

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.

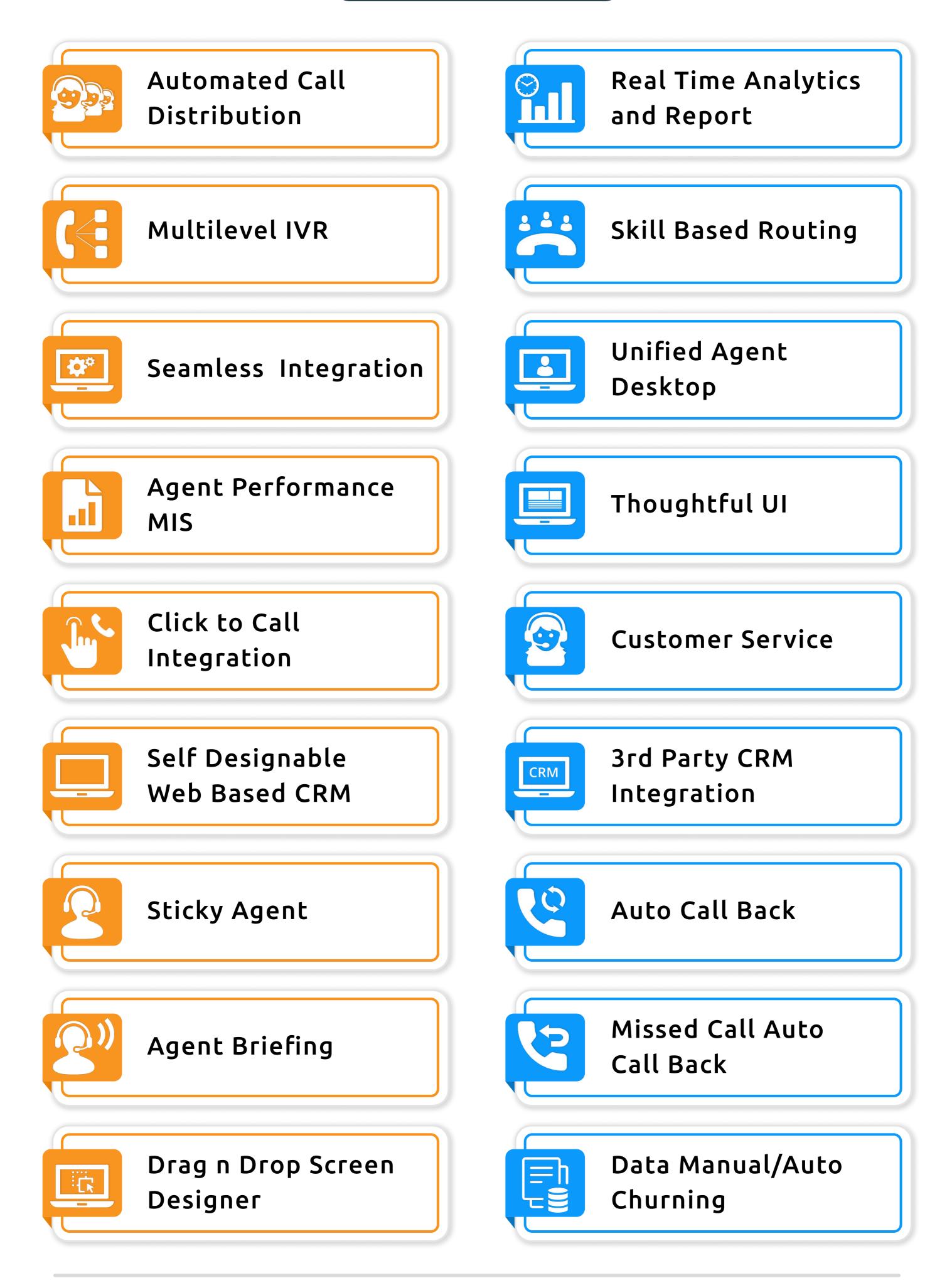




















A Complete Call Center S	Solution	
	× 3	A COMPLETE SOLUTION
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		User Name Password *
		Password
		Remember Me Version: v1.2
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		0124-4310735 support@sansoftwares.com
	At Sale Genup Cela 20 surt 0	
<mark>()</mark> 0124-4310736 🛛 🖂 s	ales@sansoftwares.com	

DIALING MODES -

E-MAIL & SMS INTEGRATION

- Progressive

IVR BLAST

- Predictive
- Manual
- Preview

WHATSAPP INTEGRATION

VR -

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







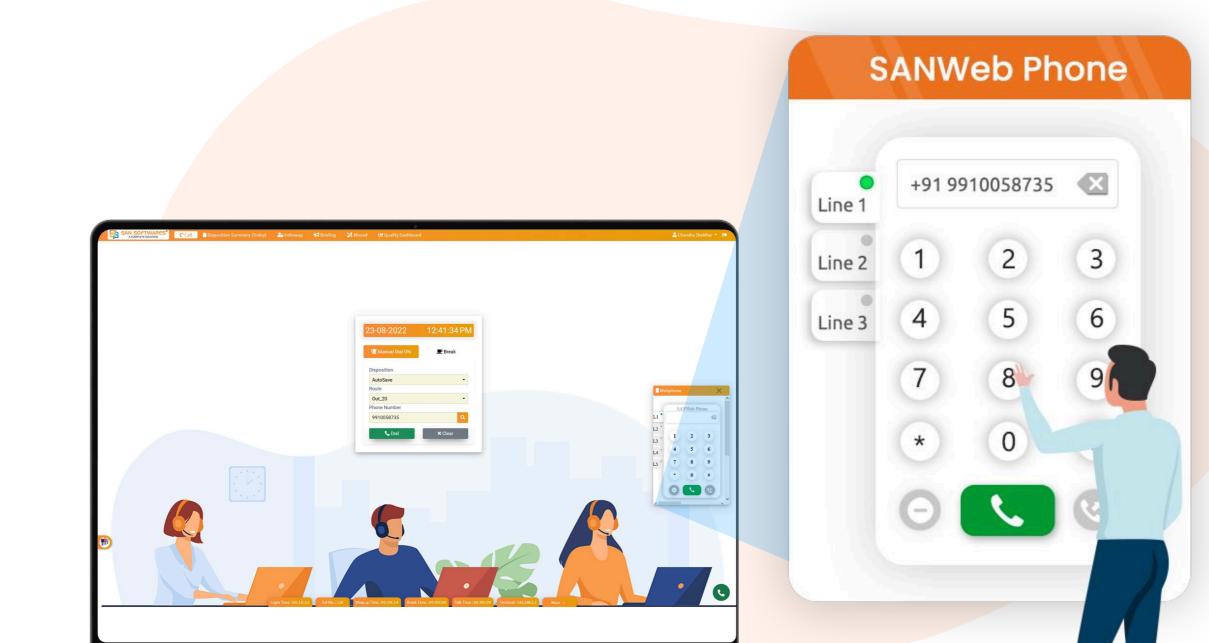






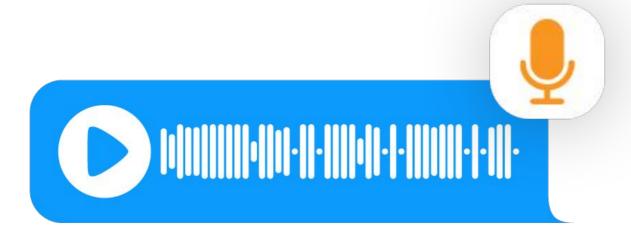
<u>WEBPHONE ENABLED -</u>

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



<u>Recording -</u>

- 100% digital call recording
- Recording Clarity



<u> CRM -</u>

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









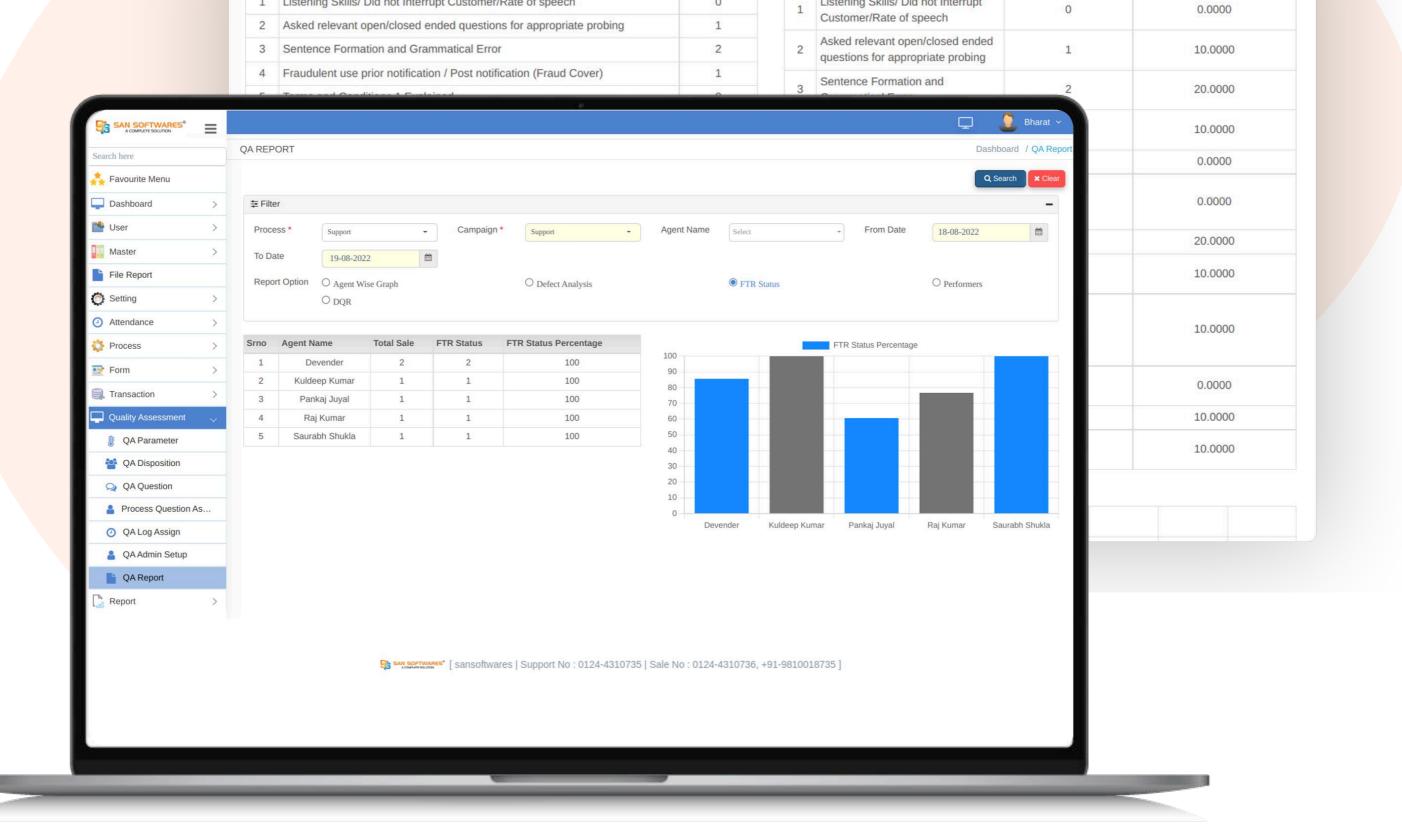


<u>QA MODULE -</u>

- 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

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	1	Listening Skills/ Did not Interrupt Customer/Rate of speech	0	Listening Skills/ Did not Interrupt	0.0000











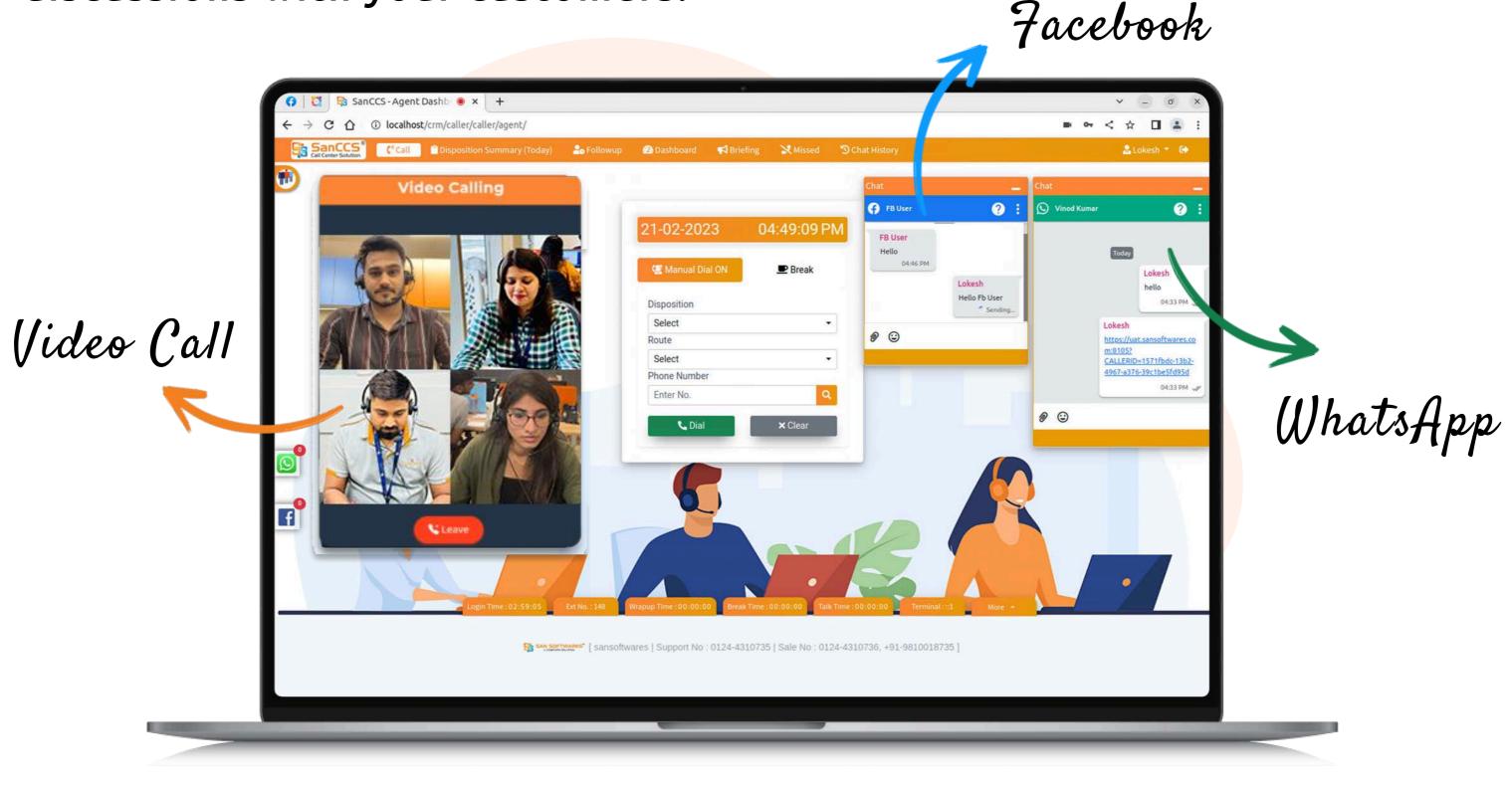
<u>CO-BROWSING-</u>

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

Data M	Last Name* Singh A ss* 4 , *th Floor, M3M Urbana, S for **, Gurugram	
	Phone Number* 98*****35 Email* s*****@sansoftwares.com Password* ***********************************	
	Client Screen FORM	
	First Name* Last Name* Pooja Singh Address* 419, 4th Floor, M3M Urbdoa, Sector 67, Gurugram Phone Number* 9810018735 Email* sales@sansoftwares.com Password* Sansoftwares@12345	

VIDEO CALLING-

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







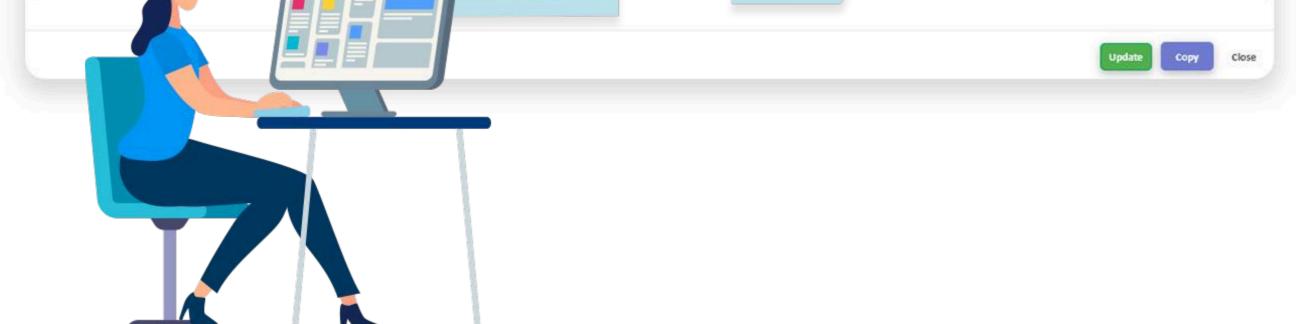




REPORT SCHEDULER

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

Setting							
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Remote Extension



Remote Barging



Automated Attendant



Blacklists



Blind Transfer



Call Detail Records



Call Transfer



Call Monitoring







Call Routing



Music On Hold



Music On Transfer

Remote Office Support



Roaming Extensions



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Route by Caller ID



SMS Messaging



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

Auto Wrapup



iFrame Integration



SMS/Email/WhatsApp Templates



Dynamic Reports



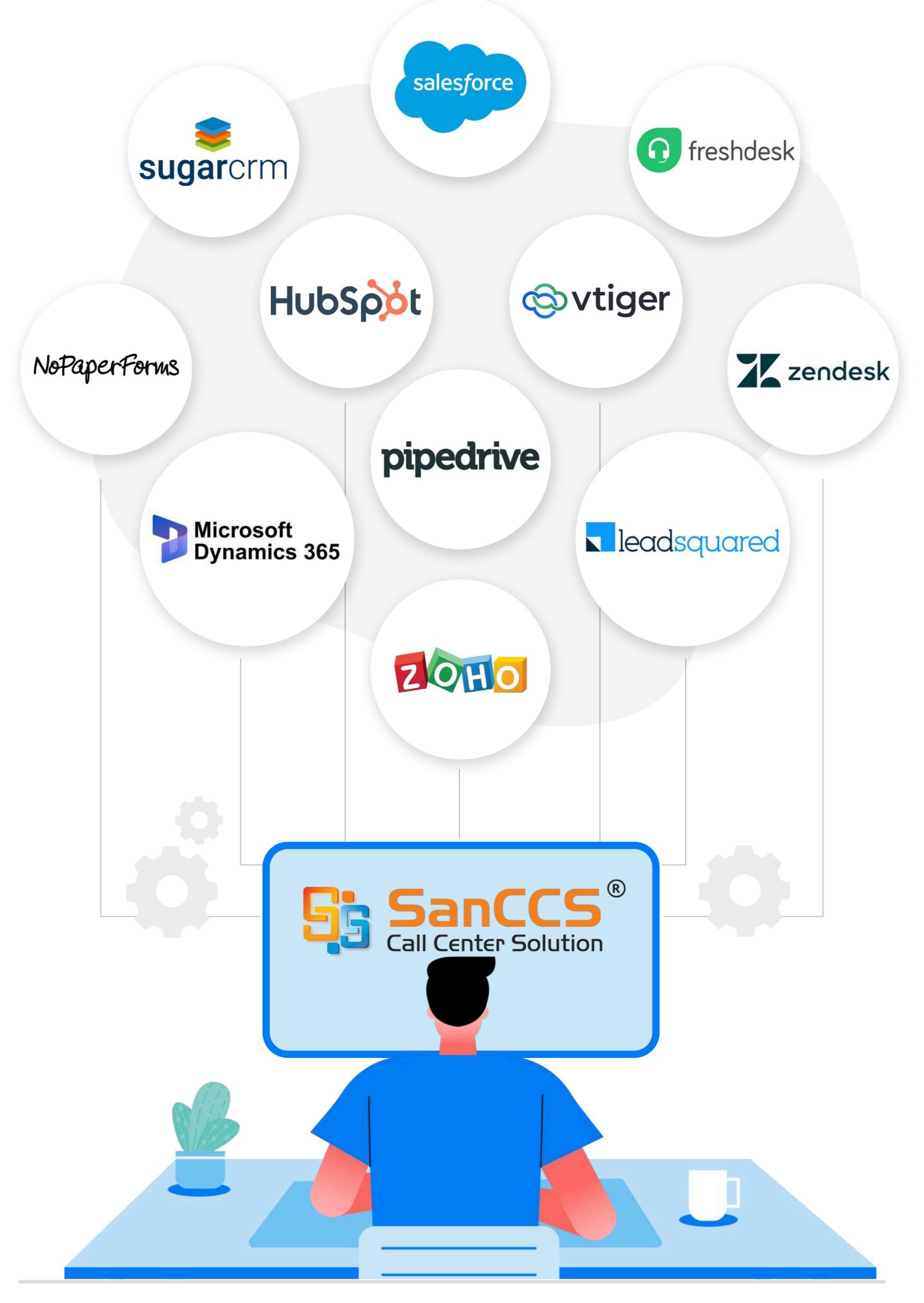
Dynamic Dashboard







Integrated with 3rd party CRM







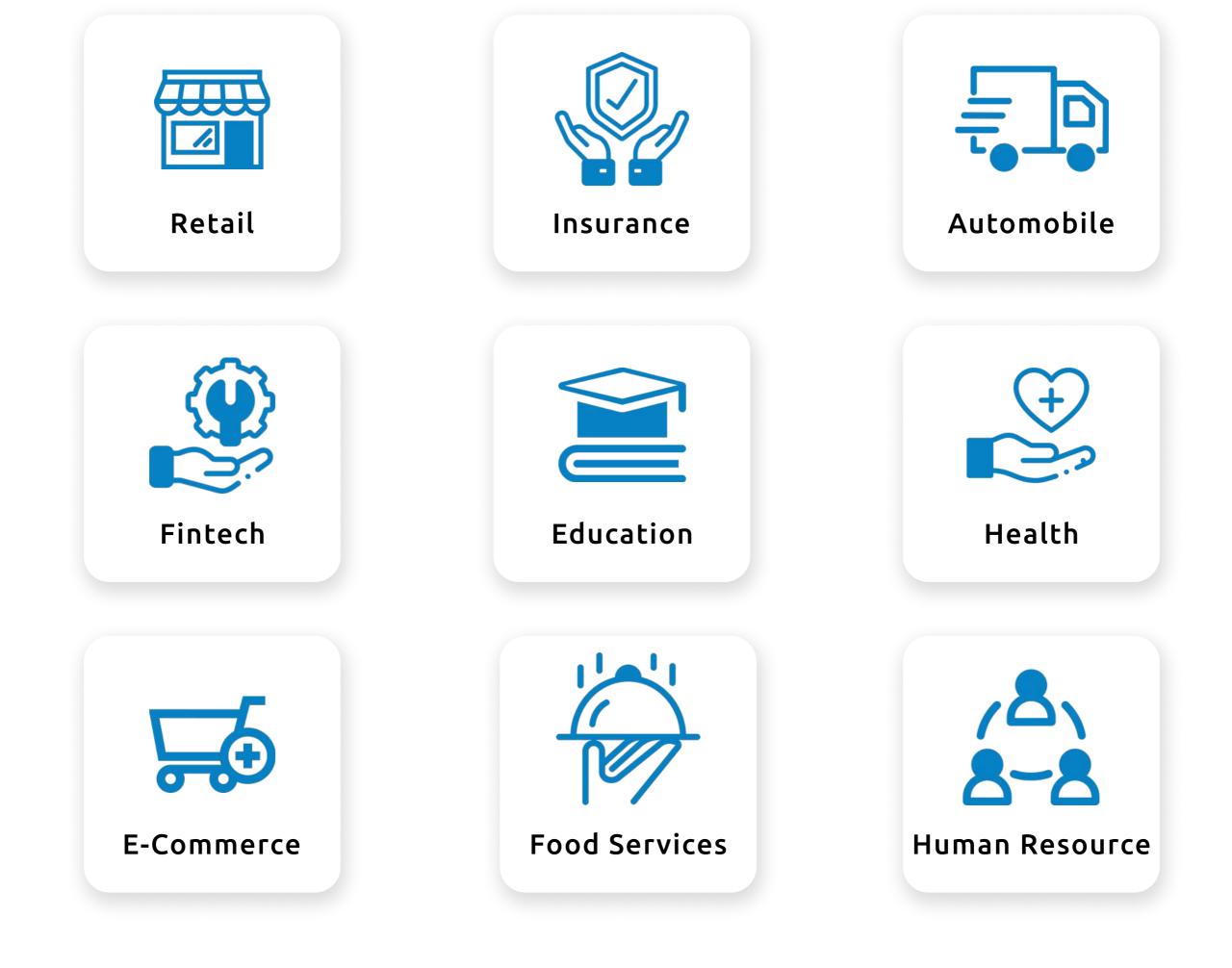


Our Expertise on Cloud

- 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

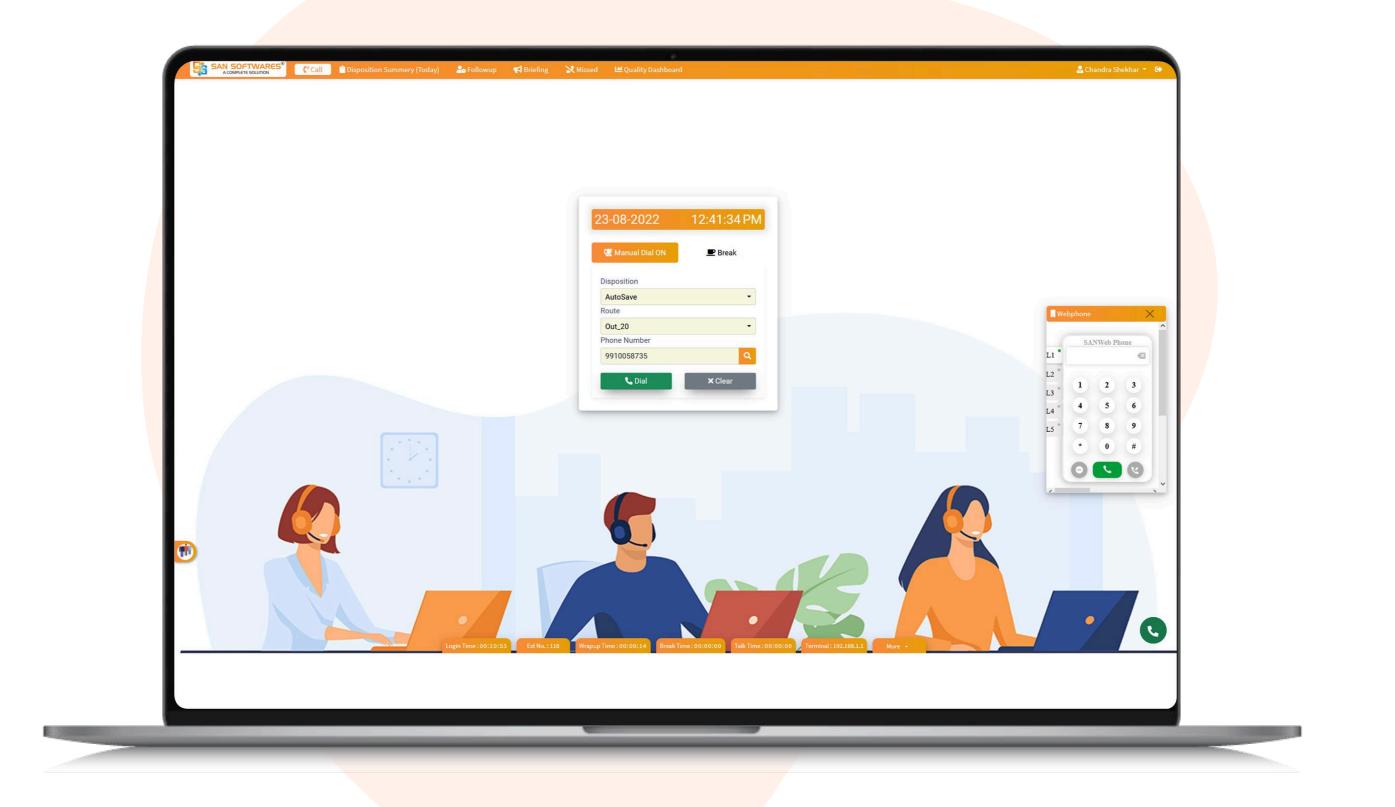














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Admin Dashboard



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Live Monitoring

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Mobile App

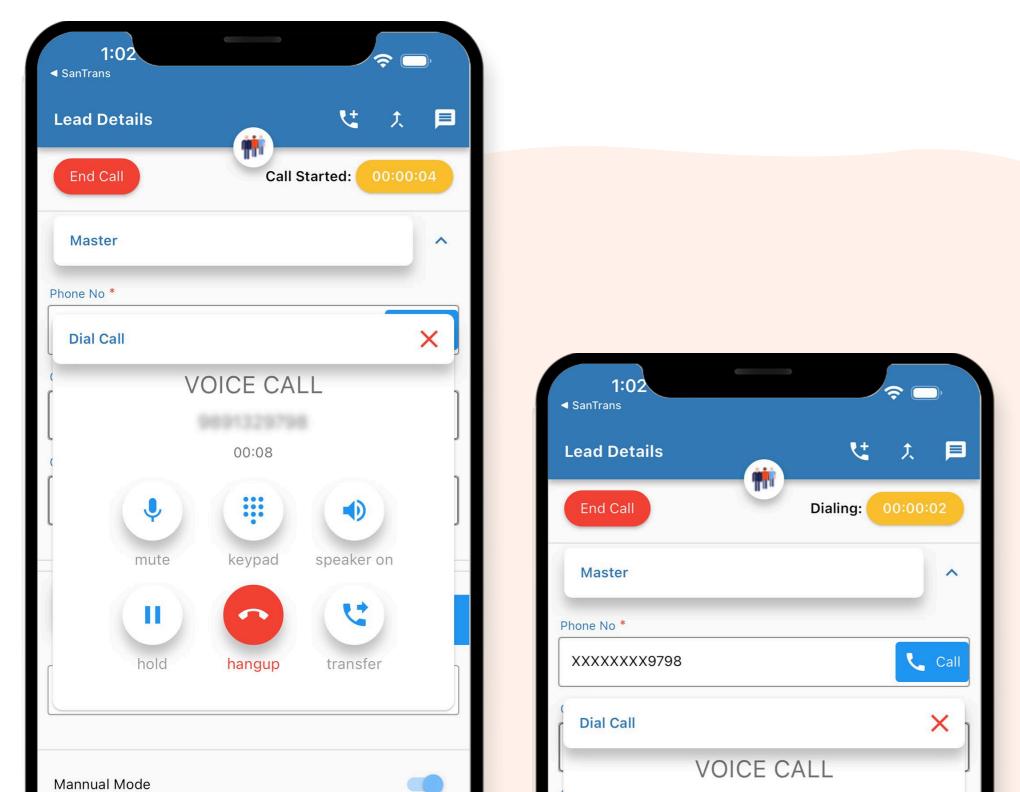
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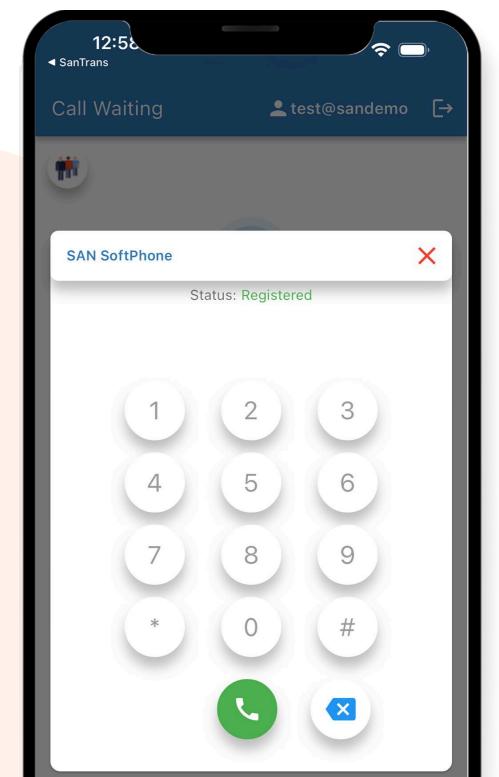






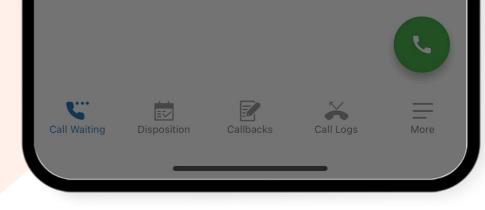
Mobile App





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Available for Apple and Android













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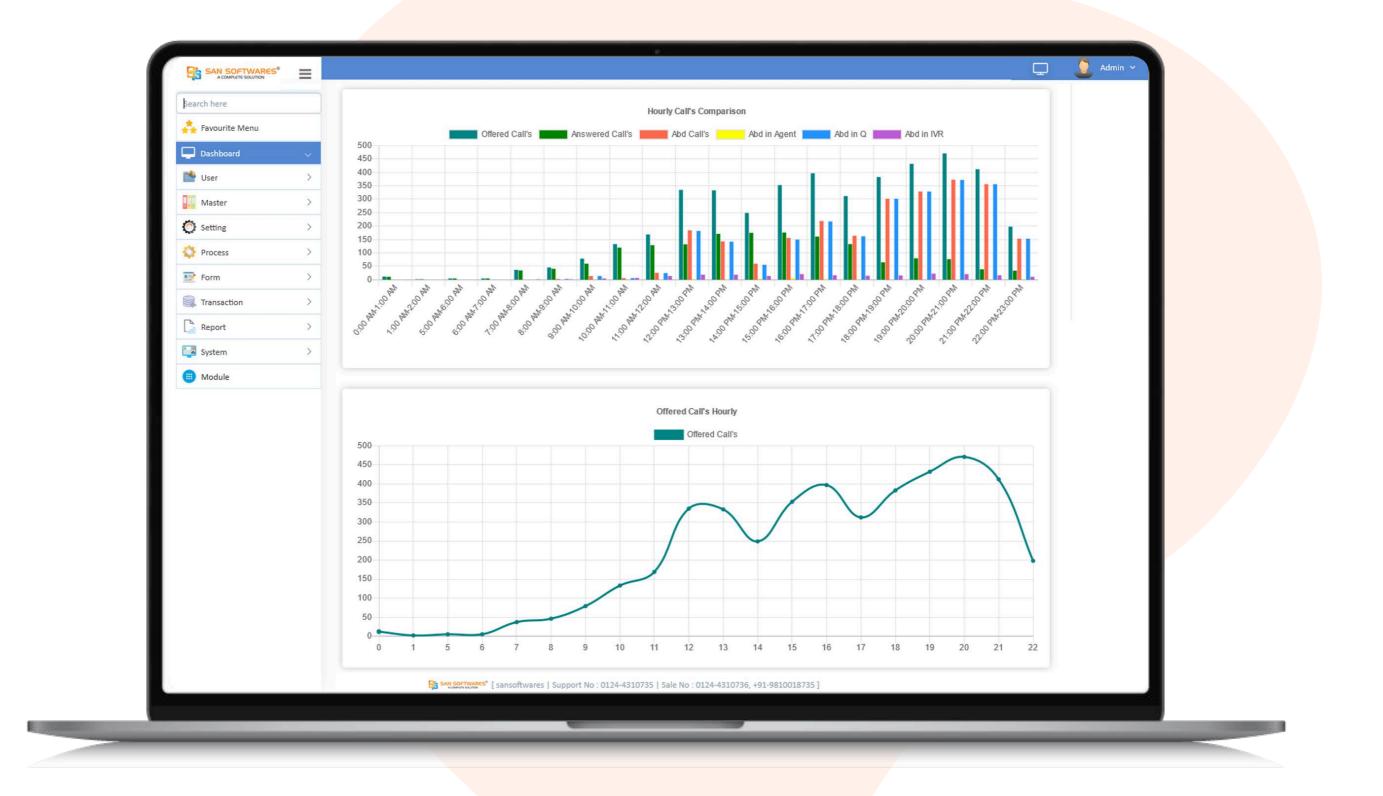
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	15	2061	6745635	We Win Limited-815	918924072684	2022-05-26 13:15:32	2022-05-26 13:22:32	00:00:03	00:00:14	00:02:18	00:04:25	00:00:00	00:07:00	с	Agent	Utkarsh Mishra	SIP/1002-0007aa11	NORMAL CLEARING	с	Incoming	81	5 1653551132.1457452
	16	2053	6745635	We Win Limited-815	9120660440	2022-05-26 13:18:46	2022-05-26 13:22:19	00:00:03	00:00:14	00:00:27	00:02:49	00:00:00	00:03:33	С	Agent	Deepak Verma	SIP/1002-0007aab2	NORMAL CLEARING		Incoming	81	5 1653551326.1457934
0	17		6745635	We Win Limited-815	919431463853	2022-05-26 13:21:27	2022-05-26 13:22:17	00:00:00	00:00:14	00:00:36	00:00:00	00:00:00	00:00:50	м	Queue		SIP/1002-0007ab51	NORMAL CLEARING		Incoming	81	5 1653551487.1458334
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	25		6745635	We Win Limited-815	919634159030	2022-05-26 13:20:29	2022-05-26 13:20:59	00:00:00	00:00:14	00:00:16	00:00:00	00:00:00	00:00:30	м	Queue		SIP/1002-0007ab1f	NORMAL CLEARING		Incoming	81	5 1653551429.1458199
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SAN SOFTWARES" [sansoftwares | Support No : 0124-4310735 | Sale No : 0124-4310736, +91-9810018735]



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		Non Fatal	Non Fatal Listening Skills/ Did not Interrupt Customer/Rate of speech			3.00	3.00	3.00	Yes 🗸	
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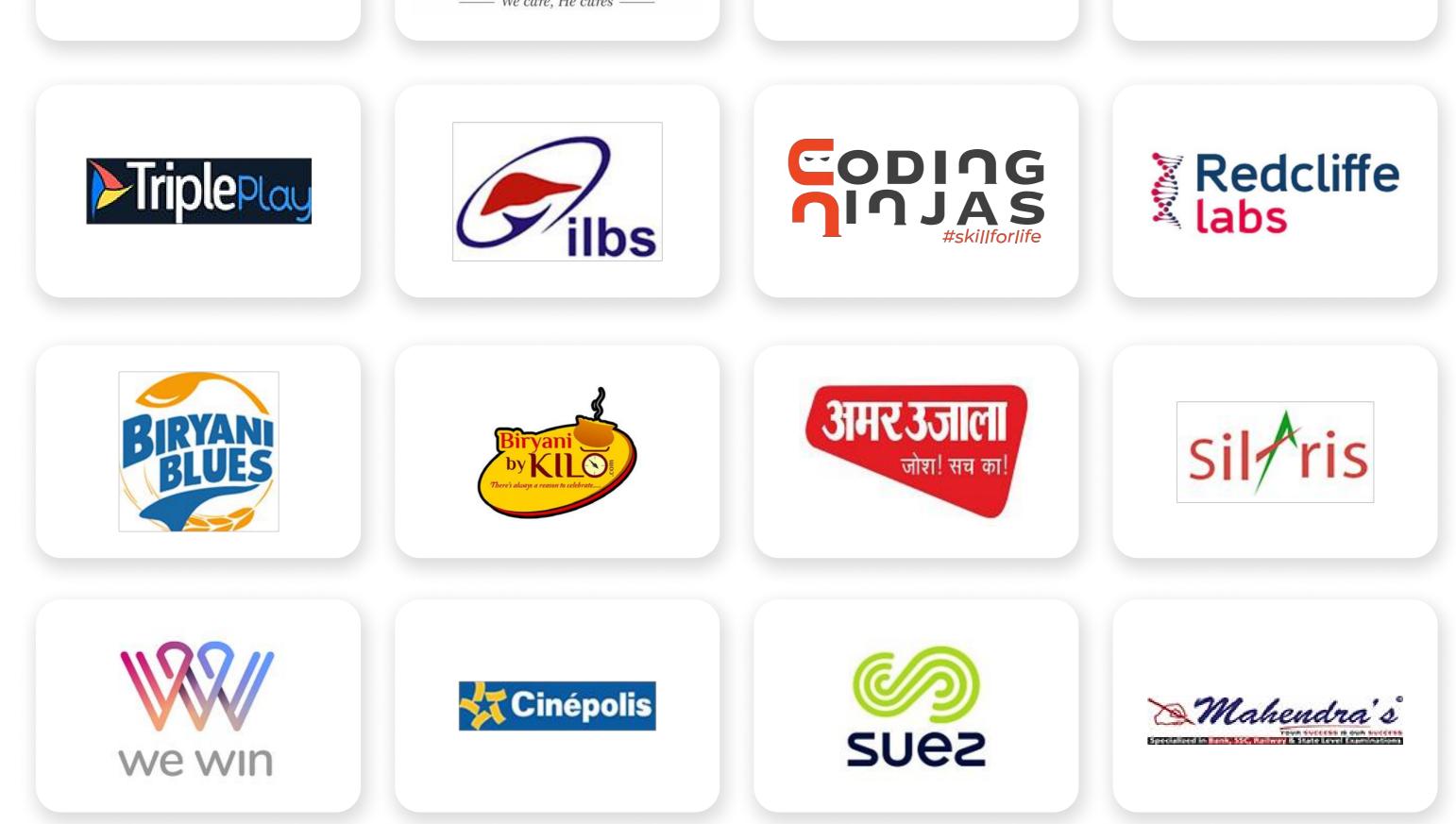






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