



IP Contact Center A Hosted Call Center Service

The Bottom Line

Here is a versatile automatic contact distribution (ACD) service that provides advanced contact-handling and management, with no hardware, no up front capital expenses and no installation or integration issues.

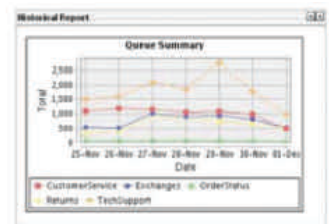
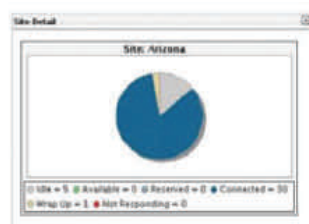
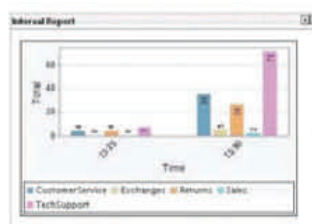
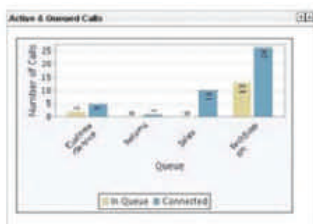
Make Your Move To An Easy And Economical Contact Center Service.

Many smaller businesses are challenged when it comes to finding advanced, but cost-effective, contact center services. No longer. IPContact Center from Anexeon allows you to make your move to automatic contact distribution easily and economically, seamlessly extending call center operations by creating a virtual call center with agents working from any desk, in any office, offshore or at home.

IPContact Center. Make Your Move To A Solution That Is Loaded with features

IPContact Center provides growing businesses with an impressive list of call center features:

- Global Agent Management, including a full-featured remote agent; agent state management, basic screen pop, agent-initiated transfer, conference, consultation, and hold
- Global Call Treatment, including flexible call scripting, IVR treatment through VoiceXML scripts and global call queuing
- Global Call Distribution, including dynamic, static, priority, precedence, skill-based, agent-level and schedule routing
- Global Supervisor Management Dashboard, including global operational management, real-time dashboard, real-time and historical reporting and global quality monitoring
- Global Administrator Management Dashboard, including intra day traffic management, routing strategy provisioning and agent, team and skill group provisioning.



The IPContact Center service includes global management and supervisor dashboards. A few of the many screens available are displayed above.

Make Your Move. Call us at (702) 938-0365 to find out more about IPContact Center and the entire portfolio of Anexeon services.

Where People and Technology Connect!

Anexeon, LLC.
6865 W. Charleston Blvd., Suite A
Las Vegas, NV 89117
702.938.0365 fx 702.938.0362
info@anexeon.com