

CARUSTO IP-PBX

"Carusto" software is flexible in settings and easy to use solution for solving your tasks in telecommunication field.

TELEPHONE FUNCTIONS

Call parking

The "parking" makes it possible to hold multiple conversations at once, switching between them or answer calls parked colleagues.

Call recording

Calls are recorded on mp3 format. It allows to recall the details of any conversation, monitor the work of employees and to resolve disputes. Recording can be the absolute, customized for a particular user or call routing rule.

Audio message

The function allows you to play to the caller audio message: music, advertisement, notice or dynamic information, for example order status or account.

Intelligent routing

The function allows you to run routing based on conditions (working / time off, the user's time, the black list, result of request to the database).

Call transfer

The function allows you to redirect call on the base of user's status, schedules, etc.

Conferences

The function allows you to make voice conference, add participants (employees and customers), to provide access through the list of numbers or by entering the secret code.

Call share

The function allows you to connect to existing call in a real-time in order to participate in the conversation or to be a promter for you colleague. Also you can invisibly listen to it.

Call transfer

The function allows to transfer the call to another employee, or service number.

Call hold

The function allows you to hold the caller, if you want to answer another call, or ask for additional information. at this time presetted melody or message is played to the subscriber.

Interception of the call

The function allows you to intercept a call to the number or the group of users.

Selector communication

Telephone conference in the form of a conference call allows you to hold meetings in absentia, without departing from the workflow. Available two-way communication mode (you can listen and speak), one-way communication (listen only) and switch between them.

Intercom

The function allows to make a call to the user with a forced auto answer.

Paging

The function allows you to make a call on a list of numbers with a forced response (speaker mode).

For example this feature could be used for making advertising in the office.

Fax

The system automatically receives the fax and send it to you by e-mail.

TELEPHONE SERVICES

Multichannel

Your phone line is always free.

Connecting the system to your mobile phone

The system integrates mobile phones and landlines, and allows you to customize calls via mobile or via the city link.

Missed call notification

Feature allows you to receive notifications of missed calls to the user of the system (mail, SMS).

Multi-location

The function allows you to use several SIP devices for one user. At the same time all registered user devices are getting incoming calls.

Mobility

A feature that allows not to miss a single call. If an employee does not answer the call, then, after a customizable period of time, made a parallel call to the mobile numbers of employees.

Voice mail

Voice mail. If the user did not accept the call or not available the system will prompt to leave a voice message.

CALL PROCESSING

Constructor to configure call routing

Easy to use, intuitive interface of constructor to set, run, and handle events and calls on the system.

Incoming routing to the user

The function helps you set up the rules that will be executed when you try to call to the user (check the absolute redirect, redirect by the user's status, call forwarding in case of non-response, switching to voice mail, performance of other applications on the basis of all sorts of checks).

Incoming routing to the gateway

The function helps you set up the rules, that will be executed when you try to call the gateway (to re-attempt call in the case of busy, make an entry in the third-party database, send SMS in case of unsuccessful call attempts).

Outgoing routing from the user

The function helps to set up the rules that will be executed when receive an incoming call from the user (preset user rules , "speed-dial", both general and personalized).

Outbound Routing Gateway

The function helps you set up the rules that will be executed when you receive an incoming call from the gateway (to execute a query in a third-party database, run http request to a remote server in order to obtain additional information about the caller, send a notice to the manager of the Call-center about a new call in the system).

IVR rule

It allows you to make routing by voice menu.

Group Rule

The function allows you to run routing for a group of users.

Templates

The function, which allows to use patterns for substitution of different dynamic data in different rules and applications, autoinform about account balance, etc.

Queues

A feature that allows to handle incoming calls with queuing and further forwarding to an agent, based on established criteria (the most qualified, the least busy, etc.)

DISA

Disa is designed to provide direct access to system resources.

Presence

User status. The routing is based on it.

TRUNKING

Outgoing SIP connection

The possibility to register on external telecom operators through to registration data (IP, login, password).

DID connection

Ability to customize the external lines to an operator without registration, connection by IP address.

Incoming SIP registrations

The ability to receive incoming registration of operators, gateways or other SIP devices.

SMPP connections support

Functionality that allows the integration into the SMS service providers operating via SMPP.

PRI/BRI

Functional, allowing you to connect to configure and use ISDN lines as the communication with the outside world (operator connection).

INTEGRATION

Voice services

Integrate IP-PBX Carusto with popular voice services for the organization of different services in your company. The integration is ready for the services: Yandex, Acapela, Ivona and others.

Working with database

Direct access to customer data will allow to organize routing to operators and organize an automatic services in your company. Supported databases: Mysql, Oracle, Postgresql, Mssql.

Cloud-based storage

Keep a record of phone calls, backups and other data on a dedicated server using FTP and SFTP protocols.

Authorization from a single place

With the integration with your LDAP server, employees will use the credentials from an external source without having to manually add each user through the interface.

Mail server

Send out the various notifications directly from the constructor routes and other services using the SMTP protocol.

SMS sending

Notify your customers for a variety of events automatically using a direct connection via SMPP protocol to the provider.

ADMINISTRATING

Call Logs

Allows you to review the progress of passing calls, run time, the data used in the performance of applications.

Backup

Saving the current system settings to be able to restore or deploy on another system.

Debug interface

Functionality that allows to track the progress of the script, the processing of incoming / outgoing calls.

System notifications

Functions allowing to send notification to the system administrator about system events (fault of the operators or not enough free disk space, ..).

Remote technical support

Remote technical support is possible if necessary.

Security

Improved SIP authentication system reduces the probability of selection password by intruders\unathorised users.

Antifraud

The function of the system that blocks intruders in the case of password guessing attempts.

Networking

It allows you to configure the network from the Carusto Interface.

CARUSTO UNIFIED COMMUNICATIONS

This is a single telecommunications network that combines different types of connection (chat, voice chat, video, fax, etc.) and various access devices (desktop computer, mobile phone, fax, etc.). The main purpose of "Carusto" software - is to create a single solution, that joins telecommunications infrastructure and mini-CRM system with flexible settings, allowing to solve the full range of tasks.

TELEPHONE FUNCTIONS

User friendly interface

The user interface is so simple and intuitive that untrained users will be able to understand all the features.

Integration with your PC

This feature allows you to use a computer instead of a phone. User-friendly interface provides comfort at work and saves time. All phone features and many advanced features available on your PC.

Integration with SIP phones

Integration with the IP phone allows you to configure the system so that when dialing on the computer system automatically used to dial your SIP-phone.

Integration with a mobile phone \cell phone

You can use your mobile telephone (cell phone) to receive calls from customers and make outgoing calls.

Fax

Receiving and sending faxes to DOC, PDF, without using a fax machine ... (The ability to download a fax from the interface or e-mail).

SMS

Sending SMS directly from the interface with one-click.

Interception of the calls from the interface

Using the PC interface to intercept calls to make the process simple and intuitive.

Listening to the call records from the interface

Using a PC interface for listening to calls records allows you to monitor the work of employees.

Click2call

With the optional extension Carusto for Windows users can make calls from any application by selecting a number to call.

Multiplatform

Carusto Applications are available for all popular platforms: Window, MacOS, Linux (Ubuntu, Fedora) and Web application

Virtual office

Carusto Unified Communications allows your to start your office just in few hours. Employees can work remotely and be integrated into the workflow to be always connected. The management has the ability to control employees, see all their statistics - status, the number of calls received, and etc., and Carusto Analytics application will generate the necessary reports to you.

Cloud Based

Carusto cloud -based systme exempt from binding to a specific office and the server makes the database unavailable for inspection bodies and attacks.

CRM

Phonebook

The database of your contacts. Speed Dial and search by name, number, word. The ability to restrict access to different segments of the base.

Segmentation of contacts

The function allows you to keep customer base by segmenting it using special folders and additional tags.

Full information

Every employee will have full information about the customer, and all the client history.

Import in a few clicks

You can import your contacts from different services.

Adding files

The function allows you to upload various documents, contracts and other materials for your contacts, so you can quickly access them when needed.

Adding events

The function allows you to add future events and reminders. You will no longer forget to call back to the client or to get to an important meeting.

Comments\make notes

The function allows you to add comments to the important calls during or after a conversation, so any single item or note can be forgotten. Also you can.

Labels to the conversation

Feature allows you to share your calls at different segments using the tag with further possibility of their analysis.

COLLABORATION

Geolocation

With the help of this service, employees can always see where geographically is their colleague. This information can be used for intelligent routing of incoming calls: if an employee is out of office, there is no sense to send a call to his office phone.

Colleagues status

The system provides static information - employee status (Online, DND, Away), and dynamic - the state (there is a call, there is a conversation). Their status, the user can change their own, and the state is changed automatically by the system. This information is available to other users, as well as used for routing incoming calls, for example in a state of DND, calls can be forwarded to voice mail.

Chat

Corporate a chat allows employees not to distract each other's by frequent calls and not to waste time dialing and waiting, instead communicating in a corporate chat. At the same time, employee is focused on work rather than companionship. Important information is no longer lost or forgotten - it is stored in history.

Conferences

Carusto Unified Communications allows audio conferencing, for example, for corporate meetings.

Quick search

Quick search for colleagues or contacts in the database by name or number (fragment) is available.

HISTORY

Call history

Available call history (date, time, direction, audio call, etc.).

Call search

Quick search of calls by number, name, date and time is available

Time filter

The function allows you to view calls for any period you are interested in.

Detailed filtration

Filtration of calls for popular criteria - incoming, outgoing, unanswered, abandoned, recording, etc.

Quick access for call records

The function allows to listen records right from the interface of application.

View fax

The function allows quick browsing in your company received or sent faxes.

Data export

The function allows you to export contacts or other background information in Excel and CSV formats quickly.

SETTINGS

Advanced settings

The widest settings are available in the user menu of UC : mobility settings, voicemail, notifications, call routing management.

CARUSTO ANALYTICS

Carusto Analytics is a software application. Carusto Analytics allows you to create detailed reports and implement analytics of a call-center. This tool provides visual statistics in real time. It allows you to manage the company's business processes quickly, helps to increase employee productivity, reduces the time required to prepare new reports.

Service level

The indicator "Service level" allows to analyze the Call-center work, taking into account various criteria such as the number of calls answered and abandoned, time spent for response and dropped calls. It can be used to set the rules of work, the analysis of their performance and bonuses.

Assessment of the effectiveness of advertising campaigns

It is easy with "Carusto Analytics" to evaluate the effectiveness of advertising campaign on the number of calls and sales . A separate phone number for each advertising campaign will provide ready statistics.

An analysis of working hours of employees

The report shows when the employee was unavailable, started or finished work, the duration of calls.

A Call-center working day analysis

A full report of all calls for a particular day or period of the company. Visualisation of activity with the help of graphics.

Detailing of calls

Detailed information of all calls: date and time of call, the agent and caller number, the status of call (answered, missed, translated); call direction and duration of dialing and conversation, record of the conversation. These data allow us to analyze each call, to understand the dispute.

Analysis of the use of gateways

Detailed information on calls through the existing gateways, a detailed report on each gateway will allow to identify any problems with communication on time, analyze and optimally distribute the load on the gateways.

Assessment of the effectiveness of employees

Detailed information for the analysis of working time of employees in the same report: the number of hours worked and the quality of call service, data about calls. the number of received, committed,

missing, transferred calls each of his colleagues, as well as the average / total talk time and dial-up, detailed information for each employee.

Analysis of the effectiveness of departments and offices

Detailed information about the calls for user groups enables you to analyze the performance of each department or business unit. Schedule calls, by the time clearly shows at what time and what day had the greatest number of calls to the group.

Reports on each project

A separate queue for each project will allow to analyze the work on each of them and get ready reports.

Search engine

This function allows to find the necessary information very quickly and transfer to the necessary report.

The analysis of conversations

The analysis of conversations allows you to analyze the company's operations. For example, the number of new calls allows you to estimate how many new clients turned to the organization for a period, and the number of repeat calls enables you to analyze how many times the customer had to call to solve any problem.

The analysis of delay between conversations

The report allows you to track down and eliminate potential problems in time. For example, if the interval between calls short, it often means a communication problem. If an agent calls back too often at the same number or with a large time interval, you may need to analyze the work of the agent.

Histogram of Holding time

It allows you to keep track of calls that were on hold for a long time, and also shows the overall picture of the use of function hold by your employees.

Histogram of dialing time

Displays the speed of answer to the call and allows to analyze the speed of work of employees.

Histogram of time of conversation

It displays how the calls are distributed during the day-time, how much time on average was spent for waiting, for conversation, what time is the most busy. These data helps to optimize the call center work, determines how many agents are necessary to provide quality customer service.

Histogram of call duration

It allows you to determine how long on average is required to process a call and thus to calculate the required number of employees at the time of peak loads.

Export of reports

Simply download reports to Excel and CSV formats allows their further widespread use.

Sending reports via URL

There is a possibility to send links to the generated reports and move in ready-made reports using yourcolleagues links.

History

The system saves the history of viewed reports, which helps to return to the necessary data.

CARUSTO CALL-CENTER

Call-Center Carusto connects into a single monolithic environment of accounting, control and management all business processes: treatment of customers, personnel qualification, setting and fixing tasks, the control of their implementation at all levels of escalation.

Incoming campaigns

Simple and easy to create and configure incoming call queues will systematize the processing of coming into your company, and will prevent missing a single call, to facilitate and improve the performance of your call-center agents.

Intellegent routing system

Intelligent call routing is carried out in accordance with the specified settings: on the basis of the selected IVR subscriber subjects, busiest operators and operator's qualifications, etc. You can put in priority callers with a mobile phone, regular customers, send the call the client his personal manager. When the client gets the call again on the order of the operator, with which began the conversation. Configure virtual routing allows geographically dispersed businesses more efficiently allocate resources between departments.

Different strategies of call processing

The function allows you to set the optimum for your company call handling strategy: call everyone call the agent who has the longest simple calls around, randomly chosen agent.

Priorities for the call center companies

The function allows you to set priorities for call processing. You can configure the system so that the agent will be in the first place to receive incoming calls, and the lack of incoming calls to handle outbound queue.

Priority levels of the agents

The function allows you to distribute incoming calls according to the levels of agents, for example, you can configure incoming queue so that calls received first secretary, then managers and only in the last instance to the head.

Mobility

This feature allows not to miss a single call, redirecting unanswered calls to the specified settings in the personal mobile number of the agent at regular intervals.

Interface of the supervisor

The simple intuitive interface allows the supervisor to manage the settings of call-center, in a few clicks to make the necessary changes to work in real time. The supervisor can monitor the performance of call-centrum, so to response to changes in the current situation just on tyme.. Analyzing such indicators as average waiting time, average duration of converstation and the number of received / answered / unanswered calls, he may at any time add or remove the desired number of agents that help to cope with a large-scale marketing and advertising campaign, a flurry of calls at the time of peak loads. And such factors as the amount of transferred / agent completed / answered calls after a time interval to help analyze the performance of employees. Also, the supervisor can distribute calls between operators, agents dictate tips that are very useful when training new employees, listen to ongoing conversations with the purpose of monitoring customer service.

Service level\level of the service

An additional mean of control is the "Customer Service Level" parameter, which can be calculated by the formula selected by Supervisor. The application contains visual information about the calls for each queue: answered, unanswered, abandoned, etc.

Detailed call report

Detailed call report consists of the selected queue calls, such as talk time, standby time, record conversations, allowing you to analyze the work of agents during peak call center, etc.

Activity of the campaign

Function allows to see the conversations in real time. How many customers are waiting for connection, and who speaks (agent) to whom (customer).

Activity of agents

The function allows you to quickly view the employment and performance of your agents in each campaign. The "Agents Activity of" provides information on the status of the agent at the moment, the time during which it is available, the number of processed calls in the queue, and all calls processed by agent during the reporting period, the average and total talk time in the queue / Total agent.

Outgoing campaigns

Outbound campaigns can help you to carry out telephone surveys, questionnaires, updating databases, telephone calls of debtors, active sales via the telephone base, congratulations with holidays, to inform your clients about promotions, etc.

Call-center operating modes

Outbound call center can operate in one of three modes: Preview, Progressive, Predictive. Depending on the mode selected, the system provides dialing client and connects it to the call center agent, allowing optimal use of working time agents.

Activity of the queue

At the time of processing the outbound campaign you can see a lot of data in "Active line". It displays the information about your contacts, call status, dialing time, talk time and call processing time.

Call-list

The application allows you to create lists of outgoing calls for outbound campaigns. For each outbound campaign in the application clearly provides information on the records (phone numbers), pending processing of records processed, unprocessed records, the average time of a call and dial. Automatic creation and processing of call-sheets saves time. All contacts are a global call-sheet, with whom to contact. Operationally - those who need to call in the near future.

Import your contacts list for an outbound campaign

The function makes it easy to import contacts from your own CRM system or third-party databases and applications to create a call-sheet outbound campaigns. Importing contacts in the database is carried out as CSV or vCard from Outlook, Gmail and other applications that support these formats. You can import the contact database from the UC Carusto.

Client card

The app contains all the information about the customer personal information, notes, information on previous orders, what agent had a conversation before and etc. The card is displayed at the time of call, allowing the agent to build a conversation with the client and add new data to the card.

Autoinformmer

The function allows you to play for the clients messages automatically. These can be pre-recorded messages to the most frequently asked questions, and information generated on the basis of dynamic data, such as order status, account balance, etc. Answering machine saves human resources and thus reduces the costs of handling incoming calls, and allows your customers to get the necessary information at any time.

Auto redial

The function is very useful when the subscriber phone is busy or does not answer. According to the settings the system will carry out a predetermined number of attempts to dial a specific time interval. You can configure outbound campaigns so that the system performs dialing to multiple clients at once, minimizing the waiting time operator response. dialer technology enables subscribers to organize regular telephone calls with the issue prepared by a voice message on the basis of constant or dynamic data. The feature is useful for promotions or outgoing calls from debtors.

Hotline

On the basis of the Call-center Sarusto possible creation of a hotline, through which all customer calls will be accepted and processed with the lowest labor costs. Using a multi-channel call number will allow everyone to reach it, and several employees trained to answer most standard questions, and only in some cases, the call will be transferred to other employees of the company, which will save working time.

CRM System

The customer base, integrated with Call-center provides quick and convenient access to all of information on the customer / partner, notes, records of previous conversations, etc.

Operator scripts

Using conversation scripts - agents can clearly and quickly provide information to the client, ask the right questions and gather the necessary information about the client.

Mixing incoming and outgoing calls

The function allows you to adjust the simultaneous processing of incoming and outgoing calls in one phone campaign without the need for separate phone platform.

Management of the Campaign

Full campaign management and analysis function provides the ability to create campaigns, appoint agents and inbound queue for multiple campaigns. Our solution allows you to manage calls, users a queues and process organization efficiently as possible.