WORK
From Home

An Inbuilt Call Center Feature

Comprehensive Options For Agents To Proactively Serve Customers

To prevent operational disruptions in these challenging times, every small, mid-size or large businesses are focussing on implementing long-term viable remote work options. If you are currently seeking Work From Home (WFH) for your workforce, then Xtend is here to help you with multiple options and solutions. Establishing a remote work model in business can help you to prevent operational risks and business disruptions.

Ensure The Best Customer Experience Every Time

In the wake of unprecedented situation, such as the COVID-19 outbreak, major cities and countries are under partial lockdown – impacting businesses worldwide. Many companies are finding it difficult to connect with customers and deliver services promptly. The lack of proper technology within infrastructure disrupts not only operational performances but the overall business as well. To tackle the operational issues, there is an absolute need for companies to streamline their applications and ensure that every employee has access to the right tool that they need to meet their deliverables and for providing prompt customer service.

The Challenges & Impact
Introspect yourself with some of these questions and challenges mentioned here

Challenges
- Does your organisation have an application that supports employees to work remotely?
- Do you have the provision to support remote employee to handle calls from office numbers using PC/Laptop/ Smartphone via Internet?
- Don't have the facility to route calls to basic mobile instead of Smartphone?
- Are you facing any difficulty to handle calls proactively without any delay?

Impact
- Revenue Loss
- Loss of Customers
- Dissatisfied Employees
- Service Disruptions
- Inconsistent Operations
- Customer Dissatisfaction
- Reputational Damages

The Possibilities

In a Call Center, the agents handle customer support and service enquiries, whereas the same process is managed by different team members like sales or technical support personnels in different business sectors. For all, working in an office with access to desktops/laptops/mobiles with Internet connection used to be a regular working environment. However, the COVID-19 pandemic has changed the way people work and from where they have to work. Due to the unforeseeable future, companies are looking for possible solutions based on Work From Home to provide uninterrupted customer support. We at Xtend are here to provide the best technology in Work Form Home scenario. Let's explore the perfect solution.

The Solution

A Call Center Application With Inbuilt Work From Home (WFH) Feature Helps To Address These Customer Service Challenges

An Essential Option For All

- Banking, Finance & Insurance
- Call Center/ Customer service
- Education & Training
- Real Estate, Retail, Automotive
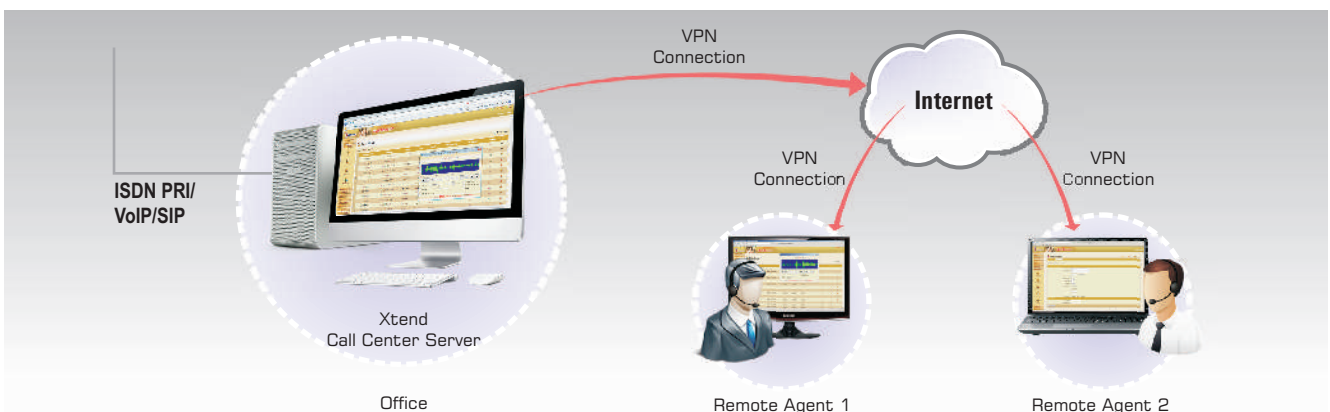- Travel & Hospitality
- Government Offices

The Work From Home Methodology

Work From Home feature is available in Xtend Call Center Solutions for more than a decade. This feature is extremely useful for agents as they can continue to deliver prompt service from any location. We have different methods to handle calls depending on the remote scenario. Each scenario can be considered as a case or situation that many businesses are facing now, and to tackle it we have showcased the most suitable implementation approach. You may choose any type of WFH option mentioned below to improve and enhance the operational efficiency, security and convenience.

Xtend Call Center Solution Supports Multiple WFH Options + Mobile Application For Empowering Workforce
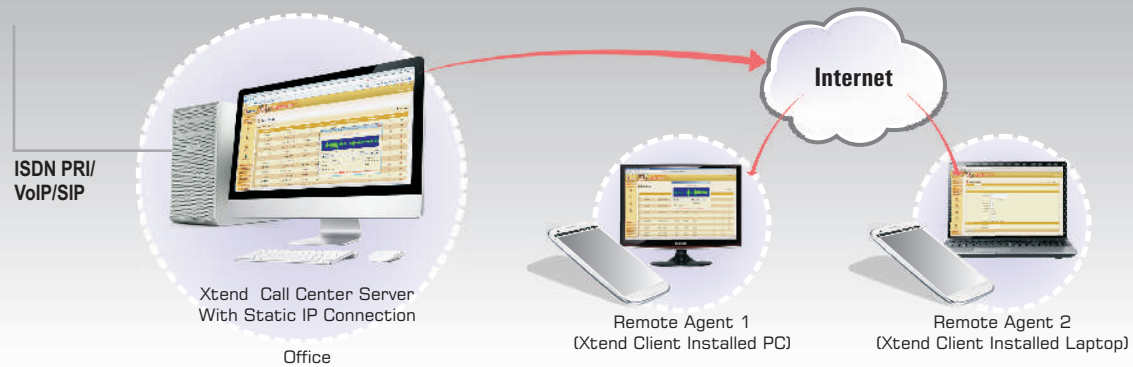
Different options with insights of each scenario is outlined here and these will help you to choose the best option. Through our WFH options, every important aspect and functionality for working remotely with limited resources can be met.

Agents Having PC/Laptop With Stable Internet

ISDN PRI/ VoIP/SIP

VPN Connection

Internet

VPN Connection

VPN Connection

Xtend Call Center Server

Office
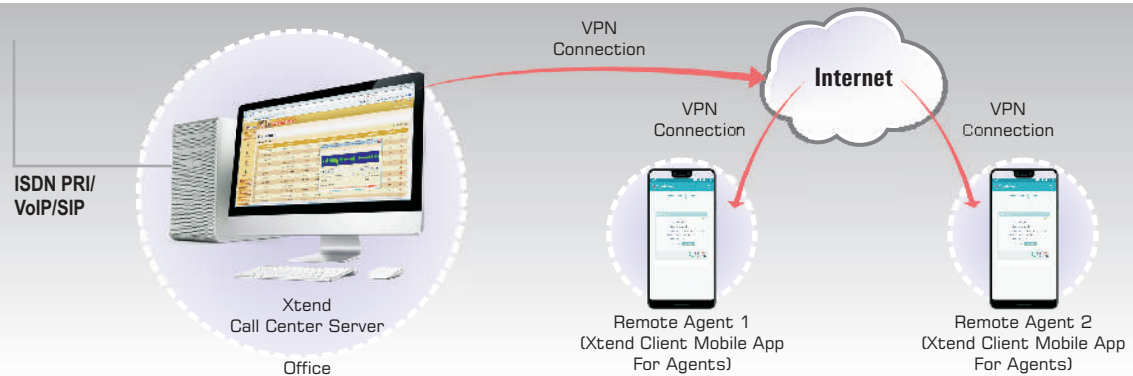
Remote Agent 1

Remote Agent 2

- Connection is established over secured VPN access
- Xtend Client CTI popup is installed in PC/Laptop of agents
- Calls are handled and details viewed/updated through CTI popup
- Gets access to complete features of Xtend Call Center

Agents Having Laptop/PC With Slow Internet

ISDN PRI/ VoIP/SIP

Xtend Call Center Server
With Static IP Connection

Office

Remote Agent 1
(Xtend Client Installed PC)

Remote Agent 2
(Xtend Client Installed Laptop)

Internet

- Agents can login to the Xtend Call Center through their PC using Static IP
- Each agent's mobile number will be mapped to the Xtend Call Center Server
- The calls will be handled through agent's mapped mobile number
- Xtend Client CTI-based popup is installed in PC/Laptop of agents
- Agents can view/update customer information through CTI-based popup
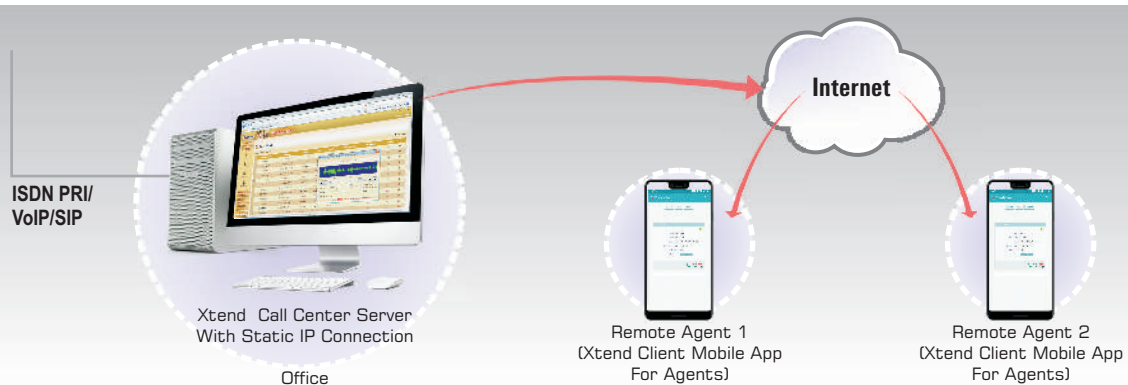- Gets access to complete features of Xtend Call Center

Agents Having Smartphone With Internet; No Laptop/PC

VPN
Connection

ISDN PRI/ VoIP/SIP

Xtend
Call Center Server

Office

VPN
Connection

Internet

VPN
Connection

Remote Agent 1
(Xtend Client Mobile App
For Agents)

Remote Agent 2
(Xtend Client Mobile App
For Agents)

- Connection is established over secured VPN access
- Xtend Client Mobile App is installed in the agent's mobile phone
- Mobile App allows an agent to Login/Logout and handle calls
- Agents can handle incoming/outgoing calls through the Softphone integrated in Xtend Client Mobile App
- View/update customer information through Mobile App-based popup
- Gets access to complete features of Xtend Call Center even without PC/Laptop

*Note: Android ver. 7.0 and above phones are only supported for Xtend Client Mobile App.*

Agents Having Smartphone With Slow Internet; No Laptop/PC

ISDN PRI/ VoIP/SIP

Xtend Call Center Server
With Static IP Connection

Office

Internet

Remote Agent 1
(Xtend Client Mobile App
For Agents)

Remote Agent 2
(Xtend Client Mobile App
For Agents)

- Xtend Client Mobile App is installed and a server's static IP is set in agent's phone for communication
- An agent can login/logout of Call Center through Mobile App
- Calls are attended and handled through the Agent's GSM phone number
- Caller data can be viewed/updated through Mobile App-based popup
- Gets access to complete features of Xtend Call Center even without PC/Laptop

Note: Android ver. 6.0 and above phones are only supported for Xtend Client Mobile App.

Agents Without PC/Laptop/Smartphone/Internet

ISDN PRI/ VoIP/SIP

Xtend Call Center Server

Office

Remote Agent
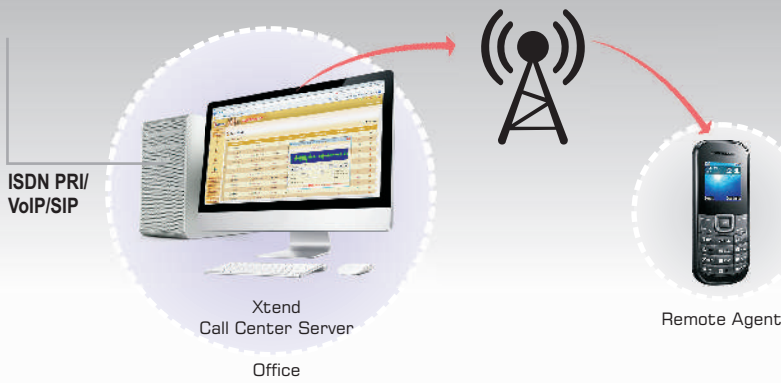
- Agent's GSM phone number is mapped to Xtend Call Center Server
- Agent receives incoming call on GSM phone
- Using mobile login facility, an agent can login/logout of Xtend Call Center
- Calls can be handled efficiently and successfully
- Gets access to lower features of Xtend Call Center

Comprehensive monitoring and recording will be available for performance evaluation and compliance management. The recorded audio along with information such as caller number, called number, call time, duration, status, agent break time etc. are displayed and report can be generated for assessing the service quality and customer experience. Thus, using the standard Work From Home feature of our Xtend Call Center Solutions, you can quickly connect and interact proactively at any time.

Note: For those who are our existing customers, we can assist them under AMC to reconfigure and upgrade the solution and stay connected with your customers from home without any additional licensing cost.

Advantages

Enhances Operational Efficiency

Improves Customer Satisfaction

Technological/Emergency Preparedness

Increases Productivity

Prevents Service Disruptions

Xtend Call Center Solutions
Robust Features For Complete Call Management

- User-friendly Interface
- Multi Theme Selection
- Live Call Statistics
- Agent Monitoring
- Skill-based Routing
- Auto-callback
- Interactive Voice Response (IVR)
- Automated Call Distribution (ACD)
- Queuing, Voicemail
- Preview, Push Dialouts
- Process/Campaign Management
- Bulk Lead List Management
- Real Time Dashboards
- Live Monitoring & Supervision
- Call Barge-in, Snooping, Whispering
- DID Management, Call Transfer
- Conferencing, Voice Recording
- Comprehensive Reports
- Wide Search Options
- Abandoned Call & Dropped Call Reports
- Agent Summary Reports
- Agent Occupancy, Answered Statistics
- Productivity, KPI Summary Report
- CTI, PBX & CRM Integration
- SIP Phone, Phonebook
- DND/Blacklist Validation
- Popup, Agent Call History
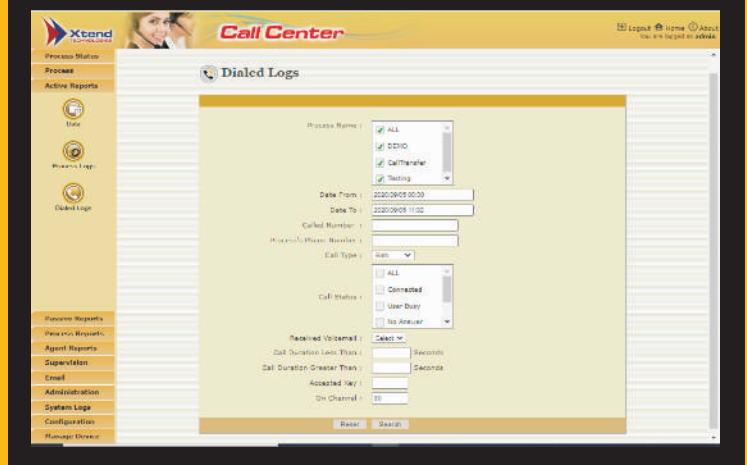
Serving
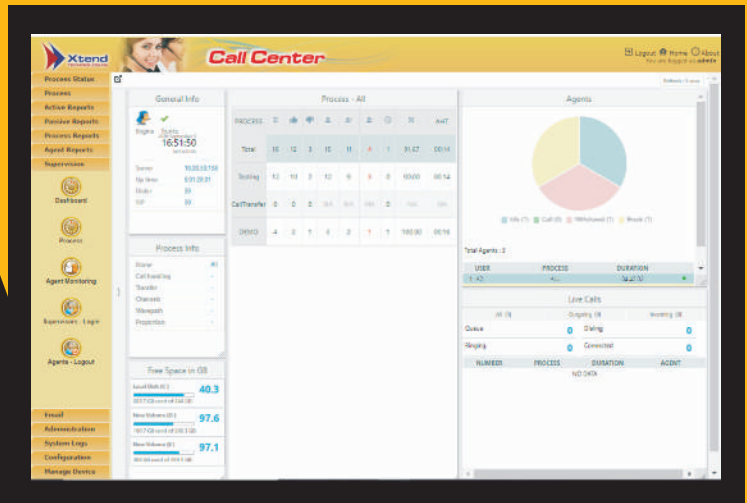## all type of industries
for more than 23 years

Long-term Reliability

Technology Driven

True Partners

Proactive Support

Respects Client Needs & Objectives

Why To Choose Us

- **23 years of experience in manufacturing and providing telecom solutions**

- **150+ employees worldwide handling R&D, innovation and customer service**

- **Superior quality, rugged and field proven products to suit requirement of any industry**

- **Secure and high level of operational efficiency with advanced functionality**

- **Feature-rich with unique features like tamper detection and encryption of wave files**

- **Easy integration and flexibility for accommodating customised features**

- **Voice Loggers, Call Billing, Call Center Solutions, IVR and many more**

Used by Clients in
50+ Countries

Manufacturing units in
INDIA & SINGAPORE

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