



VOIP Features and Advantages



Desktop Communication Console (DCC)

- Easy Windows-based tool set
- Graphical voicemail management
- Control of the phone from the PC
- Instant messaging capabilities

Automatic Call Distribution (ACD)

- Customer-enhancing feature
- Record important metrics
- Improve customer satisfaction

Call Recording

- Simple, licensable feature
- No additional hardware required
- Same GUI interface
- Inexpensive solution

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- Inexpensive feature
- Enhances ACD functions
- Improves & maintains the quality of customer relations
- Helps train new staff members