TRCix

New Generation
IP PBX Communication Platform

IP Based Voice Solutions

turcom®
teknoloji

"solutions that make a difference"

TRCix
New Generation IP PBX Communication Platform

A Single Platform for all of your Communication Units

If you would like to improve your existing exchange systems according to your new needs,

If you would like to use brand new features such as voice recording, VoIP, IVR, voice message, automatic external calls, calls over the internet,

If you would like your clients to reach you through the internet in addition to your call center,

If you would like to have the freedom of having meetings any time you like with your branches without having to physically travel to their locations and thus create savings in travel expenses,

Then it means that it is time to meet with TRCix to keep pace with the latest trends in the communication age.

What is TRCix?

TRCix is TURCom's new generation communication platform, which gives IP PBX features to the existing exchanges. It is scalable and very easy to manage with its Turkish web interface. You can improve your existing exchanges with TRCix and add various new features without losing time with installation and integration.

What does TRCix offer to you?

- Blind Transfer
- Call Detail Records
- Forward on Busy
- Forward on No Answer
- User Defined Forward
- Caller ID
- Caller ID Blocking
- Caller ID on Call Waiting
- Monitoring
- Parking
- Queuing
- Recording
- Retrieval
- DID&ANI (Routing)
- IVR (Interactive Voice Response)
- OSP (Open Settlement Protocol)
- Blacklists (MCID Access)

- Silent Monitoring
- Transfer
- Waiting
- Append Message
- Authorization
- Automated Attendant
- Meet me Conferencing
- Database Access
- Database Integration
- Dial by Name
- DISA
- Distinctive Ringing
- Distributed Universal Number Discovery
- DND
- E911
- ENUM
- Fax Transmit and Receive
- Programmable Extension Logic

- Directory Listing
- Protocol Conversion
- Remote Call Pickup
- Remote Office Support
- Roaming Extensions
- Routing by Caller ID
- Supervised Transfer
- Remote and Local Call Agents
- Macro Support
- Music On Hold/Transfer
- Predictive Dialing
- Privacy
- Voice Detection
- Text to Speech
- Three-way Calling
- Transcoding
- Trunking
- VoIP Gateway Support

Who should use TRCix?

All companies that need exchange solutions can use TRCix, especially the following:

- Companies with branches,
- Companies with a focus on sales and customer satisfaction,
- Companies with call centers,
- All health institutions,
- Companies in the entertainment business

What are the modules of TRCix which can be formulated according to your needs?

TRCproxy

Gives the possibility of free communication between the headquarters and the branches, thereby provides savings in communication costs.

TRCrecord

All calls can be recorded and then listened. The records can also be listened over the web.

TRCivr

The interactive voice response system answers the incoming calls and gives the required information to your customers quickly without the need for an operator. This improves the performance of the employees while contributing to customer satisfaction.

TRCrobot

When the employee is not available, the robot answers the caller automatically and relays the messages to the relevant person in the form of an electronic message.

TRCconference

Gives the freedom to have meetings at the comfort of your office. This way your travel expenses are reduced.

TRCclick-talk

Gives the callers the possibility to reach your exchange or call center through your web site. While this increases customer satisfaction, it also decreases the telephone call expenses of your callers.

TRCix APPLICATION MODEL
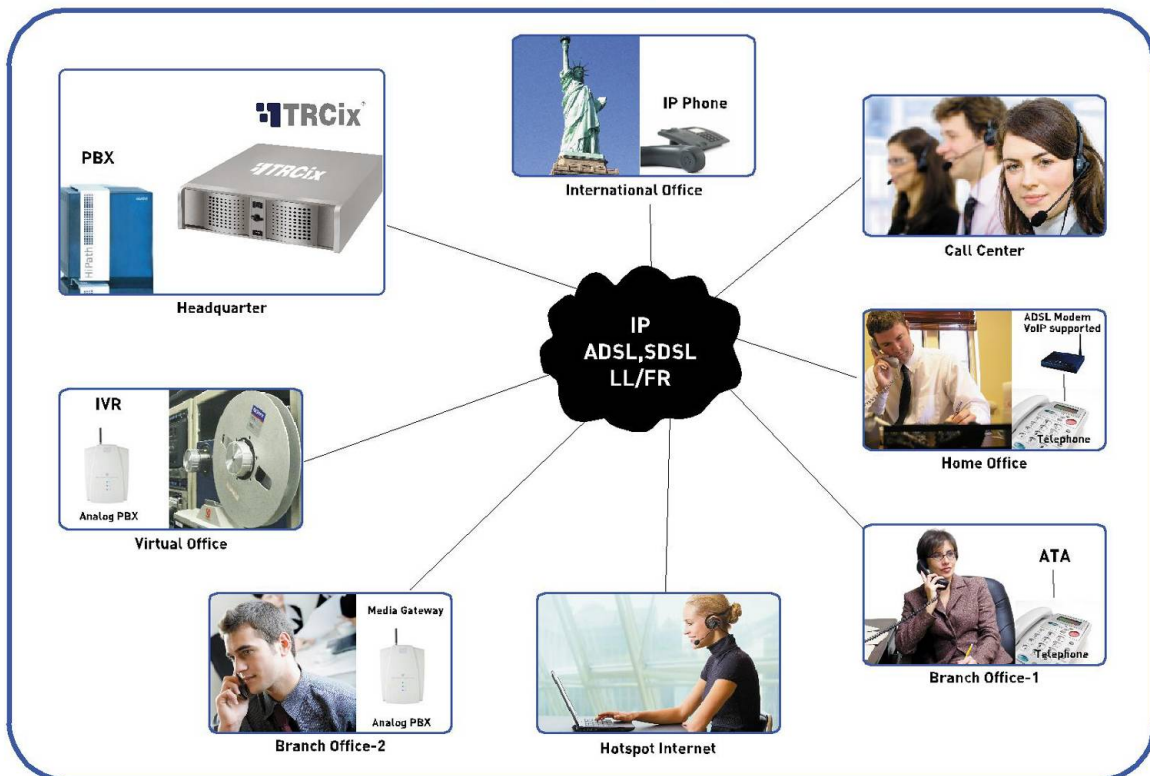
"solutions that make a **difference**,,

About TURCom Teknoloji

Establishment: 1993
Main areas of interest:
- System Integration, Voice/Visual/Data Communication
- Telecommunication, IntCorporate Telecommunications, Internet and Data Center Administration
- Structural wiring and installation of system rooms
- 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

Service Perception and System: With an understanding of 7/24 service, offices in 21 cities with the headquarters being in Istanbul, POP centers all around the country and increasing in number day by day and four data centers in accordance with the global standards.

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