



***Next Generation  
Contact Center  
Solution***



[www.gplex.com](http://www.gplex.com)



## Why **gPlex**<sup>®</sup> Call Center?

gPlex<sup>®</sup> Call Center allows easy deployment and expansion. Agents can be located remotely at multiple locations while the core server placed at the center office. The system is scalable from single E1 to multiple E1s that can support more than 120 concurrent calls in a single platform.

## Feature Highlights:

---

- Automatic Call Distribution (ACD)
- CTI with E1, T1, PSTN, & IP
- Support SS7 Signaling
- Screen Popup
- Find Last Agent
- Voice Logger
- Caller Priority
- Flexible IVR
- Time based IVR
- Agent on Multiple Skills
- IP based Soft-Phone
- Interactive Dashboard
- Skill based CDR
- Remote/Network Data Backup
- Historical usage graph on Channel





## Agents Feature:

---

- Agent Authentication
- Agent service based on multiple skills
- Call answer, call hold, call transfer
- Talk to agent / Supervisor
- Screen Popup
- Mini Dashboard
- Notify Caller priority
- Notify Caller language
- Notify skill name
- Notify hold time in queue
- Notify, if last agent calls
- Transfer to Skill
- Unattended call notification

## Key Benefits:

---

- Increased productivity
- Less Capital Expenditure, High ROI
- Easy to deploy and maintain
- Highly scalable System
- Enhanced live monitoring
- Inspirable to develop human resource
- 100% Voice logging
- Access to latest technology

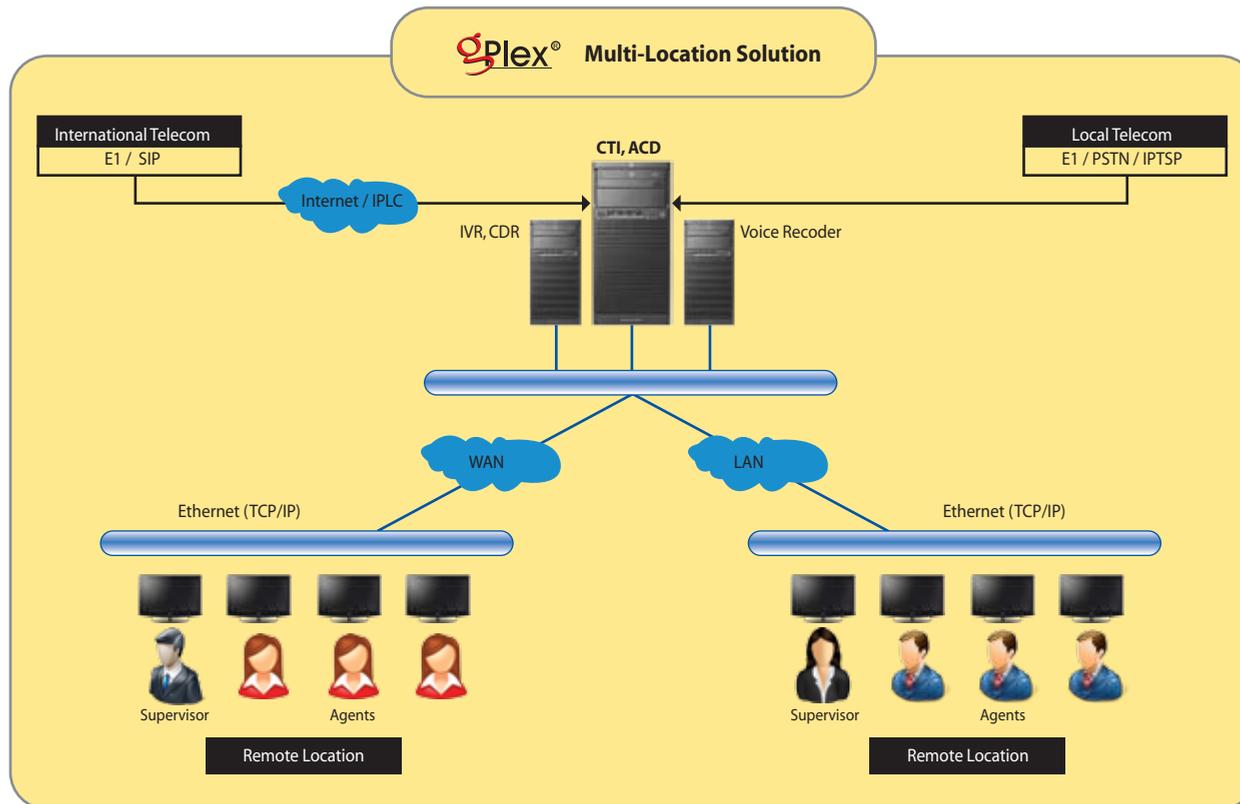
### Overview

gPlex® - call center specially designed to provide call center operators with the most reliable and user friendly comprehensive technology solution to help them run a highly successful business. The solution is based on state-of-the-art technology and is backed by gPlex superior support services.



# Network Diagram:

gPlex® Call Center allows easy deployment and expansion. Agents can be located remotely at multiple locations while the core server placed at the center office. The system is scalable to expand on customer demand.



## Find last call agent:

Find last agent feature identifies- the caller if calls for the second time in such a case ACD engine transfer the call to the same agent who had handled the caller previously.

## Screen Popup:

Popped-up window appears on agent's computer screen when a call arrives. The call center agent can instantly see some essential information on the caller including customer profile, last service history etc. even before answering the call. Popup feature can be integrated to either existing CRM database or to gPlex internal database.

## Agent on Multiple Skill with priority:

An agent can be assigned to answer calls from multiple skills /companies. The gPlex call center system allows creation of agents based on skills or length of service. The system finds available high priority agents to pass the calls.

## Interactive Voice Response (IVR):

Flexible IVR module allows creating & editing voice menu without limit. Multiple IVR allows you to server multiple services. Several tools help you to create IVR menu. Tools include "Get Digit","Play Announcement","Get ID" or "Get Account Number","Auth ID" etc. can record IVR prompt easily using agent software.

## Conversation Recording (Voice Logger):

The system can record selected Skill's calls or all calls in storage device. Voice Logged calls, which later on can be retrieved for analysis and many other purposes.

## Storage:

System store all voice in compressed files. Allow to store 1,000,000 min voice in system HDD. Allow flexible backup all Voice File and CDR to CD.

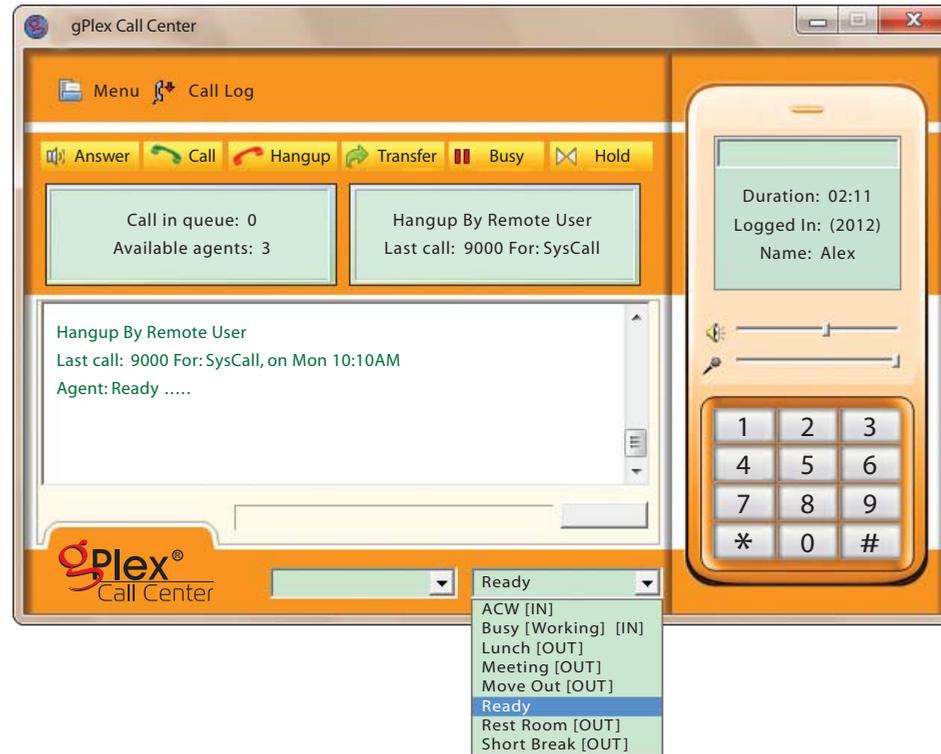
## CTI System with E1, T1, Analog PSTN, & IPLC:

Computer Telephony Integration (CTI) technology can be used with Digital E1 lines with signaling protocol SS7. It can also connect analog PSTN, SIP switch and IP calls. CTI server is built in with core system.



# Mini dashboard for agent

gPlex® Call Center provides mini dashboard on agents software. Agents can see some important information such as queue load, last agent calls, call hold time, call priority, unattended call and more on the dashboard. Agent dashboard dramatically enhances customer satisfaction.



# Others Features

## Supervisory Feature:

- Multiple Supervisors
- Monitor Skills, Running Calls and agents
- Access on Voice Log
- Access on CDR
- Live Call Monitoring and Listening
- Talk to Agent
- Wisher to Agent
- Real time statistics
- View reports
- Access on Interactive Dashboard

## Administrative Feature:

- Mange supervisor account
- Manager Agent Account
- Manage agent Skill
- Manage Trunk
- Configure Multiple Skill / CTI
- Perform Backup
- Create/Edit IVR Menu
- Monitor running calls, queue and agent
- Real time all statistics
- View reports

## Reports:

- Complete Call Detail Record (CDR) Report
- Skill CDR, Line CDR
- Channel Report by Hour
- Channel Report by Day
- Audit/Activity Report
- Daily Agent Report
- Daily Service Level Monitoring
- Skill Report by Interval
- Full Day Skill Report
- Spectrum Report of Skill
- Agent Performance Report Inbound
- Agent CDR Summary
- Agent - Inbound Agent CDR Summary
- Answer Delay Spectrum
- Abandoned Delay Spectrum

## Agent Features:

- Agent Authentication
- Agent in multiple Skill
- Call answer, call hold, call transfer
- Talk to agent /Supervisor
- Voice Logger
- Screen Popup
- Mini Dashboard
- Notify Caller priority
- Notify Caller language
- Notify skill name
- Notify hold time in queue
- Notify, If last agent calls
- Transfer to Skill
- Unattended call notification



# Interactive Dashboard - Get total control of your Call Center

Dashboard

**Calls : 6:5**
**MHT : 12**
**Staffing : 12:2**

Skill 1		Skill 2		Skill 3		Skill 1-OB [out]		Skill 2-OB [out]		Skill 3-OB [out]		IVR / VM	
In Queue	In Service	In Queue	In Service	In Queue	In Service	In Queue	In Service	In Queue	In Service	In Queue	In Service	IVR Count	VM Count
1	1	0	1	0	0	0	1	0	1	0	1	0	3
AHT	MHT	AHT	MHT	AHT	MHT	AHT	MHT	AHT	MHT	AHT	MHT	Avg Time	Max Time
4	4	0	0	0	0	0	0	2	2	1	1	0	0

**Petar**  
INB\_RTL  
(01:30)  
Seat: Seat - 1

**Tom**  
INB\_RTL  
(02:39)  
Seat: Seat - 2

Seat: Seat - 3

Seat: Seat - 4

**Michel**  
Dialing  
(00:12)  
Seat: Seat - 5

Seat: Seat - 6

**Smith**  
Idle: 00:00  
Seat: Seat - 7

Seat: Seat - 8

**Jasika**  
Lunch  
Seat: Seat - 9

Seat: Seat - 10

**Jackson (1044)**  
Seat: Seat 11  
S IP: 192.168.10.65  
Status: Serving  
Number: 1921681065  
Time: 00:45  
S Service: Service 3  
Priority: 1  
Calls Taken: 1  
Idle: 02:21

Seat: Seat - 12

Seat: Seat - 13

**Watson**  
Idle: 00:00  
Seat: Seat - 14

Seat: Seat - 15

**Jeny**  
Idle: 00:00  
Seat: Seat - 16

Seat: Seat - 17

Seat: Seat - 18

**Nikolas**  
Short Break  
Seat: Seat - 20

Seat: Seat - 21

**Anderson**  
Idle: 00:00  
Seat: Seat - 21

**Jerry**  
Idle: 00:00  
Seat: Seat - 22

Seat: Seat - 22

**Rashidul**  
Busy  
[Working]  
(0:00:02)  
Seat: S - 04

Seat: Seat - 24

Seat: Seat - 25

Seat: Seat - 26

Seat: Seat - 27

Seat: Seat - 28

Seat: Seat - 30

Seat: Seat - 31

Seat: Seat - 32

Seat: Seat - 33

Seat: Seat - 34

Seat: Seat - 35

**1041**  
Ringing  
(00:29)  
Seat A-1

gPlex Dashboard allows monitor call center at a glance in real-time. It also offers live monitoring of activities of each user during working hours in real time. Supervisor can monitor every agent's details on the dashboard. He can listen the voice conversation, whisper to agent and join conference with agents. It helps quick realization to increase productivity and customer satisfaction.

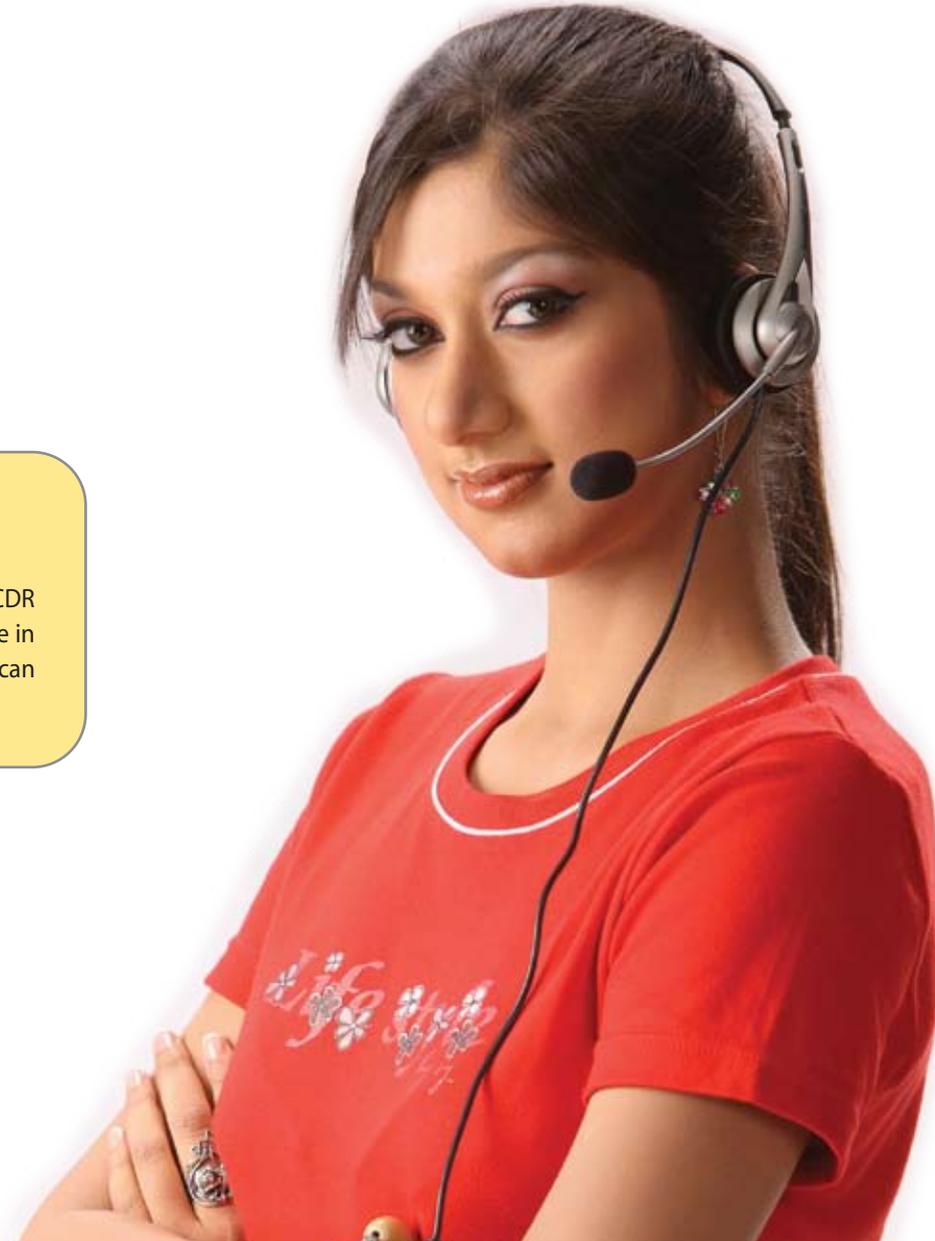
# Automatic Call Distribution (ACD)

ACD engine can route call and manage queue most effectively using the following routing methods:

- Round Robin
- Longest idle agent
- Random

## Call Detail Record (CDR)

Call Detail Record (CDR) is a database containing information of inbound/outbound calls. CDR contain Date, Time, Caller ID (CLI), Call to, Skill Name, IVR Name, Call Type, Time in IVR, Waiting Time in queue, Talk Time, Total Duration, Caller Priority, Call Status, Agent ID, Alarm Count and more. CDR can be downloading as excel or CVS file.



## GENUITY SYSTEMS

**Genuity Systems Ltd.** Sruti Tower, Plot - 8, Main Road, Block - Ka, Section - 6, Mirpur, Dhaka , Bangladesh, Tel: +88-02-8057038-9, Fax: +88-02-8034548, Email: [info@genuitysystems.com](mailto:info@genuitysystems.com), Web: [www.genuitysystems.com](http://www.genuitysystems.com)



## GENUSYS Inc.

**Genusys Inc.** Genusys Center, 209 State Highway 121 Bypass, Suite 31, Lewisville, TX 75067, USA, Tel: +1 (972) 318 -2900, Fax: +1 (775) 416-6560, Email: [sales@genusys.us](mailto:sales@genusys.us), Web: [www.genusys.us](http://www.genusys.us)