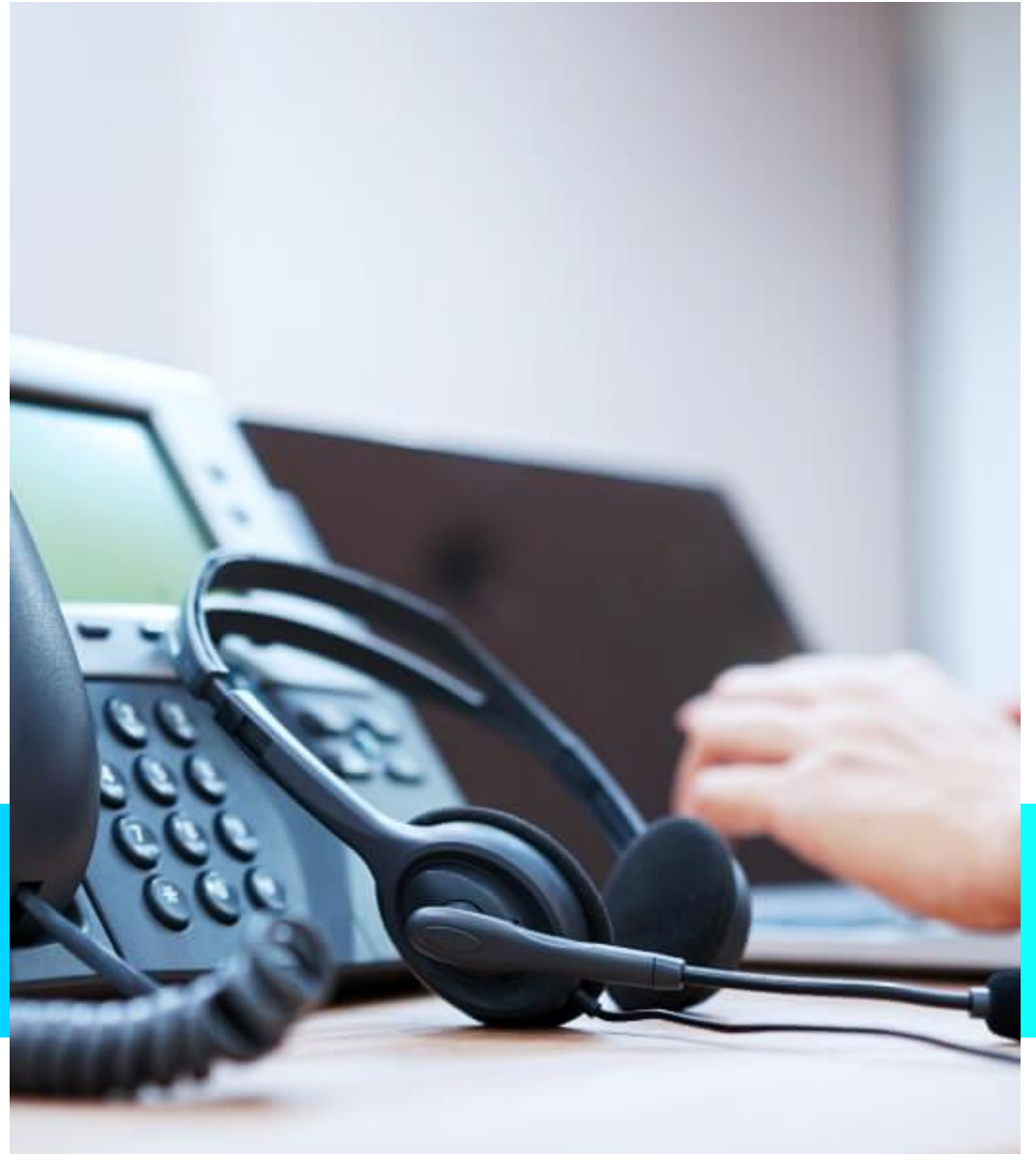




Innovation & Excellence

What is **XonTel** call center and how will it help you run your business?

XonTel Call Center is a system for managing telephone call centers, and responsible for managing outgoing and incoming calls for your Business, Which helps you in organizing time and tasks of your team and creating an integrated system for recording data and inquiries of your customers.



Advantages of Xontel call center





Welcome Voice Messages (IVR)

Which helps you in directing the caller to the relevant department or the required service.





Time group and Time condition

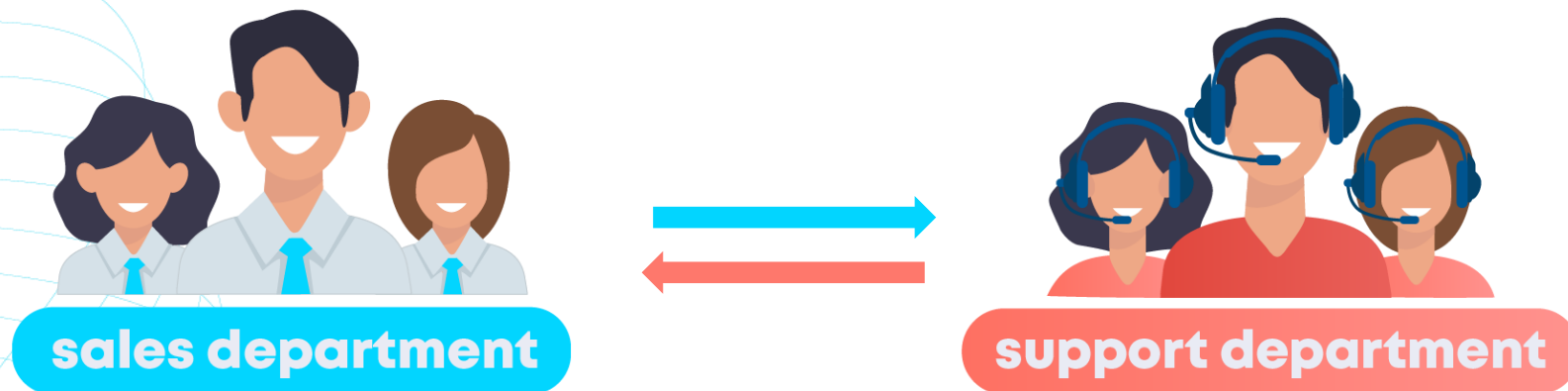
Allows you to select the days and times to receive calls from your customers and direct it to your welcome IVR, and then all customers will be directly to another IVR if they call you out of your working hours.





Call forwarding feature

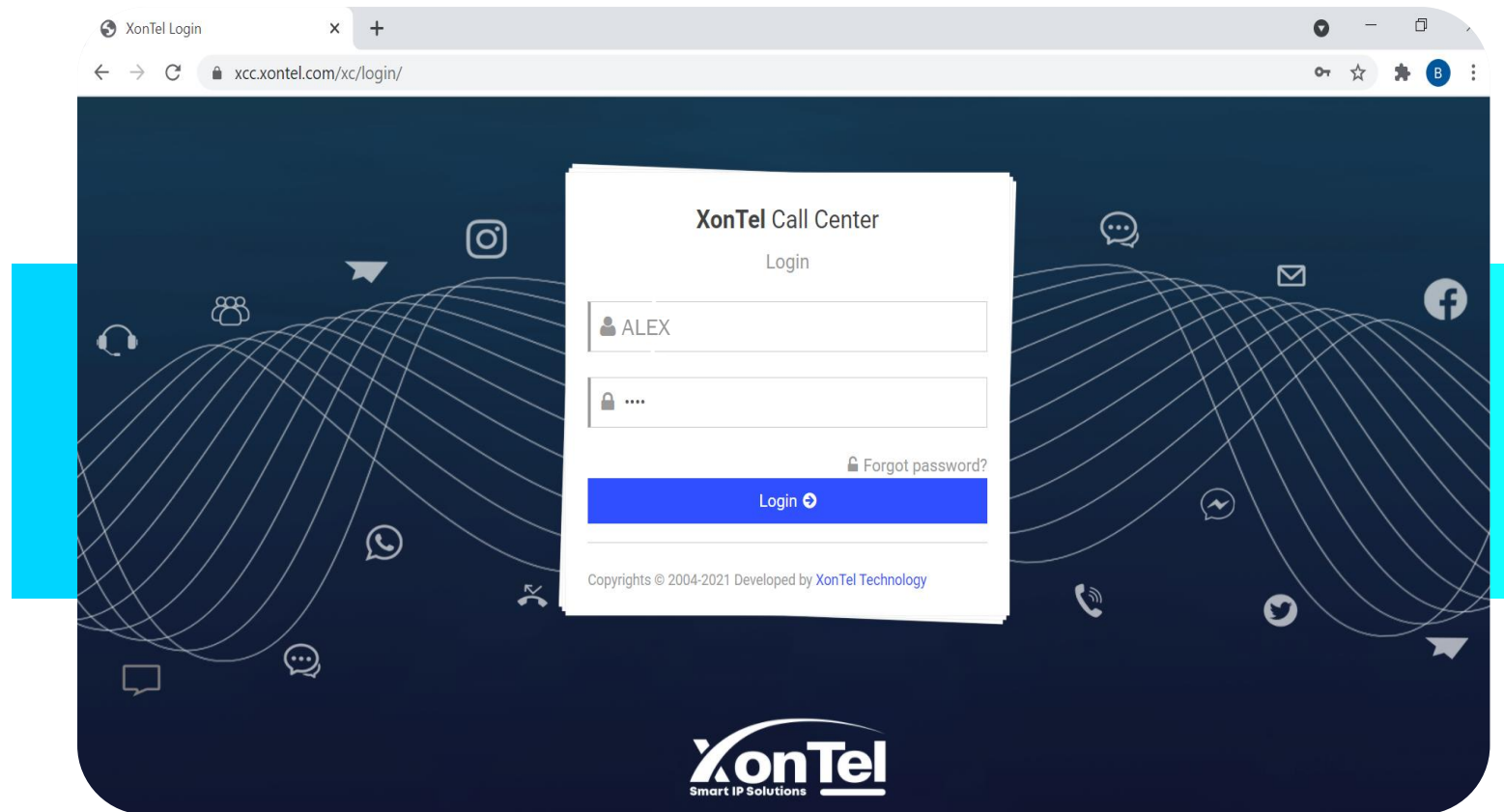
Through it, you can transfer customer's call to the relevant department.





A specific portal with secured login credentials

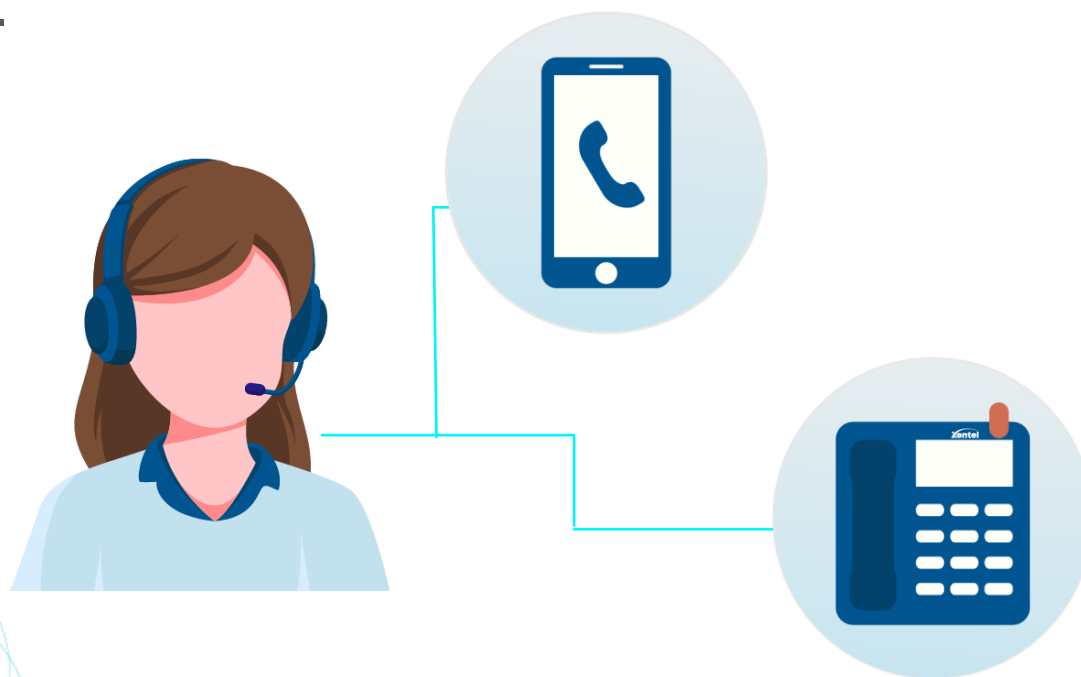
A specific portal for each employee with his own User and Password, and the ability to control the permissions of each user.





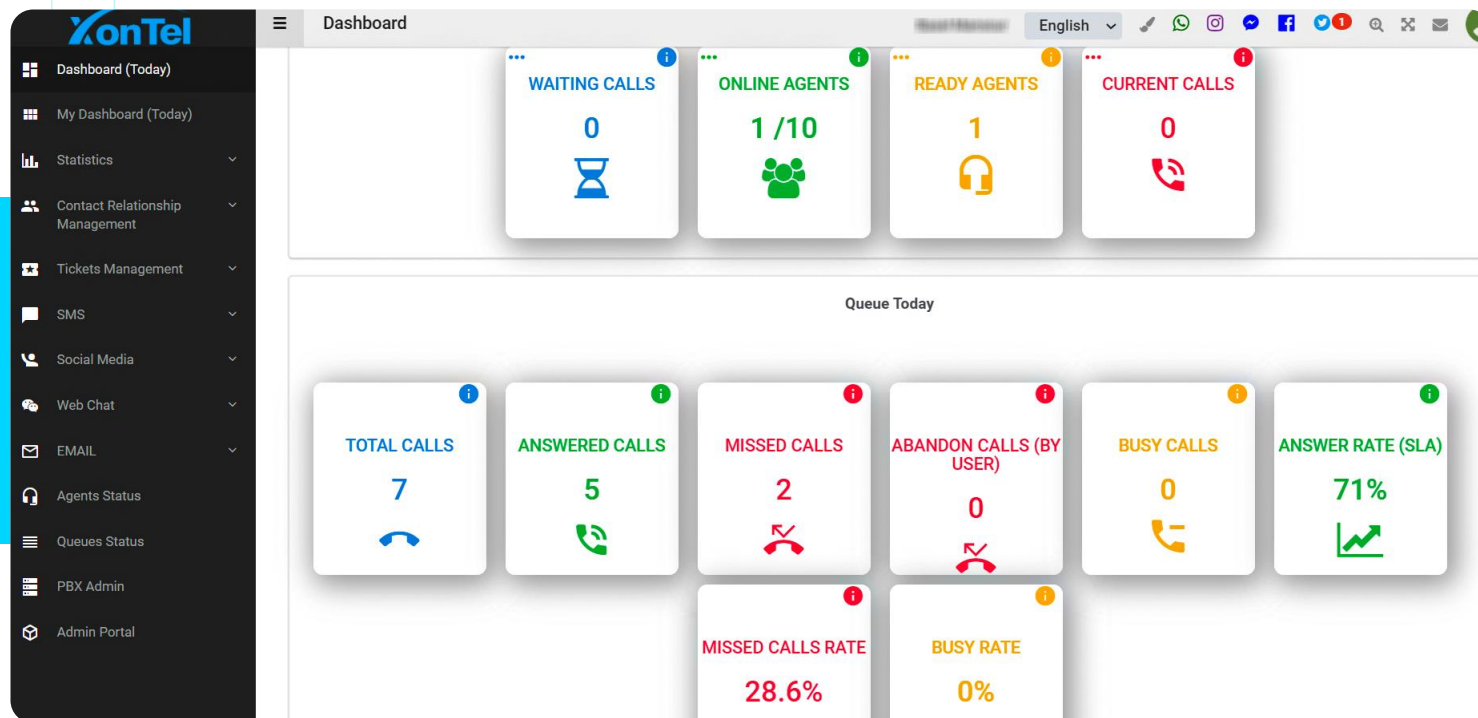
Phone numbers linking

The possibility of linking short commercial numbers, PSTN lines, internal extensions for employees and mobile numbers, and controlling them easily at any time.





Comprehensive and  accurate reports for all calls



Recording all customer's data and their requests or complains with high accuracy, to identify the priority of responding it.



Call recording

All incoming and outgoing calls are recorded to ensure the quality of service and its development.

	Type	Call time	Number	Source	Ext	Agent	Duration	Call status	Recording file
<input type="checkbox"/>	Incoming	2021-08-23 01:29:58	[REDACTED]	[REDACTED]	Call Center-333	test	3	ANSWERED	<div>▶ 0:00 / 0:01</div> <div>Download</div>
<input type="checkbox"/>	Incoming	2021-08-23 01:29:50	[REDACTED]	[REDACTED]	Call Center-333	test	3	ANSWERED	<div>▶ 0:00 / 0:01</div> <div>Download</div>
<input type="checkbox"/>	Incoming	2021-08-23 01:29:42	[REDACTED]	[REDACTED]	Call Center-333	test	3	ANSWERED	<div>▶ 0:00 / 0:01</div> <div>Download</div>
<input type="checkbox"/>	Incoming	2021-08-23 01:29:33	[REDACTED]	[REDACTED]	Call Center-333	test	4	ANSWERED	<div>▶ 0:00 / 0:02</div> <div>Download</div>
<input type="checkbox"/>	Incoming	2021-08-23 01:29:22	[REDACTED]	[REDACTED]	Call Center-333	test	7	ANSWERED	<div>▶ 0:00 / 0:02</div> <div>Download</div>
<input type="checkbox"/>		2021-08-22 22:34:00	[REDACTED]	[REDACTED]	s		22	ANSWERED	<div>Download</div>
<input type="checkbox"/>		2021-08-22 19:08:48	[REDACTED]	[REDACTED]	s		15	ANSWERED	-
<input type="checkbox"/>	Outgoing	2021-08-22 17:34:30	[REDACTED]	[REDACTED]	8767070182	mai	109	ANSWERED	<div>▶ 0:00 / 1:42</div> <div>Download</div>



Performance Evaluation

The ability to automatically evaluate the performance and KPIs for each employee. This feature helps improve the performance of your employees.





Call recording scoring for Agent



Is the process of evaluating call data against some defined performance standards.

Being used by call center managers to analyze live as well as recorded calls, call center call scoring uses evaluation forms for scoring customer service agents. It also empowers sales and marketing teams to surface some metrics like sales script compliance as well as inbound lead quality.



Unified Communication Channel which is known as (OMNI Channel)

Through it, you can track all your customer's transactions on all communication channels.



The screenshot displays the 'Omni Channel' dashboard. At the top, there's a header with a language dropdown set to 'English' and various social media icons. Below the header, a customer profile section shows details for 'XonTel' from Kuwait, including fields for Company, Mobile, Address, Country, Phone, Email, and Fax. The 'Last Actions' section features a table with columns for Type, Date, and Title, listing a 'Ticket' and an 'Incoming Call'. At the bottom, an 'Interaction' section shows seven buttons for different communication channels: Tickets (3), Web Chat (0), Sms (0), Outgoing Email (0), Incoming Email (0), Incoming Call (1), and Outgoing Calls (0). A 'WhatsApp' button with 0 interactions is also visible at the bottom center.

Type	Date	Title
Ticket	Wed, 16 Jun 2021 15:07:21 +0300	pbx issue
Incoming Call	Thu, 3 Jun 2021 13:33:57 +0300	ANSWERED

Interaction	Count
Tickets	3
Web Chat	0
Sms	0
Outgoing Email	0
Incoming Email	0
Incoming Call	1
Outgoing Calls	0
WhatsApp	0

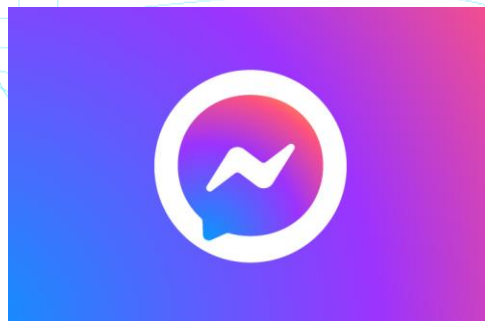




Reports and statistics

Comprehensive and accurate reports and statistics supported with graphs that can be modified as you like.





Social Media integration

The possibility of linking XonTel Call Center system with social media platforms (WhatsApp - Instagram - Facebook - Messenger or Twitter) to increase interaction and communication with customers directly and quickly through these platforms.



Ticketing system

The screenshot displays the XonTel 'Add Contact' form. The interface features a dark sidebar on the left with navigation links: Dashboard (Today), My Dashboard (Today), Statistics, Contact Relationship Management, Contacts, Contact Groups, Companies, Omni Channel, Tickets Management, SMS, Social Media, Web Chat, EMAIL, Agents Status, and Queues Status. The main form area has the following fields:

- Name***: Text input field.
- Company***: Dropdown menu with 'XonTel' selected.
- Country***: Dropdown menu with 'Kuwait' selected.
- Phone**: Text input field.
- Mobile***: Text input field with a note below it: 'You Should Enter Number Like 11---'.
- Email**: Text input field.
- Address**: Text input field with 'Kuwait City' entered.

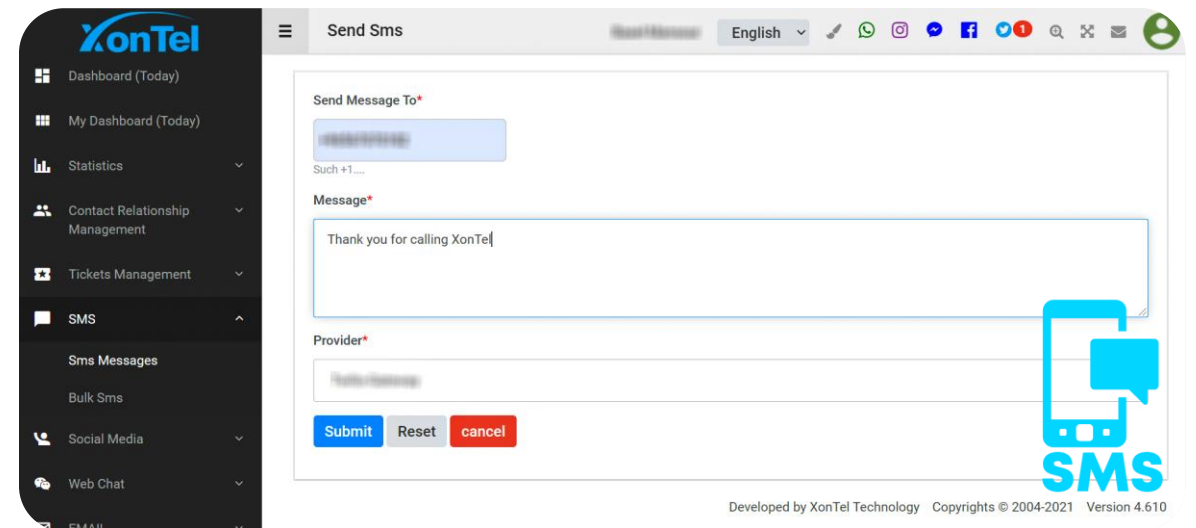
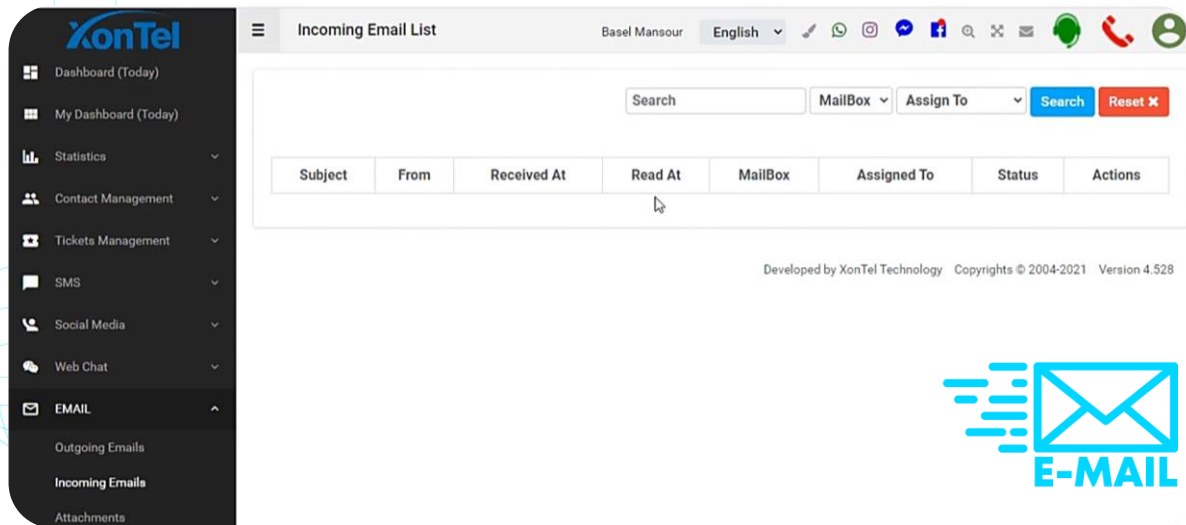
The XonTel logo is visible in the bottom left corner of the interface.

XonTel Call Center offers you a “Ticketing System” where your call center employee can register your customers' requests and manage their complaints. Also available the feature of “Public ticket portal”, which allows your customers to register and follow up their own complains and inquiries by themselves.



Email and SMS

The possibility of linking with E-mail and SMS platforms.





Web Chat

You can also run and link the web chat system to your website.

XonTel

- Dashboard (Today)
- My Dashboard (Today)
- Statistics
- Contact Relationship Management
- Tickets Management
- SMS
- Social Media
- Web Chat
- Web Chat Offline Message
- EMAIL

Offline Web Chat Messages

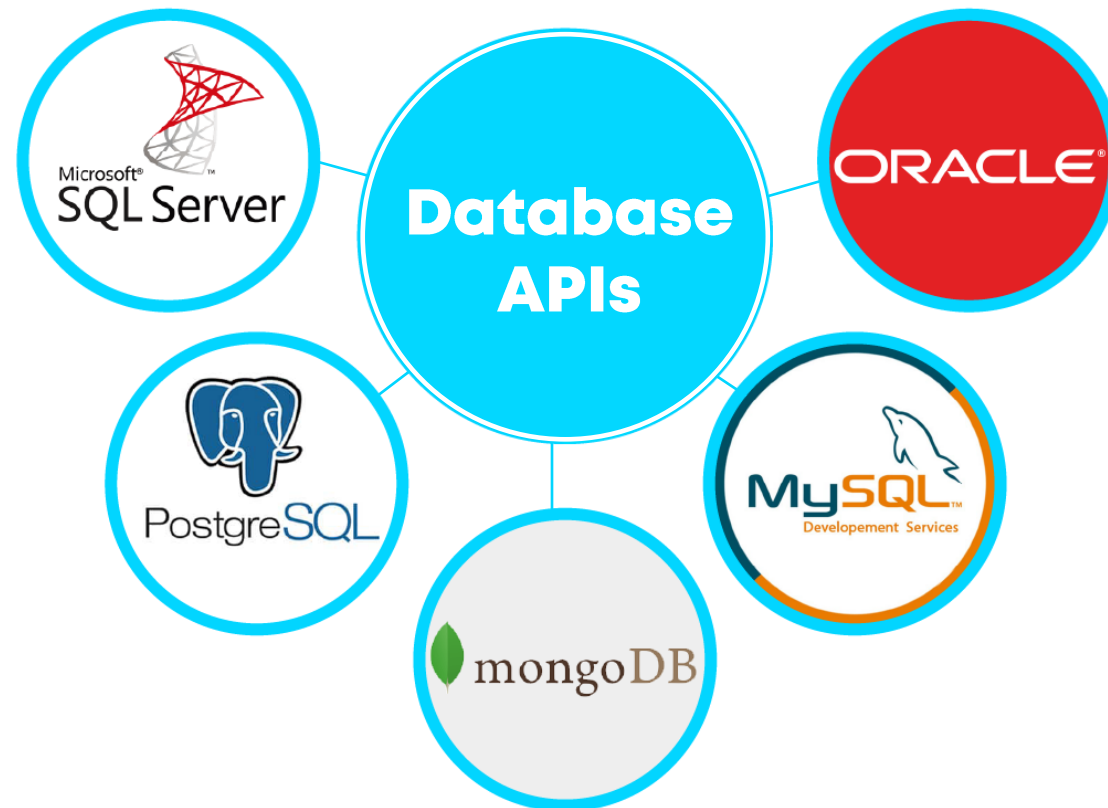
Search [] Search Reset X

Client Name	Client Email	Message	Message Time	status	assigned agent	Action
[redacted]	[redacted]	test	2021-07-03 14:00:18	unread	----	Mark as read [envelope icon]
[redacted]	[redacted]	test	2021-07-03 13:59:32	unread	----	Mark as read [envelope icon]
[redacted]	[redacted]	i tried to reach you b...	2021-05-16 13:29:36	unread	----	Mark as read [envelope icon]
[redacted]	[redacted]	testing	2021-04-27 12:46:03	unread	----	Mark as read [envelope icon]



APIs Integration

An advanced system capable of integrating with all types of databases for your business through (APIs).





Remote Access

The possibility of Working remotely, whether from home or from another headquarters of the company.



The web dialer feature

Where it allows you to dispense with the traditional phones and save their cost, And activates your number through your browser and call or receive direct through a window prepared for this purpose.





Key word filtering technology which is written by customers about the company

Whether on social media pages or directly writing to your customer service employee in the company.

This advanced system helps companies to quickly solve and track any problem or complaint on the part of any customer.



Change blocked word

AdminEnglish

Home / Xontrisk / Blocked words / Bad

Word: *

Bad

Send emails

☒

Emails:

smc@xontel.com

Show popup

☒

Popup users:

admin

Super

Save

Save and continue editing

Save and add another

Delete

Tools

History

Add blocked word

Enter Emails separated by a comma ,

Select blocked word to change

AdminEnglish

Home / Xontrisk / Blocked words

The blocked word "Worst" was added successfully.

Add blocked word

<input type="checkbox"/>	Word	Show popup	Send emails	Emails
<input type="checkbox"/>	Worst	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	Bad	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	smc@xontel.com

Go

0 of 2 selected

1 - 2 / 2 blocked words

Block List

ExternalInbox

1 of 402

admin@callcenter.com

2:20 PM (2 minutes ago)

Dear all, Kindly Note That email test@test.com has send a blocked word and has been added to the web chat list click here to take action and block it

admin@callcenter.com

2:23 PM (0 minutes ago)

to me, Ahmed Alsayy

Dear all, Kindly Note That email test@test.com has send a blocked word and has been added to the web chat list click here to take action and block it

Reply

Reply all

Forward

XonTel



And many other benefits and services



for more details
www.XonTel.com
1880005