TTNet
Connecting People

FEATURES OF TTNET CALL CENTER SOLUTION

Ability for an agent to call clients in succession from a database through a web-based screen.

Ability to display a script for the agent to read with fields like name, address, etc. filled-in.

Ability to set a campaign to auto-dial and send live calls to available agents

Ability to dial predictively in a campaign with an adaptive dialing algorithm

Ability to dial on a single campaign across multiple dialers, or multiple campaigns on a single dialer

Ability to transfer calls with customer data to a closer/verifier

Ability to open a custom web page with user data from the call, per campaign, per In-Group, or per list

Ability to autodial campaigns to start with a simple IVR then direct to agent

Ability to broadcast dial to customers with a pre-recorded message

Ability to park the customer with custom music per campaign

Ability to send a dropped call to a voicemail box, queue or extension per campaign if no agent is available

FEATURES OF TTNET CALL CENTER SOLUTION

Ability to set outbound CallerID per campaign or per list

Ability to take inbound calls gathering CallerID

Ability to function as an ACD for inbound and fronter/closer verification calls

Ability to have an agent take both inbound and outbound calls in one session(blended)

Ability to start and stop recording an agent's calls at any time

Ability to automatically record all calls

Ability to manually or automatically call up to two other customer numbers for the same lead

Automatically dial unlimited alternate numbers per customer until you get an answer

Ability to schedule a callback with a customer as either any-agent or agent-specificAbility in manual dial mode to preview leads before dialing

Agents can be logged from anywhere with just a phone, web browser, and an internet connection

Faster hangup and dispositioning of calls with one key press (HotKeys)

FEATURES OF TTNET
CALL CENTER SOLUTION

Definable Agent Wrap-up time per campaign

Ability to add custom call dispositions per campaign

Ability to use custom database queries in campaign dialing

Recycling of specified status calls at a specified interval without resetting a list

Dialing with custom Time Zone restrictions including per state and per day-of-the-week

Custom Music-On-Hold and agent alert sound for inbound calls Dialing with Answering Machine Detection, also playing a message for AM calls

Multiple campaigns and lead-lists are possible

Option of a drop timer with safe-harbor message for FTC compliance

Variable drop call percentage when dialing predictively for FTC compliance

System-wide and per-campaign DNC lists that can optionally be activated per campaign

FEATURES OF TTNET CALL CENTER SOLUTION

All calls are logged and statuses of calls are logged as well as agent time breakdowns

Load Balancing of call across multiple inbound or outbound Asterisk servers is possible

Agent phone login balancing and fail over across multiple servers

Several real-time and summary reports available

Real-time campaign display screens

3rd party conferencing(with DTMF macros and number presets)

3rd party blind call transfer

3rd party conferencing with agent drop-off

Estimated hold time, place in line, overflow queues and several other inbound-only features Skills-based ranking and call routing per inbound group(queues) and campaign

Queue Prioritization per campaign and inbound group Single agent call queuing

Ability to set user levels and permissions for certain features and campaigns

Ability for managers to listen-in on agent conversationsAbility for managers to enter conversations with agents and customers

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Ability for managers to change the selected queues
for an agent

Ability for agents to select a Pause Code when they are
not active

 Ability for agents to control volume levels and mute themselves

Ability for agents to view the statuses of other agents on the system

Ability for agents to view details for calls in queue that the agent is
selected to take calls from

Ability for agents to select and click to take calls in queue from their
agent screen

Agent shift enforcement by day and time, defined per user group

Multi-function web-based agent API allowing for
control of agent sessions including click-to dial
outside of the agent screenLead import web-based
APIWeb-based data export utilitiesSeparate Time-clock
 application to track user work time.

Web-based administrationDID, phone and carrier trunk
provisioning through the web interface Inbound email handling
through the agent web screenChat with customers from a website
through the agent web screen.

Chat with managers and other agents in the agent web screen
The agent web application is available in English, Spanish, Greek,
German, French, Italian, Polish, Portuguese, Brazilian Portuguese, Slovak,
 Russian, Dutch, Swedish, Traditional Chinese and Japanese.

FEATURES OF TTNET
CALL CENTER SOLUTION

The admin web pages available in English, Spanish, Greek, German, Italian, French and Brazilian Portuguese

Access from Anywhere

Auto Dialling Campaign

Automated/Scheduled Call Recording

Blended Sessions

Call transfer

Callback Scheduling

Client Contact Management

Custom Music Per Campaign

Custom Web Page

Easy Client Information Action

Predictive Dialling

Single/Multiple Dialing Campaign

Ability to autodial campaigns to start with a simple IVR then direct to agent

Ability to park the customer with custom music per campaign

Ability in Manual dial mode to preview leads before dialing

Faster hangup and dispositioning of calls with one key press (HotKeys)

Definable Agent Wrap-up time per campaign

FEATURES OF TTNET
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Ability to add custom call dispositions per campaign

Recycling of specified status calls at a specified interval without resetting a list

Dialing with custom Time Zone restrictions including per state and per day-of-the-week

Dialing with Answering Machine Detection, also playing a message for AM calls

System-wide and per-campaign DNC lists that can optionally be activated per campaign

Several real-time and summary reports available

Real-time campaign display screens

3rd party conferencing(with DTMF macros and number presets)

Custom Music-On-Hold and agent alert sound for inbound calls

Skills-based ranking and call routing per inbound group(queues) and campaign

Ability to set user levels and permissions for certain features and campaigns

Ability for managers to listen-in on agent conversations

Ability for managers to enter conversations with agents and customers

DID, phone and carrier trunk provisioning through the web interface

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Thanks For Reading......

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