

TRCcallcenter

“Uninterrupted
Communication
Platform”



 **turcom**[®]
teknoloji

“solutions that make a difference”

STAY JUST A PHONE CALL AWAY FROM YOUR CUSTOMERS

- If you want your customers to reach you anytime,
- If you want to enhance customer satisfaction by meeting their needs at the highest quality in your existing call centers,
- If you need a call center system that meets your own requirements and provides all types of reporting you want,
- If you want the incoming calls to be distributed equally among your employees, or just the way you determine.
- If you want to keep records of the incoming calls and have access to them with ease, whenever needed and without any additional hardware,

Then, TRCcallcenter is your solution to all these requirements.

Today, customer satisfaction is crucial for all firms operating with a focus on sales. One of the ways to increase this level of satisfaction is to ensure that your customers can reach you anytime with ease and to respond to their needs with the best solution. TRCcallcenter is developed to meet the needs of your customers who call your company any time of the day and to improve your customer relations to the highest level. That way, your customers will always feel close to you!

What is TRCcallcenter?

It is a call center system, which is easy to manage with scalable hardware/ software, with unlimited channel possibilities and with a price advantage.

For Which Services Would You Prefer TRCcallcenter?

- Customer enquiry / Information Desk Services
 - Complaint Management Services
 - 7/24 Technical Support / Help Desk Services
 - Customer Satisfaction Surveys
 - After-sales Support Services
 - Information Provision through External Calls
 - Point, Award, Gift, Payment Information and Follow-up Services
 - Logistic Support Services
 - Franchise/Service Management
- And many more...





What are some of the advantages that TRCcallcenter provide?

■ Advanced Call Queues

With the advanced queuing features, callers can learn their positions in the queue with an interactive response system. If the caller does not want to wait, he/she can hang up and will be called automatically when his/her turn comes.

By using the appropriate call strategies of TRCcallcenter; you can create the most effective reception and customer management solutions for your enterprise.

Ringall: It is a feature that rings all lines until an operator picks up the call.

Roundrobin: The lines are ringed one by one in a specified manner.

Leastrecent: The call is directed to the operator who will be available in the shortest time.

Fewestcalls: The system rings the line of the operator who has answered the fewest number of calls.

Random: The calls are directed randomly.

■ Multiple Queue Support

You can establish as many calling queues as you wish at your call center and you can allocate the work to these queues as you wish.

■ Talent- Based Call Directing

You can define talent grades to your call center employees and you can arrange the call directing system in such a way that the calls are first directed to the most talented operator.

■ Programmable Integrated IVR

You can create the most complex IVR scenarios with the “Scripting” support. This way you can provide access and real time data input support to the databases and create dynamic IVR scenarios based on the data coming from your database.

■ Integrated Voice Recording

All calls can be recorded no matter what type of system the source uses (analogue, digital or IP-based, analogue trunk, PRI, IP, H323, etc) without needing any additional hardware. Depending on user preferences, it is possible to record all calls it is possible to record 13.000 hours with a standard hardware. This storage capacity can be increased to 150.000 hours with the installation of an additional hard disk. The voice recordings may be made with the indicated codex (g723, g729, GSM, h263, ulaw, alaw, vox, wav). TRCcallcenter informs the callers by the robotic operator that the calls are being recorded. It is also possible to send record warning tones on periodic basis.

■ Easy Integration with the Open System Structure

Existing or future CRM, ERP and technical support software can be integrated with the help of Dial Plan, AGI Scripting and management API. In all stages of the call, data exchange with all databases is possible. Your calls can manage the applications as well as your applications can create calls or manage existing calls with the management API that works on TCP-IP.

■ Call Center Reporting

- Operator CDR Report
- Operator Session Report
- Queue Abandonment Report
- Queue Reply Report
- Service Report
- Daily Call Report

All of these reports may be obtained any time desired.

■ Your Only Limit is Your Hardware

TRCcallcenter offers call center solutions with an undisputed price advantage through its open system infrastructure. It is also possible to extend your hardware structure according to your needs.



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About TURCom Teknoloji

Establishment: 1993

Main areas of Activity:

- System Integration, Voice/Video/Data Communication
- Corporate Telecommunications, Internet and Data Center Administration
- Infrastructure Solutions
- Information and Access Security and Management
- Server, Information Storage and back-up Solutions
- Document Management and Archiving Solutions
- Mobile Solutions and Applications
- Call center Optimization Solutions
- Technology and Telecom Infrastructure Relocation Services
- Help Desk and Line Maintenance - Product Support Services

Services and Coverage:

With an understanding of 7/24 service availability; headquartered in Istanbul, with sales/ service offices, and pop centers throughout the country and various data and disaster recovery centers in line with the global standards...

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