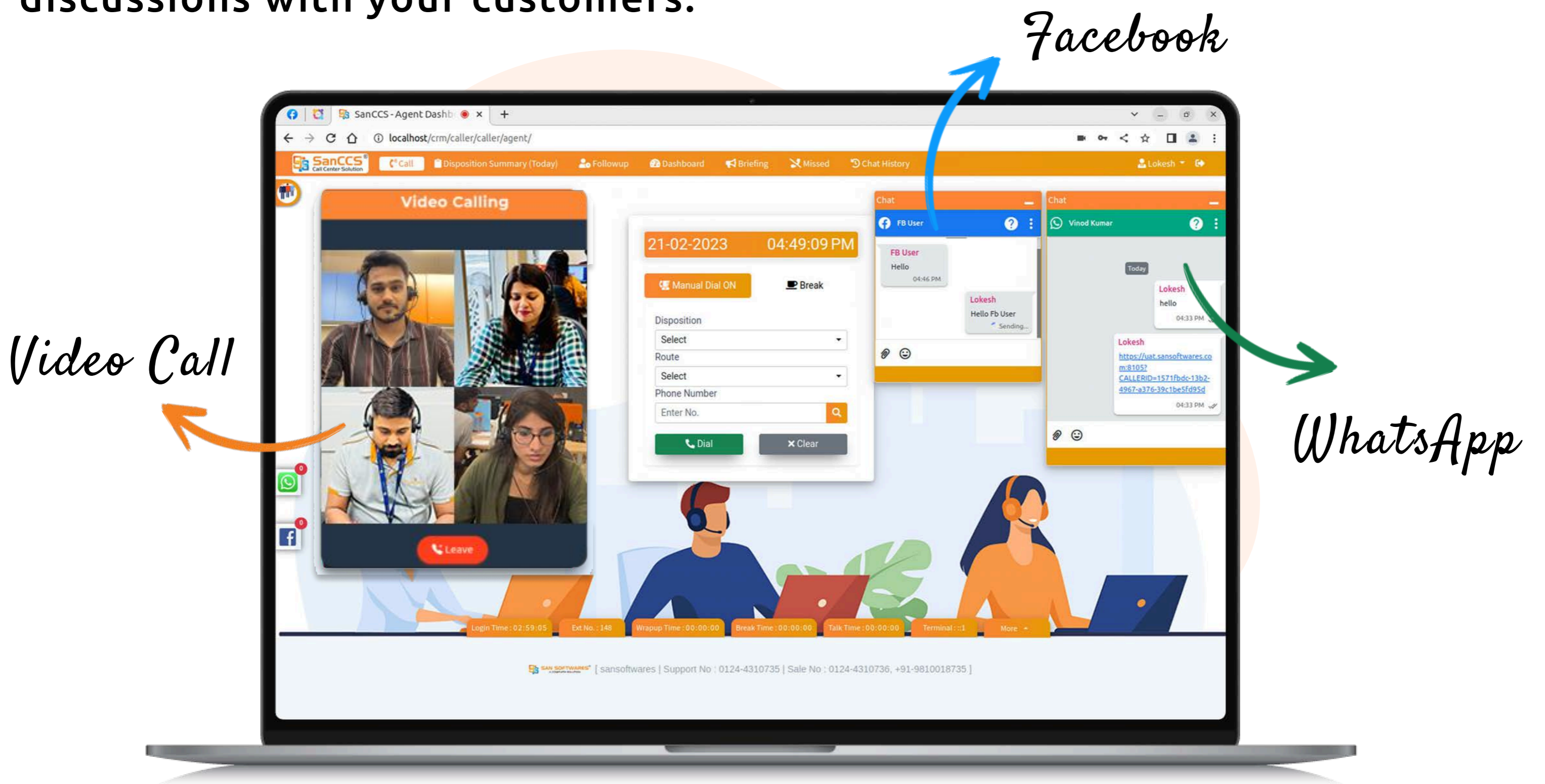
CO-BROWSING-

It is a visual engagement technology that allows multiple users to browse and control the same web page.



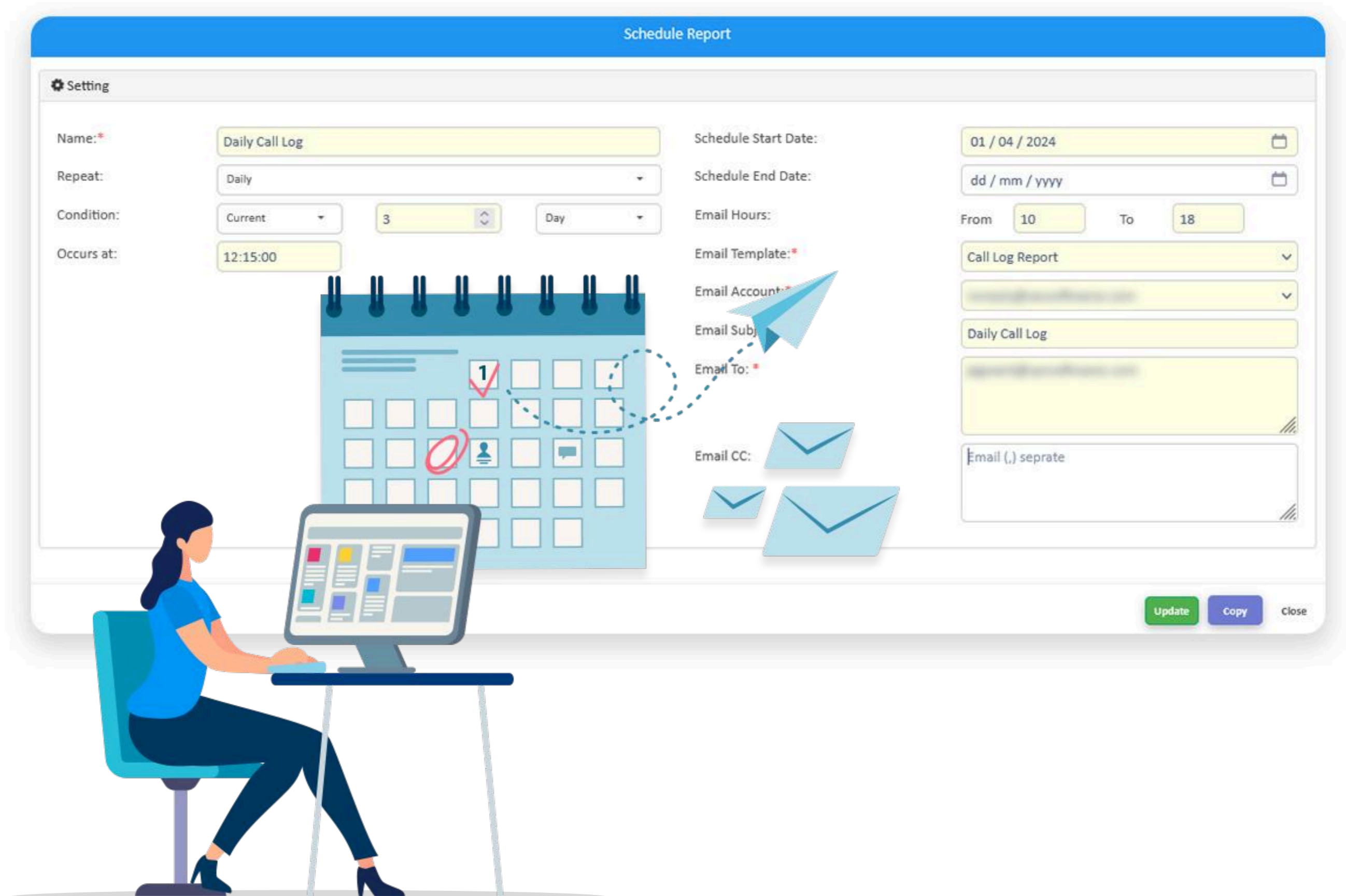
VIDEO CALLING-

SanCCS Provides Live Video Chat platform to have real-time face to face discussions with your customers.



REPORT SCHEDULER

- Schedule Report on One Time, Daily, Selected Days, Weekly, Monthly, Yearly
- Define E-mail ID in To, CC
- Customize Subject and Body
- Condition Matching





Remote Extension



Automated Attendant



Blind Transfer



Call Transfer



Call Conference



Music On Hold



Remote Office Support



Route by Caller ID



**Disposition Based
Trigger (SMS/Email/
WhatsApp/Call Back)**



Auto Wrapup



Dynamic Reports



Remote Barging



Blacklists



Call Detail Records



Call Monitoring



Call Routing



Music On Transfer



Roaming Extensions



SMS Messaging



iFrame Integration



**SMS/Email/WhatsApp
Templates**



Dynamic Dashboard



- Hosted IVR
- Centerlised Mobile App
Based CRM and Dialer using Agent SIM
- Integrated CRM for Inbound
- Missed Call Outbound
- IVR Verification Calls
- Hosted IVR Bot
- Number Masking
- Live Monitoring
- Work From Home Call Center App
- Tollfree Mapping
- Integrated CRM for Outbound
- Missed Call Inbound
- Hosted Call Center Solution
- Centerlised Mobile Recording App
- Virtual Number Mapping
- Virtual IPPBX

Industries



Retail



Insurance



Automobile



Fintech



Education



Health



E-Commerce

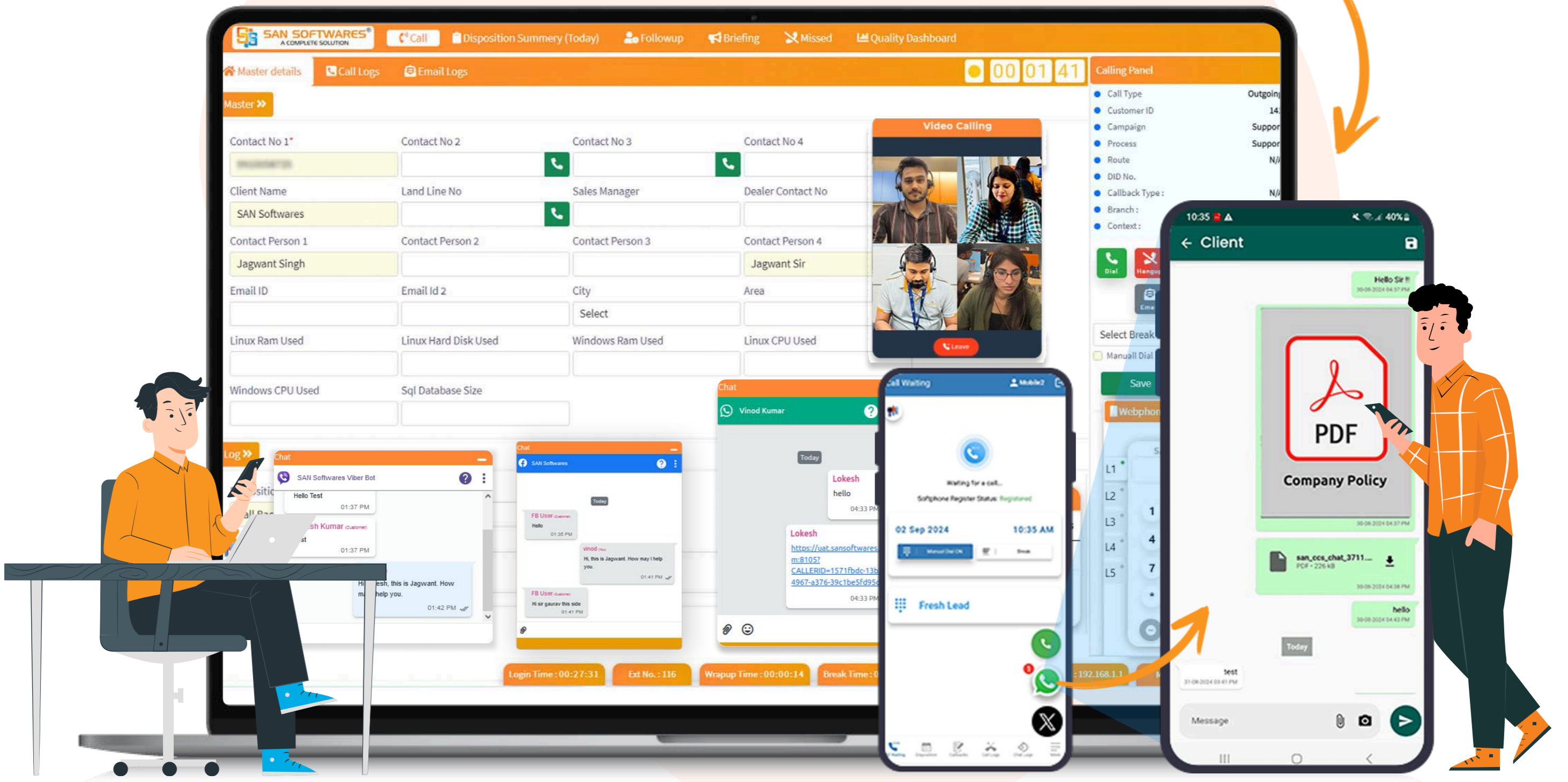
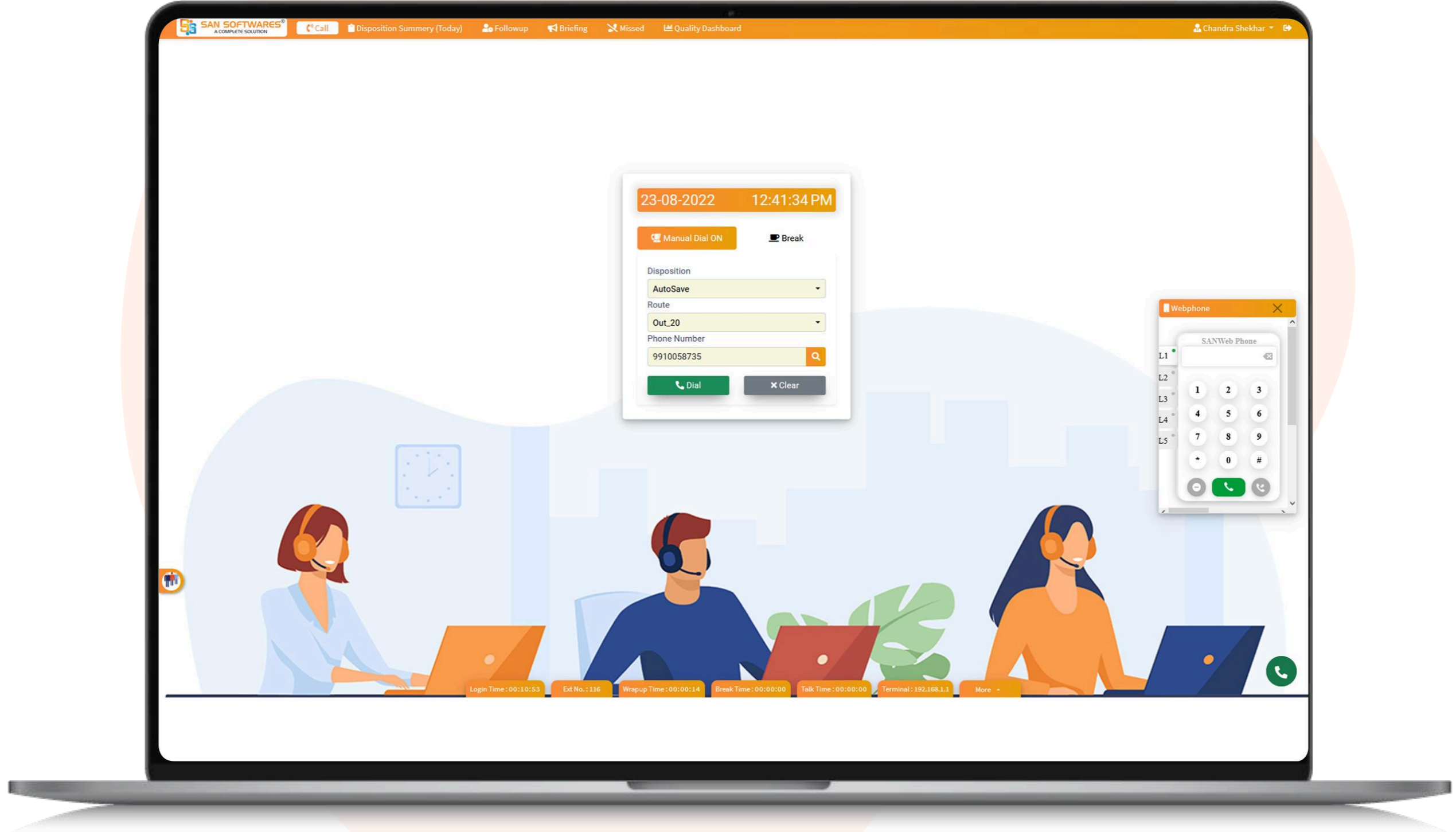


Food Services



Human Resource







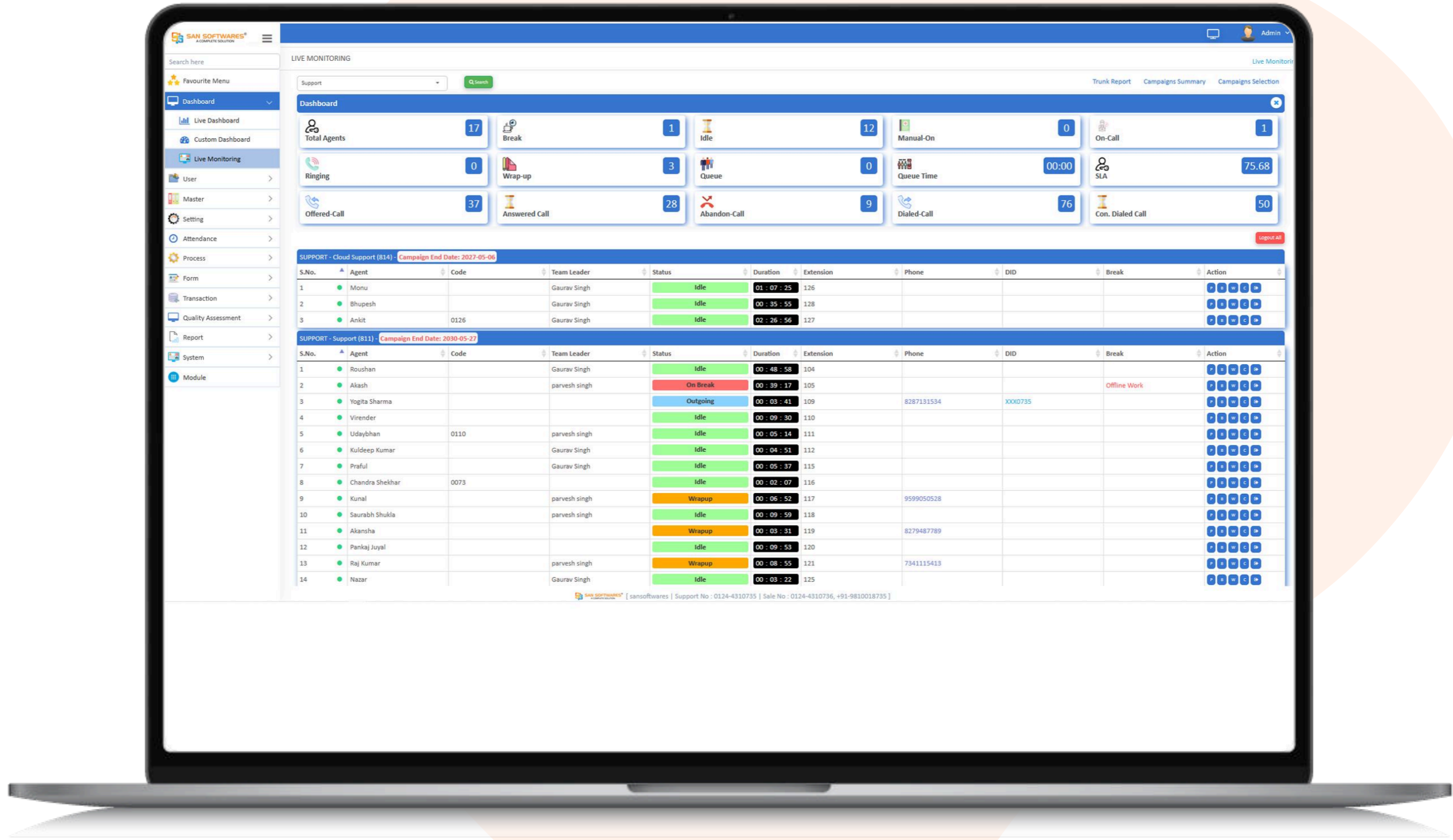
AMS

The AMS Reports page displays an Agent Summary table for the report date 26/05/2022 00:00 to 26/05/2022 23:59. The table includes the following columns:

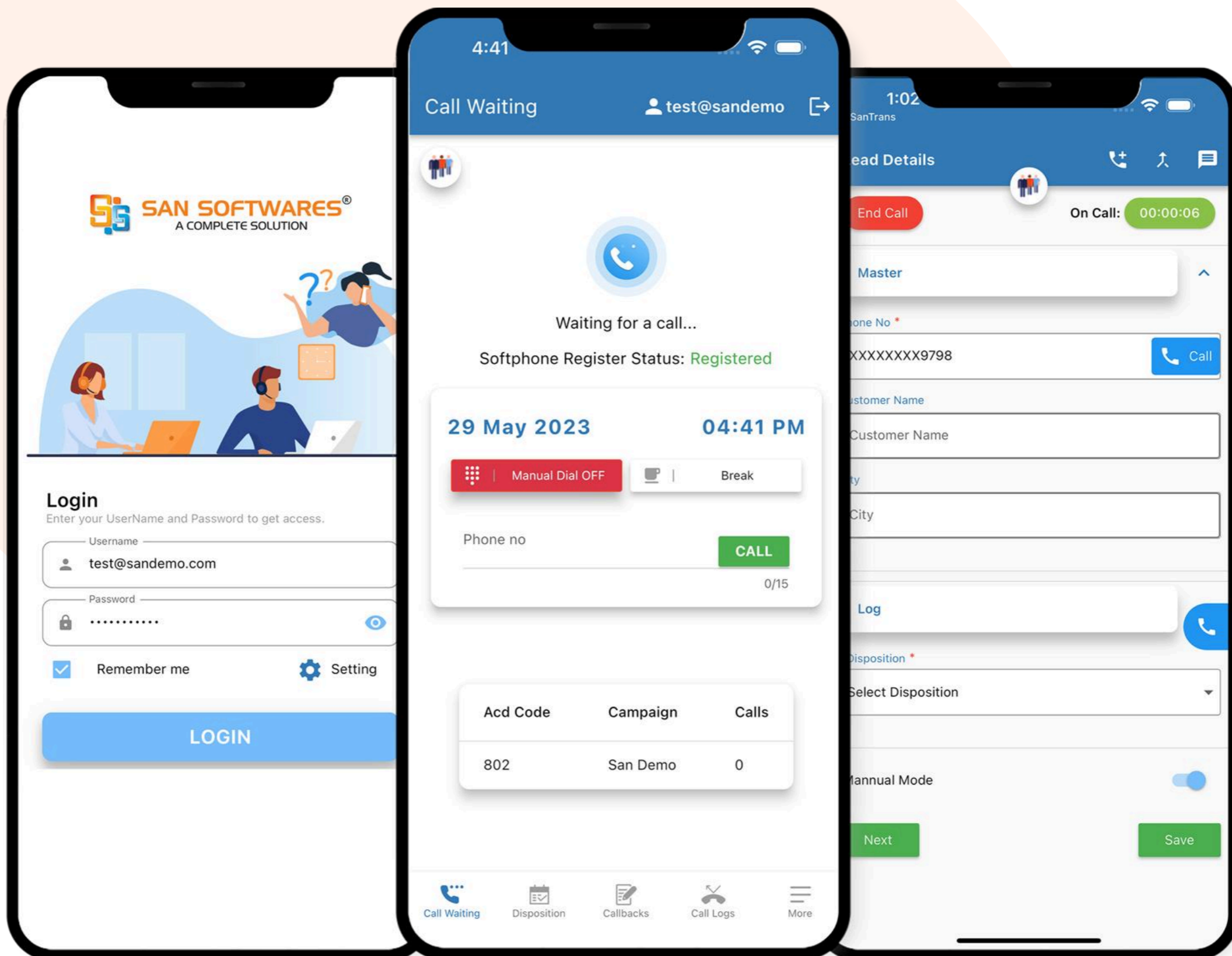
SrNo	Agent Name	Offered	Ansrd	Abnd	Outgoing Call	Con Outgoing Call	Break1	Break2	Hold	Ring Time	Dialing Time	Idle Time	Incoming Time	Outgoing Time	Hold Time	Break1 Time	Break2 Time	Wrapup Time	Abndn Time	Total Talk	Staffed	Aug Talk	Login Count	Logout Count
1	Abhishek Pandey	26	26	0	0	0	0	0	0	00:01:22	00:00:00	05:55:33	00:58:16	00:00:00	00:00:00	00:00:00	00:00:00	00:04:54	00:00:00	00:58:16	07:00:05	00:02:14	1	1
2	Ankur Verma	47	44	3	0	0	1	3	0	00:02:41	00:00:00	00:46:36	01:12:31	00:00:00	00:00:00	00:16:01	01:19:47	00:28:42	00:00:00	01:12:31	05:50:37	00:04:23	5	2
3	Ashish Rai	92	89	3	0	0	3	0	0	00:05:06	00:00:00	06:22:10	05:35:32	00:00:00	00:00:00	00:42:25	00:00:00	00:31:53	00:00:00	05:35:32	12:34:41	00:03:46	3	0
4	Deepak Verma	14	9	5	0	0	0	0	0	00:00:40	00:00:00	00:00:20	00:19:59	00:00:00	00:00:00	00:00:00	00:00:00	00:03:15	00:00:00	00:19:59	00:24:14	00:02:13	1	1
5	Divya Yadav	59	59	0	0	0	1	0	0	00:03:13	00:00:00	00:04:18	02:25:17	00:00:00	00:00:00	00:07:33	00:00:00	00:22:31	00:00:00	02:25:17	02:55:19	00:02:28	2	1
6	Jay Kumar	1	1	0	0	0	0	2	0	00:00:03	00:00:00	00:00:21	00:00:08	00:00:00	00:00:00	00:00:00	00:30:31	00:00:01	00:00:00	00:00:08	00:31:04	00:00:08	3	0
7	Mahima Rai	49	48	1	0	0	1	0	0	00:02:46	00:00:00	00:04:54	02:26:14	00:00:00	00:00:00	00:20:57	00:00:00	00:21:54	00:00:00	02:26:14	02:55:48	00:03:03	3	1
8	Naval Yadav	3	3	0	0	0	0	0	0	00:00:12	00:00:00	00:00:08	00:09:34	00:00:00	00:00:00	00:00:00	00:00:00	00:21:23	00:00:00	00:09:34	00:11:17	00:03:11	1	0
9	Priyanka Shukla	80	78	2	0	0	2	0	0	00:04:56	00:00:00	00:55:07	04:14:29	00:00:00	00:00:00	00:29:30	00:00:00	00:37:05	00:00:00	04:14:29	05:51:37	00:03:16	5	0
10	Salman Khan	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:07	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00	1	1
11	Shaloo Yadav	86	91	7	0	0	3	0	0	00:08:15	00:00:00	01:17:02	03:34:51	00:00:00	00:00:00	00:28:11	00:00:00	00:50:31	00:00:00	03:34:51	05:47:39	00:02:22	3	2
12	Shweta Verma	36	33	3	0	0	1	0	0	00:01:54	00:00:00	00:06:53	02:18:06	00:00:00	00:00:00	00:24:10	00:00:00	00:16:26	00:00:00	02:18:06	02:43:19	00:04:11	1	0
13	Utkarsh Mishra	8	8	0	0	0	0	0	0	00:00:29	00:00:00	00:00:10	00:20:43	00:00:00	00:00:00	00:00:00	00:00:00	00:01:15	00:00:00	00:20:43	00:22:37	00:02:35	1	0
Total		513	489	24	0	0	12	5	0	00:28:37	00:00:00	15:33:39	25:36:00	00:00:00	00:00:00	02:49:47	01:30:18	03:39:50	00:00:00	25:36:00	47:08:24	00:03:08	30	9

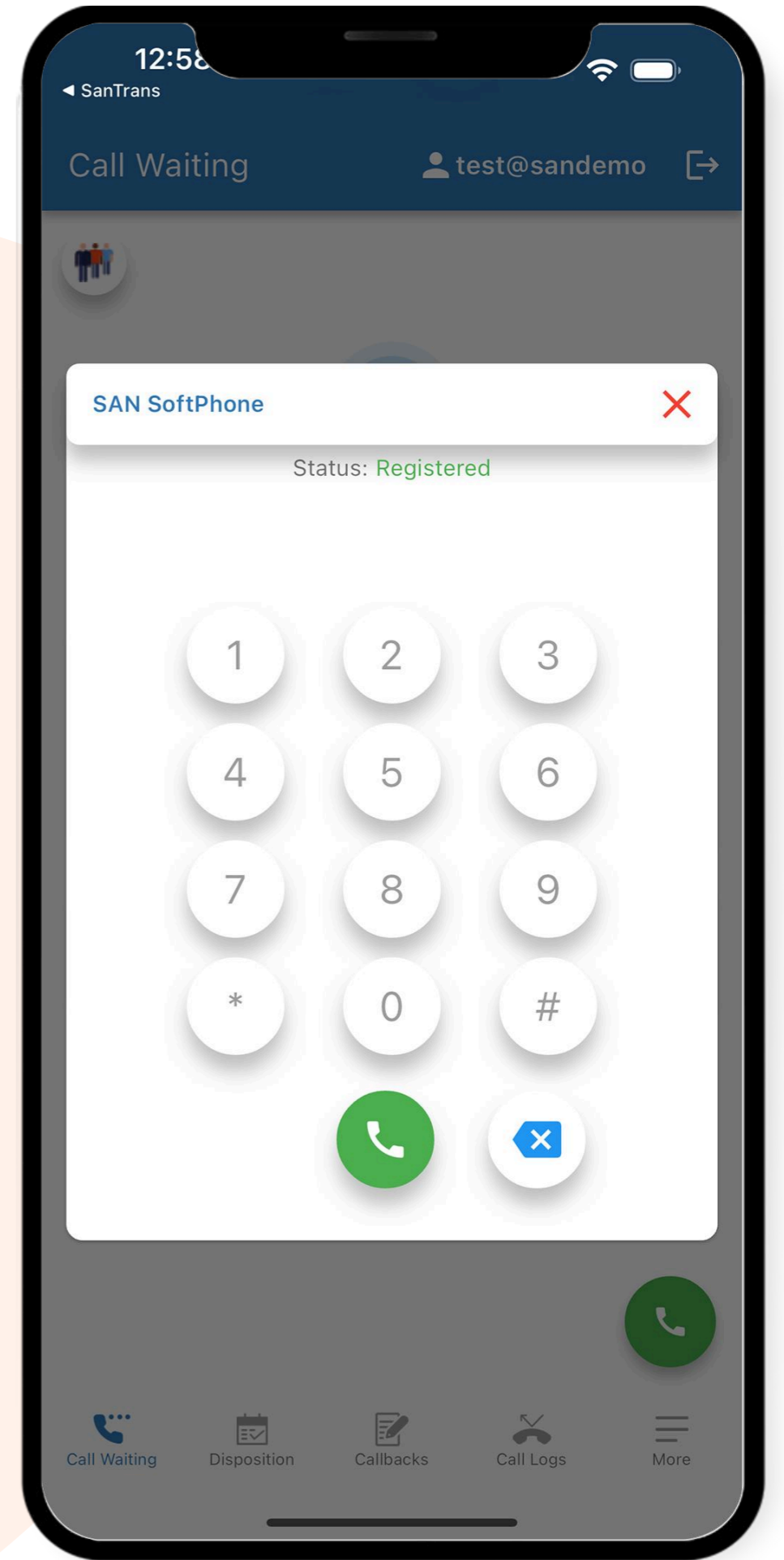
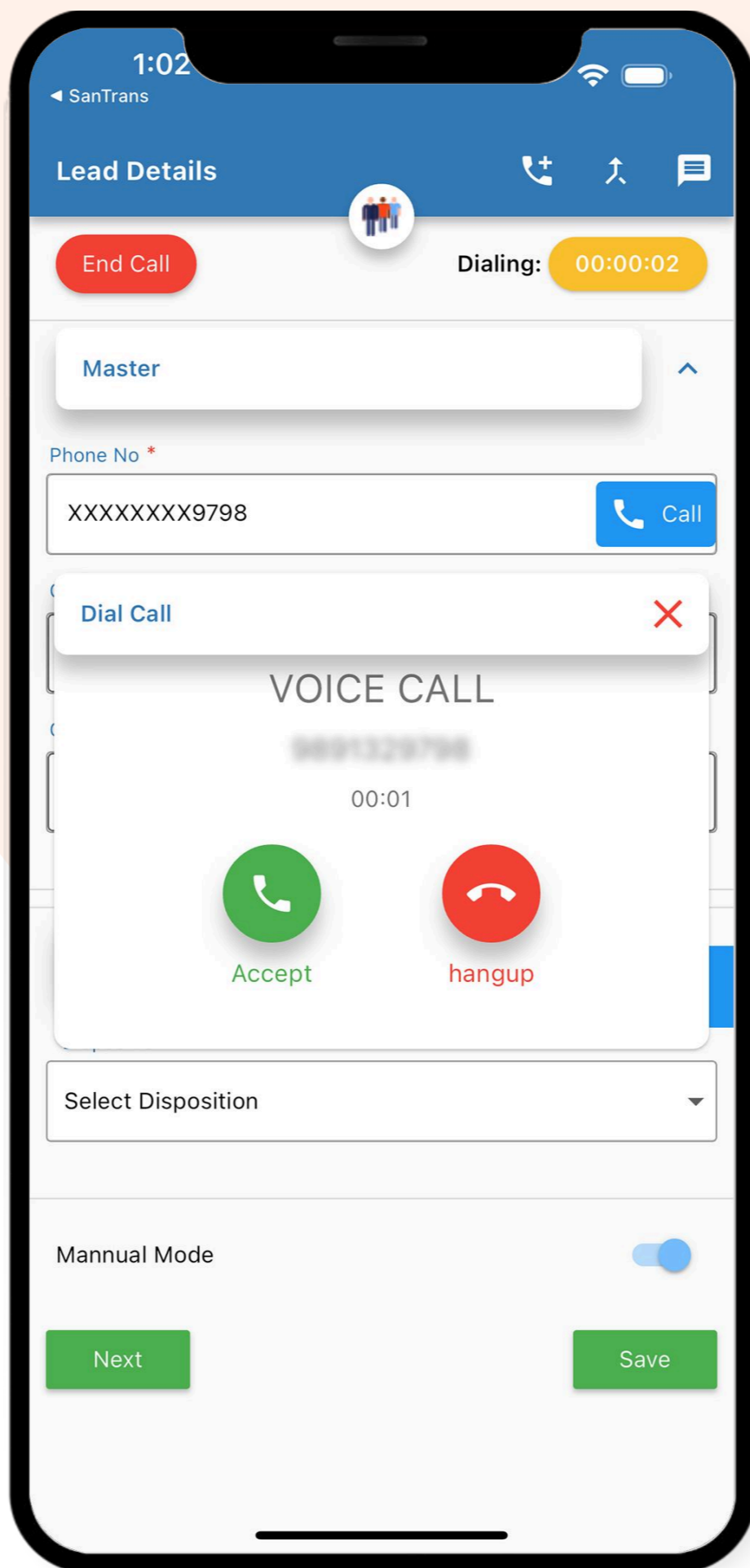
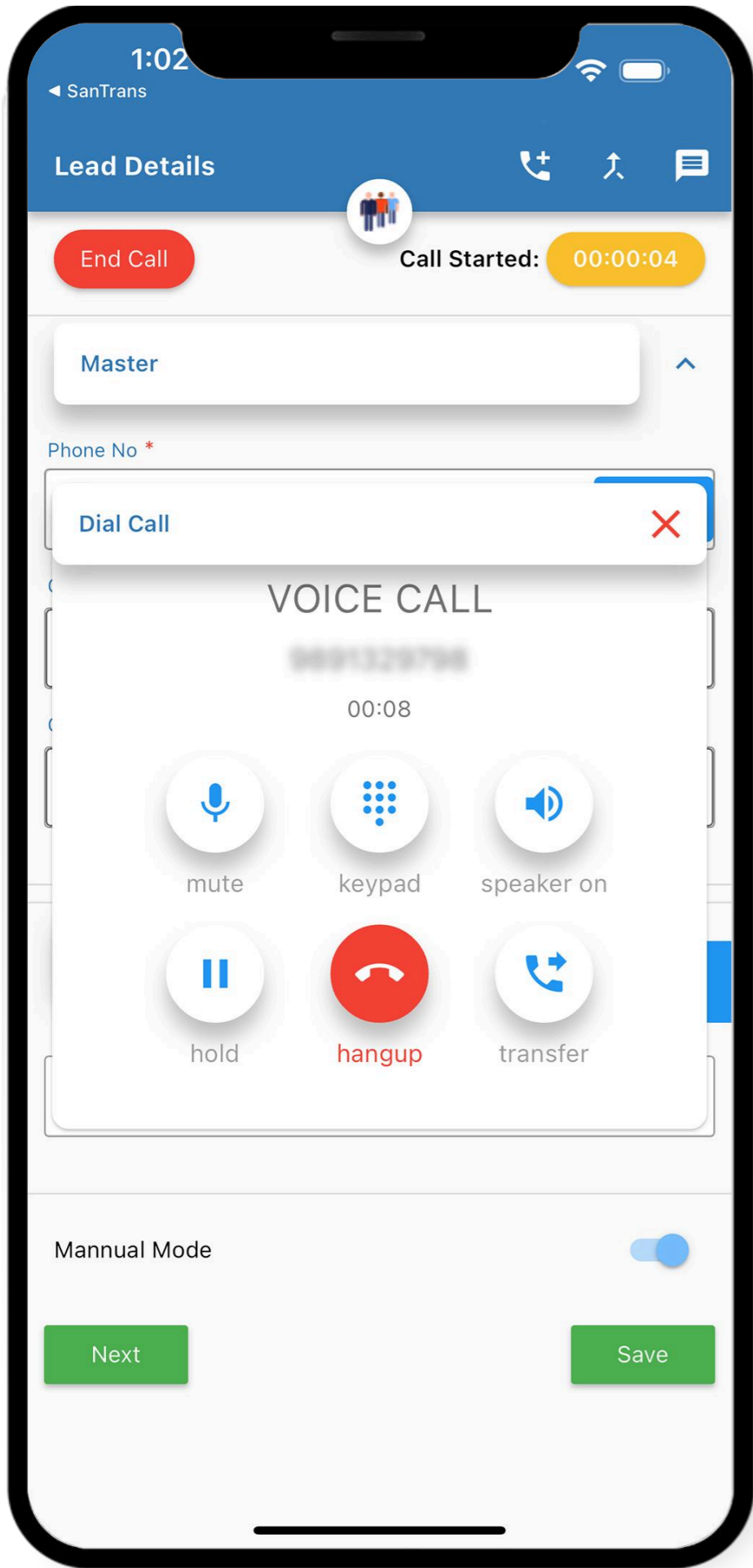
Footer: SAN SOFTWARES | sanssoftwares | Support No : 0124-4310735 | Sale No : 0124-4310736, +91-9810018735

Live Monitoring



Mobile App

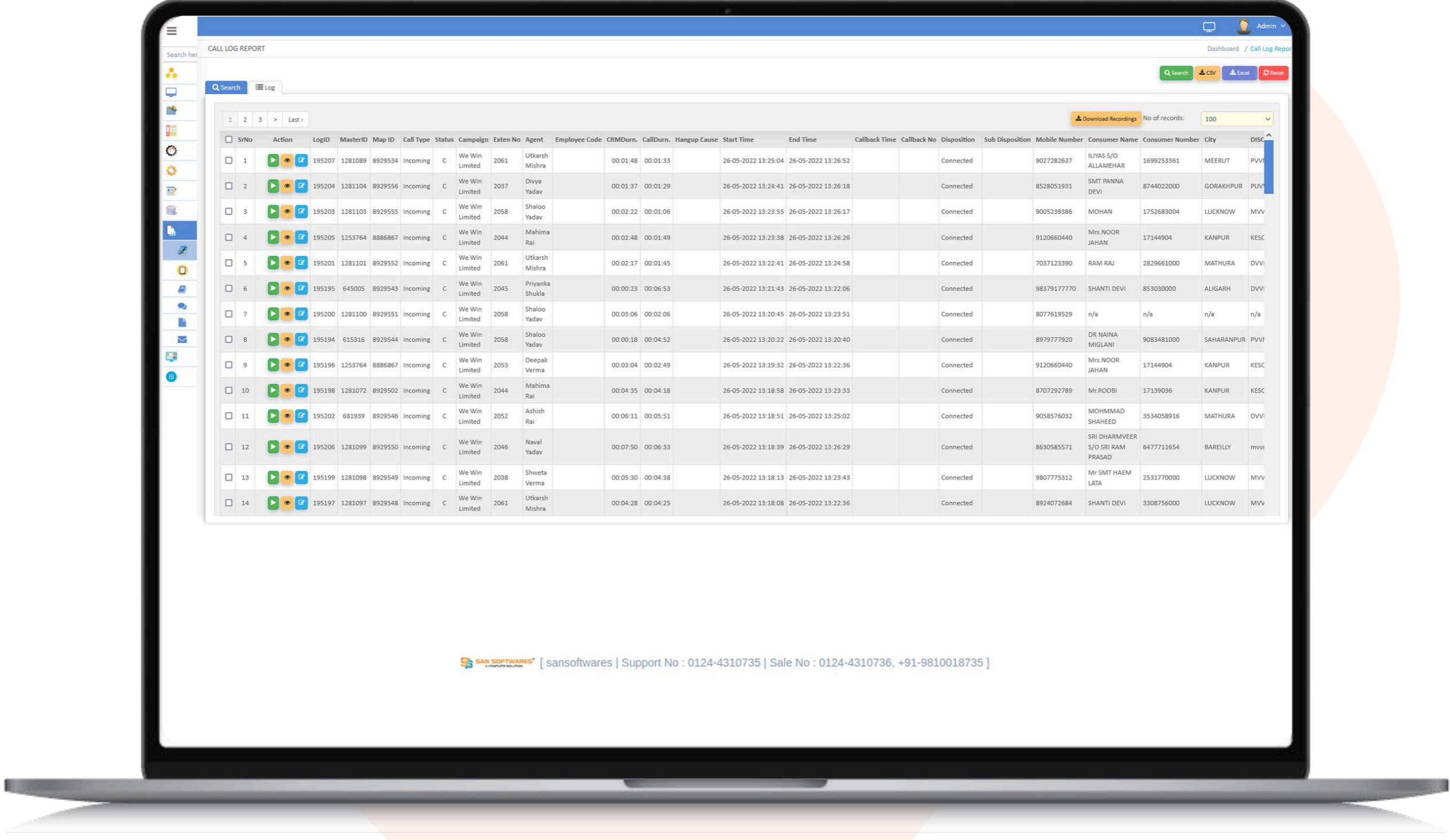




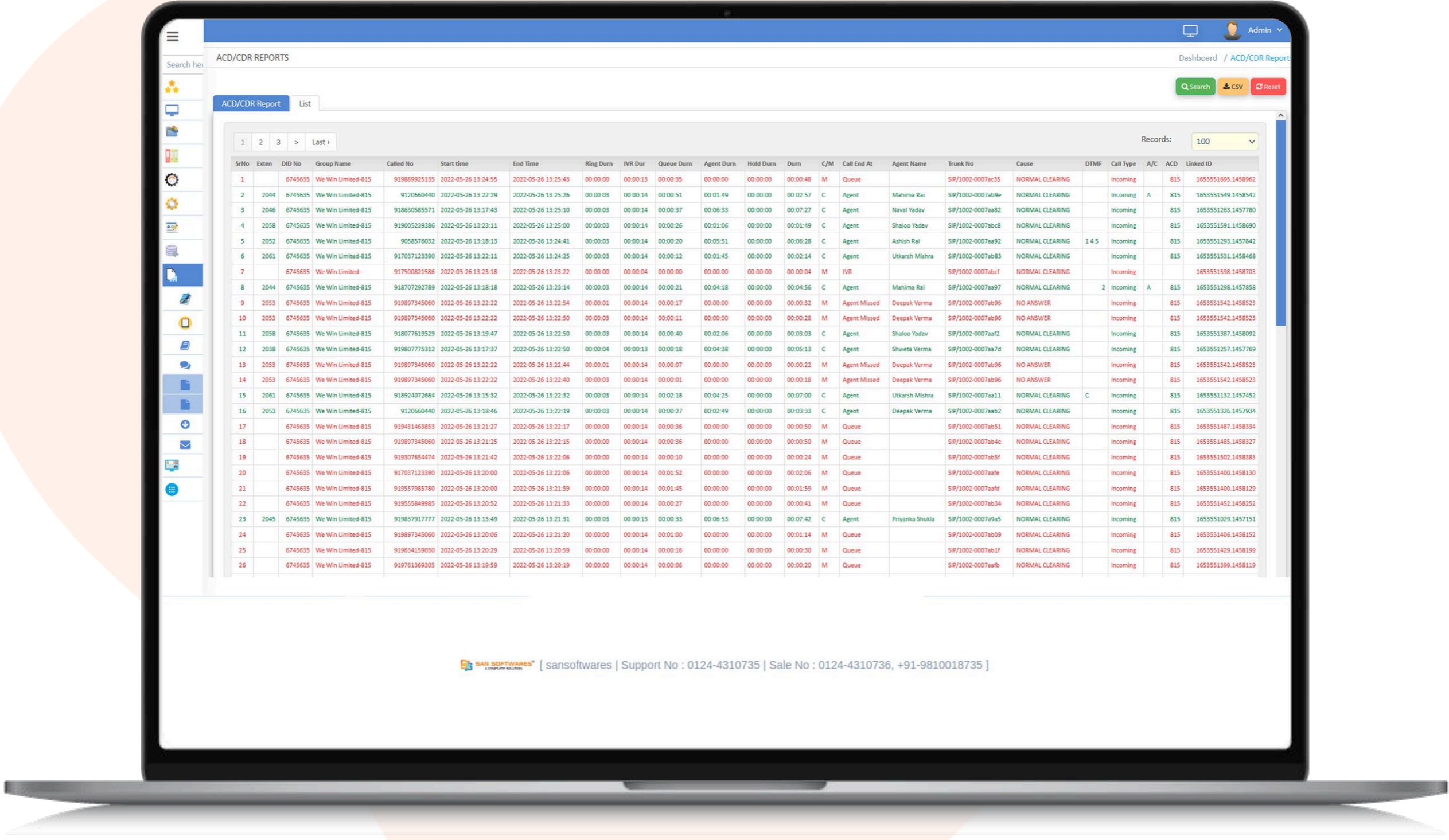
Available for Apple and Android



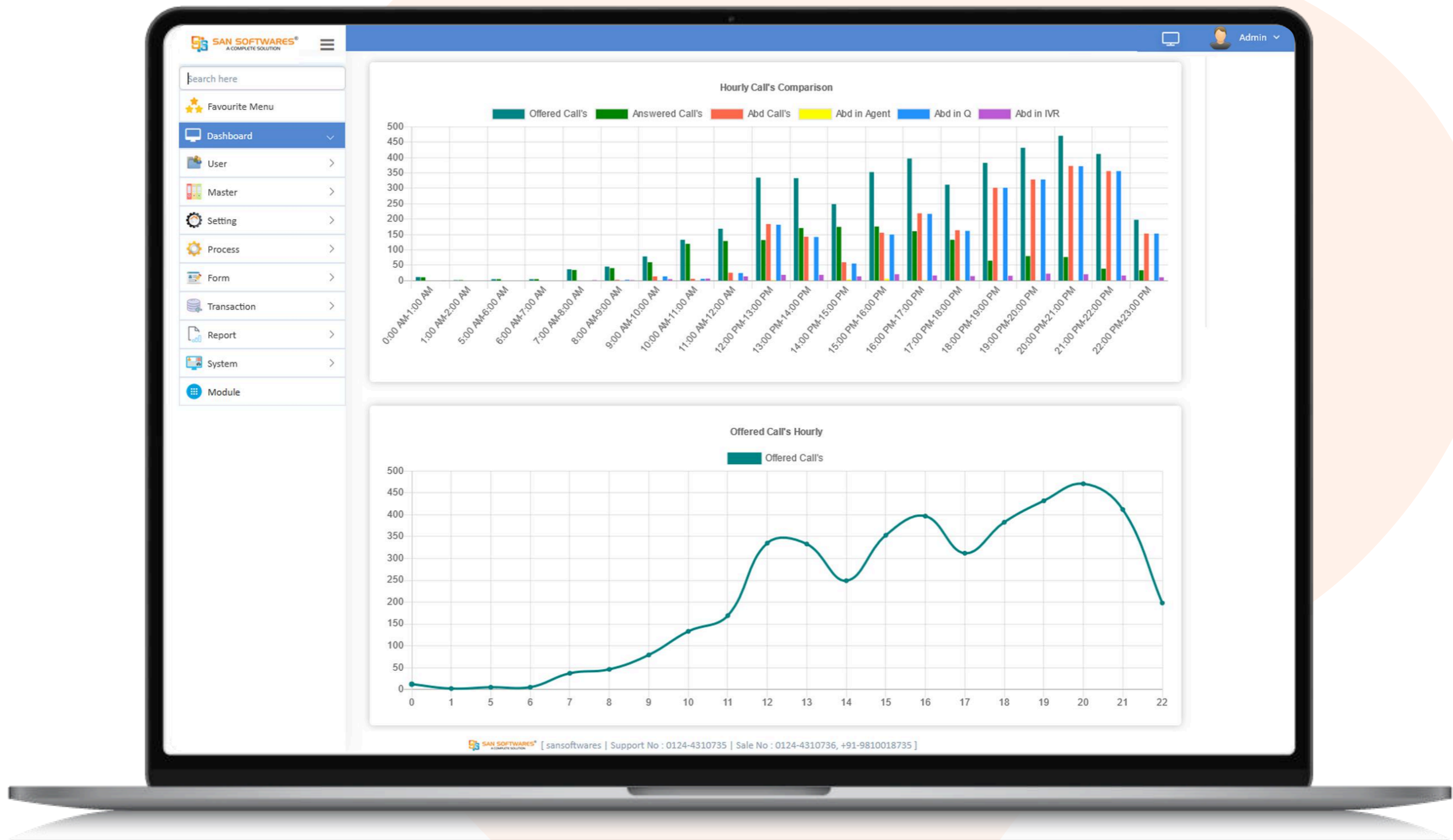
Call Logs



CDR



Custom Dashboard



Import Data

IMPORT MASTER

Dashboard / Import Master

Save New Cancel

Import Details

Note: Date field data should be always in (YYYY-MM-DD) format.

Filter

Process *: SUN Stone

Campaign *: SunStone UG Andhra

Branch: --Select--

File Type*: CSV

Download Sample File

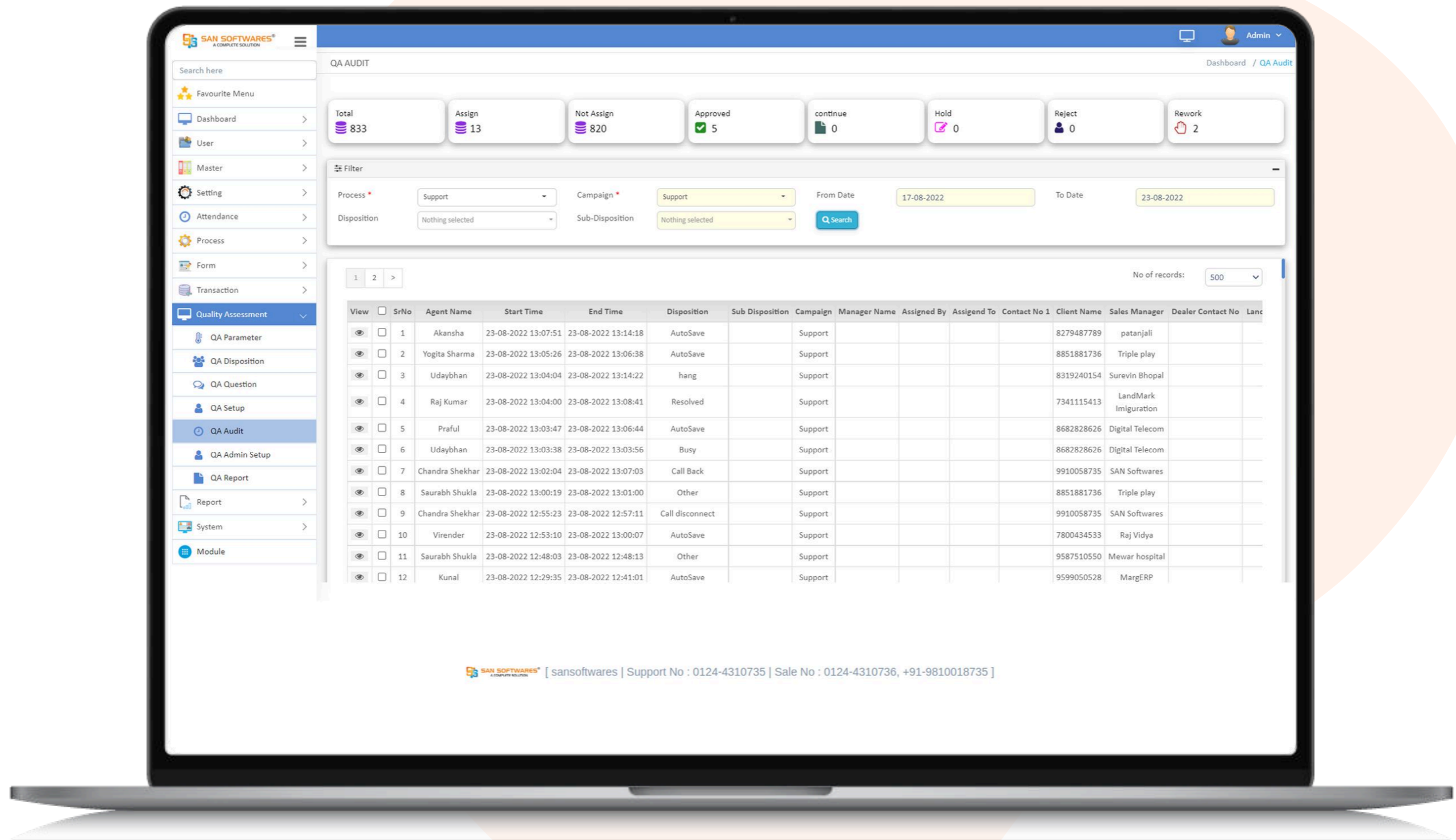
Browse... No file selected.

Column Mapping

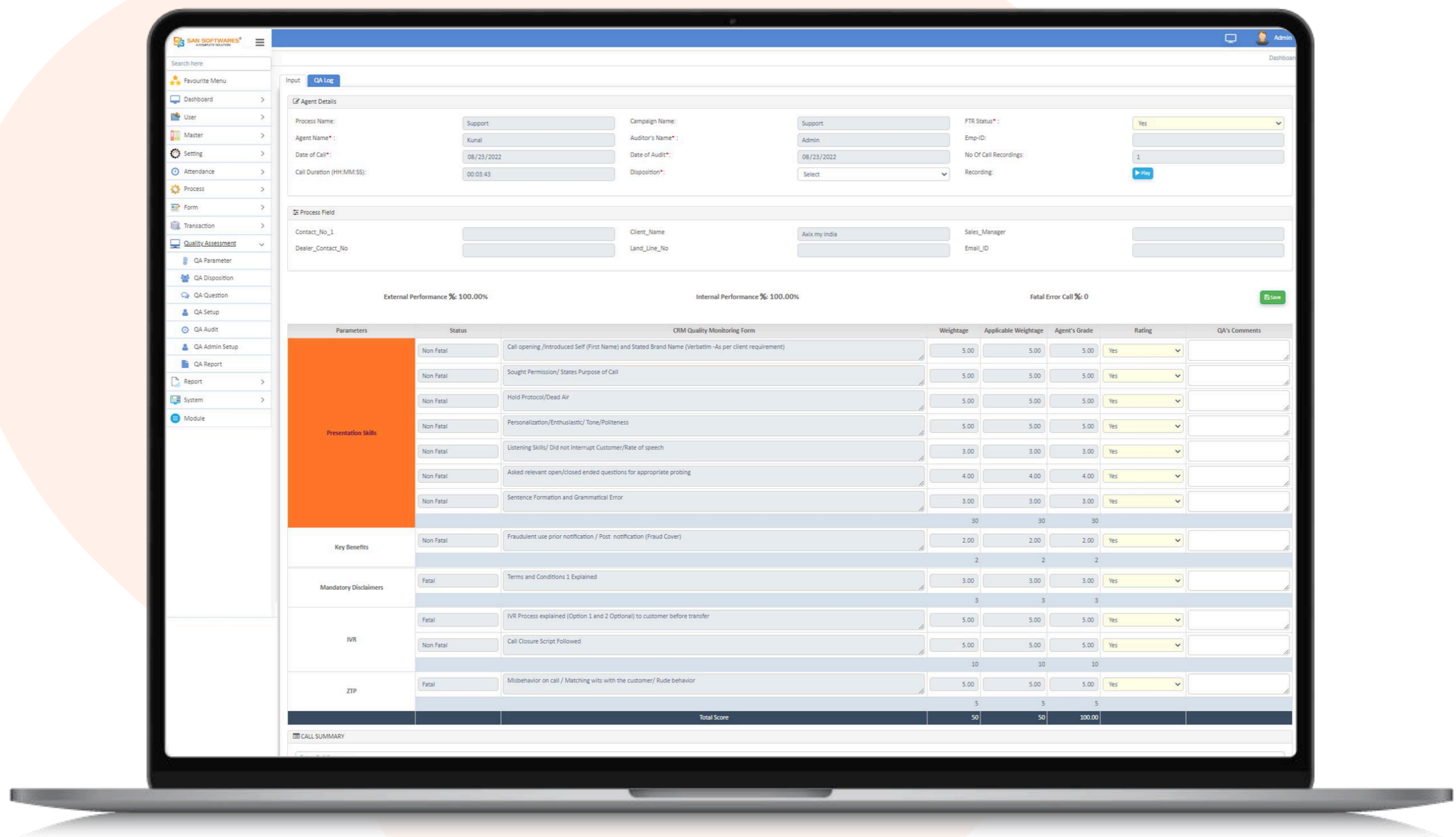
To	From	No Mapping
Mobile_Number		<input type="checkbox"/>
Student_Name		<input type="checkbox"/>
Parent_Name		<input type="checkbox"/>
Alt_Mobile_Number		<input type="checkbox"/>
Landline_Number		<input type="checkbox"/>
Address		<input type="checkbox"/>
City_District		<input type="checkbox"/>
State		<input type="checkbox"/>
Pin		<input type="checkbox"/>
Email_ID		<input type="checkbox"/>
agent		<input type="checkbox"/>

Preferences

- Show Mapping
- Active File
- Update Existing Master Data
- Do Not Import Existing Data



QA Audit Form





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— *Thank you!* —

