Hosted Call Centre

Cloud-Based Call Centre Solutions

In today's complex global environment of new technology, product sourcing, and labor markets, iTeraTEL's hosted call centre solutions offer a cost effective feature rich solution that's designed to meet and exceed the expectations of any small to medium size business.

The hosted solution is outpacing the rest of the industry as an increasing number of contact centres make the switch from legacy software and equipment which they maintain in-house to hosted solutions provided over the internet as Software-as-a-Service. iTeraTEL's offerings provide benefits like lower infrastructure maintenance costs, flexible agent staffing, and quick time to deploy.

Why iTeraTEL Hosted Call Centre?

Complete Control & Access

The quick access web portal allows you to make changes on the fly at any time. Modify your messaging and prompts to deliver better results. The portal also provides detailed calling reports and a supervisor dashboard.

Reduce Costs & Increase Productivity

With Hosted Call Centre there are no costly phone systems, hardware or software to purchase. We supply, implement and manage the entire system allowing you to focus on growing your business.

Reliability

iTeraTEL systems are maintained and monitored 24/7/365 so you receive maximum availability and security for your data.

Scalability

Subscribe to only the amount of capacity your business requires and make additions as your business needs grow or change.

Local Agents

Call centre's have become critical to the success of most businesses. With a combination of auto attends and queues, you can direct all incoming calls to their right destinations. Local agents can log into the queue and start helping your customers right away.

Moderators

Gain better control of how your call center works by viewing detailed reports or listening to active conversations. Moderators can also whisper to any of the registered operators. This feature proves especially useful for training new agents or assisting them when needed.

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