Abacus Virtual IP Contact Center

Abacus Cloud

Unlimited Agents, Queues, Supervisors and Dashboards

Virtual IP Contact Center

SERVICE WITH A SMILE

Abacus Group helps contact centers migrate from proprietary systems to distributed multimedia contact centers seamlessly, globally, cost effectively and incrementally. Stay competitive and increase reachability.

Replacing your aging contact center doesn't need to be traumatic or expensive. Abacus Group provides the most advanced technology at the lowest total cost of ownership with minimal IT support or training requirements. All you pay is an affordable monthly service fee.

Work Happily.

Key Features

1. **Unlimited Agents/Queues**
2. **Native Disaster Recovery**
3. **Robust Reporting**
4. **Real Time Dashboards**
5. **Voice Recording**
6. **Listen, Whisper, Barge In**
7. **Database Integration**
8. **Tally and Disposition Codes**
9. **Skills/Time Based Routing**

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AT A GLANCE
Abacus Cloud is a platform for virtual PBX, UC, Conferencing, Presence, Call Centers and Mobility. It includes an "all in" feature set, pooled minutes and call paths across all sites, burstable SIP trunks, intuitive self service portals, enterprise reporting and world class SunGard data center and security.

UC FOR MOBILE AGENTS
Hire talent where they are located. Route callers to nomadic workers so mobile workers stay connected anywhere. Plus automatic forwarding of voicemail to email, Outlook integration, and ad hoc conference calling for every employee.

FOLLOW THE SUN CONTINUITY
If service stops for any reason, business goes on uninterrupted. Calls are sent to alternate numbers, auto attendants, voice mail, remote or home offices anywhere in the world.

REAL TIME PRESENCE AND IM
Reach workers on the first try. Your co-workers are instantly available with live updates on their status, location, skill sets and ability to connect.

VIRTUAL CONTACT CENTER
Improve first call resolution by finding the right person at the right time based upon their current availability. Every employee can access advanced contact center tools, routing, and reporting. Imagine what that would do for customer service.

IP VOICE RECORDING
Simplify voice recording and retrieval with secure, cloud based IP voice recording for quality assurance, regulatory compliance, dispute resolution, sales verification, safety, security, staff training and development.

Abacus makes IP contact center migrations simple.

Financial Benefits

Share resources across all sites

Aggregate minutes/call paths

Free on net voice traffic

New features added free

No maintenance contracts

No software updates

No hardware upgrades

No charge for change orders

Rapid online provisioning

Abacus Services

- VoIP Readiness Assessments

- Data Network Upgrades

- Broadband Provisioning

- Professional Services

- Project Management

- Managed Services

- Technical Help Desk

- Mashups

Abacus Partners

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