

# ConVox Hybrid Contact Center Setup



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# ConVox Contact Center Setup – Hybrid (Premises Based + Cloud) approach



## On Premise Setup -

- 1- Telecom Connection** – On Premise(Terminating to Gateway).
- 2- Application and Database Server** – On Premise
- 3- Agent Work station** – On Premise ( Connected on LAN with Server).



## Hybrid Setup -

- 1- Telecom Connection** – On Premise(Terminated in IP-PBX).
- 2- Application and Database Server** – On Cloud ( Hosted in Cloud Servers like AWS, Azure or Co-located Data Center)
- 3- Agent Work station** – On Premise ( Connected on LAN with IP-PBX).



## On Cloud Setup -

- 1- Telecom Connection** – On Cloud ( Connected to Hosted Server in Data Center) .
- 2- Application and Database Server** – On Cloud ( Hosted in the Data Center)
- 3- Agent Work station** – Anywhere ( Work from Home or On Premise)

# Comparison – Premises, Cloud based and Hybrid Call Center Setup

**Hybrid Contact Center Setup is best suited for branch offices like banks, share trading offices and Out sourced processes. It enables benefits of Both, Cloud based and Premises Based Setup.**

Attribute	Premise Based Setup	Cloud Based Setup	Hybrid Setup
Telecom Connectivity	In Premise	On Cloud	In Premise
Calling	Call from PSTN connected to agent Within LAN	Two leg call – Both on PSTN	Call from PSTN connected to agent Within LAN
Server Maintenance	High	No	No
Call Receiving	On Agent Workstation (Softphone + Headphone)	On Mobile Phone or Analog Phone	On Agent Workstation (Softphone + Headphone)
Incoming Calls on local Number	Possible	Not possible	Possible
Outgoing Call through Local Number	Possible	Not Possible	Possible
Suitable for	Large Mission Critical Call Centers	Work from Home Call Centers	Smaller and Distributed Call Centers
Phone Number Ownership	Customer	Service Provider	Customer

# Hybrid Setup for ConVox Contact Center

**ConVox Call Center setup is divided in two parts.**

## ConVox Call Center Setup

**A. Dialtronics IP-PBX Voice Server**

**B. ConVox Call Center Solution**

### **A. Voice Server (Dialtronics IP-PBX) –**

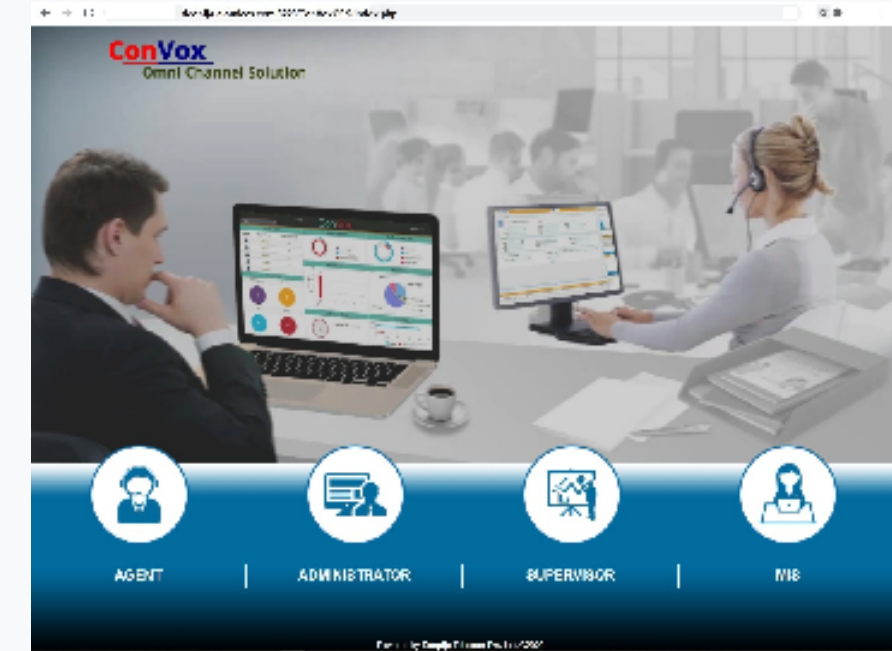
Works as a Normal appliance-based IP-PBX along with Voice Server.

- Appliance based IP-PBX with latest features like IVRS, Call Recording, Call Routing, Call Conferencing, Call Forwarding, etc.
- SIP and GSM (SIM) trucking and SIP-based extensions ( Softphone, IP-Phone, FXS + Analog Phones).
- Small Size device and easily configurable with Tata, VI, Airtel, Jio or BSNL, etc. SIP lines.
- Software-based Operator Console.
- Availability to handle multiple/different types of calling media and also easy to integrate with generic Office PBX.

## B. Call Center Solution (ConVox) –

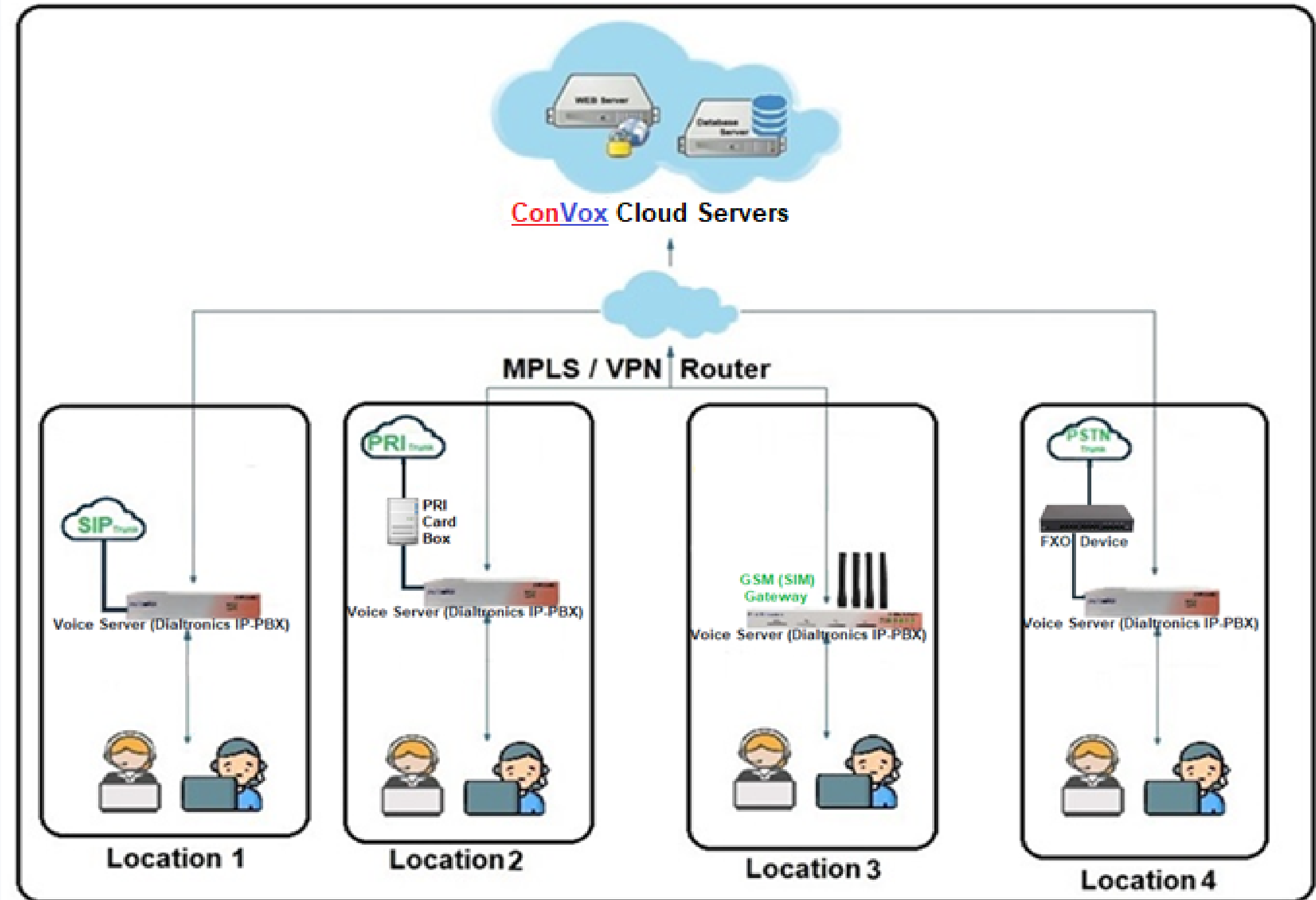
Providing platform where Agent, Supervisor, MIS, and Admin login with all call center features.

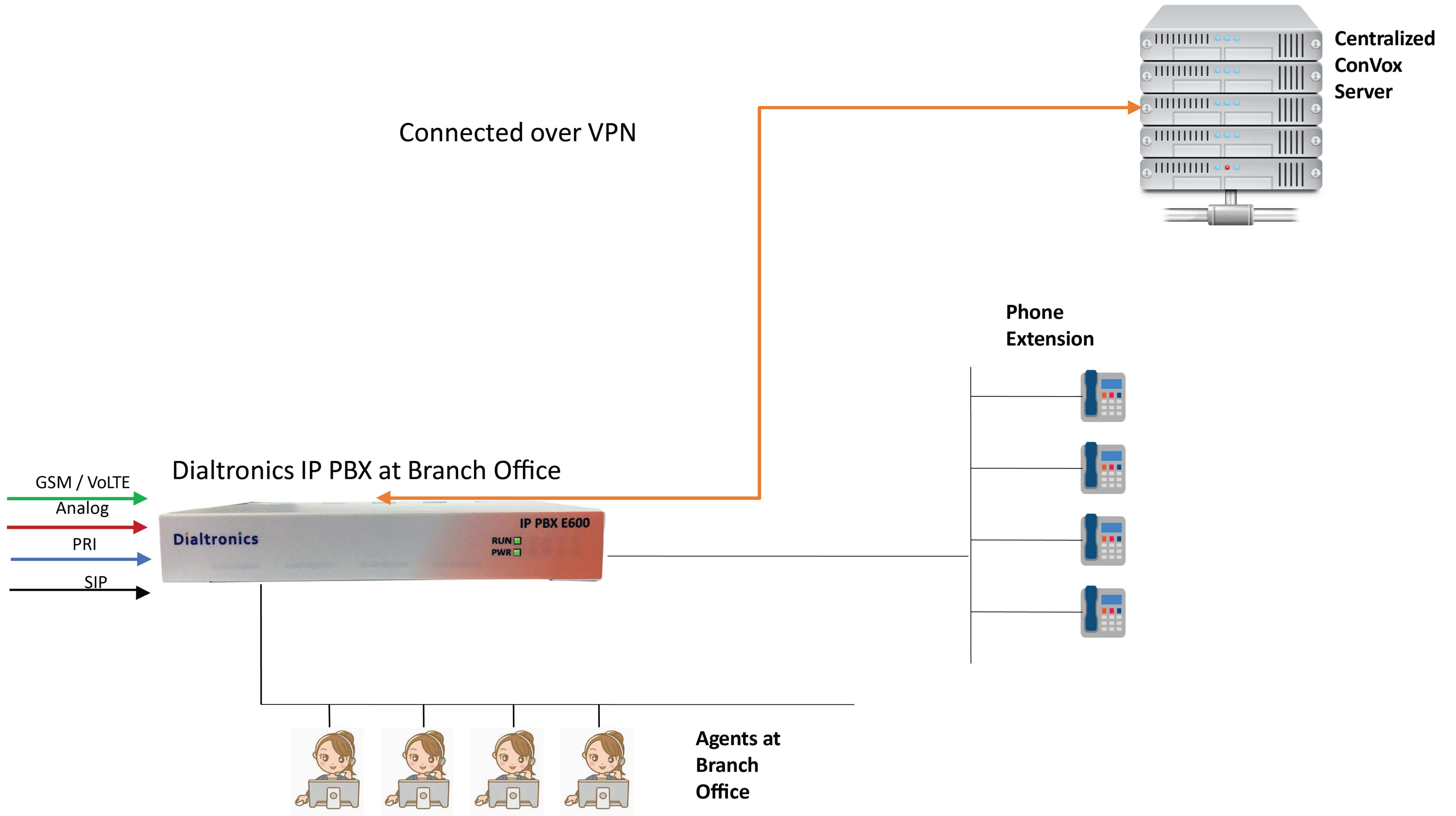
- Agent Login, Database and MIS reports are part of Centralized Cloud Setup.
- Auto Attendant (IVR) with Voice Mail. Call queue and call waiting messages.
- Agent Pop-Up with Customer Details (Configurable). Can be Integrated with Third Party CRM. Disposition of calls.
- Call transfer feature between Agent/Queue/Process.
- Admin and Supervisor have option to call barging and call whispering of ON-CALL Agents.
- Multiple type of MIS Reports (Agent, Queue, Process).



# Hybrid Setup for ConVox Contact Center

- On Cloud we provided Web server, Database server, and Application server.
- Required VPN or MPLS connection between cloud server and call center IP-PBX.
- PSTN (PRI/ SIP/ GSM) Connectivity through Dialtronic IP-PBX.





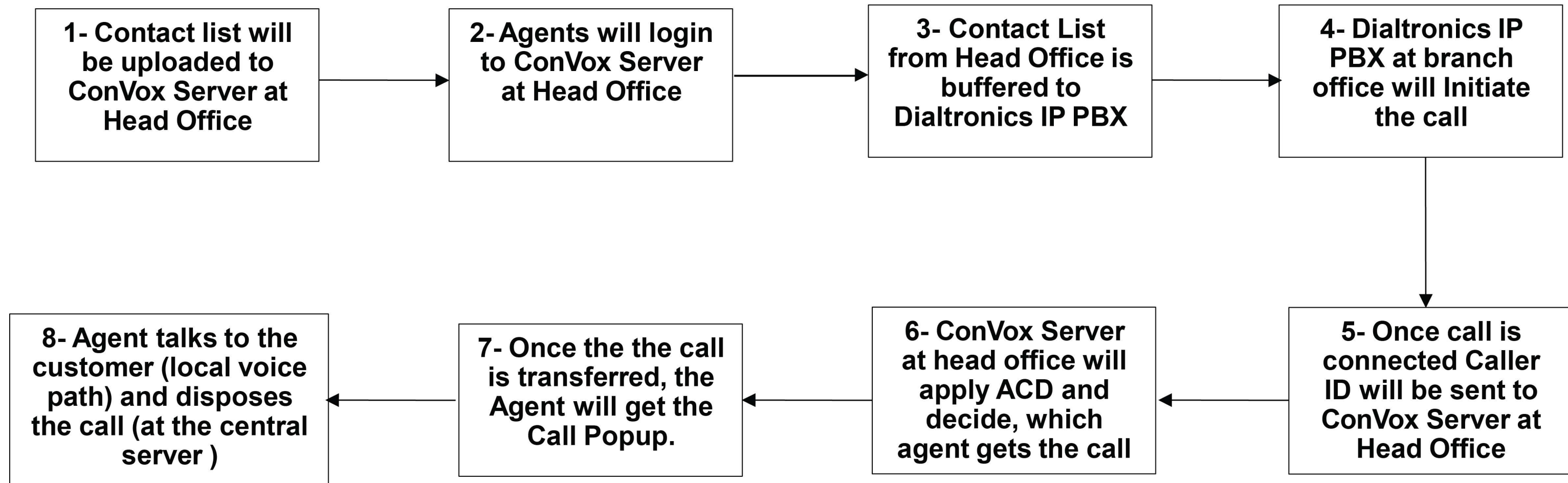
# Process Description

Hybrid setup consist of two ends.

1 – Voice server + PBX at the branch office location - Used for Telecom Connection.

2- Call Center Solution at the centralized server location. - Used for all other functions.

Agents will login in the central server and will receive call from local voice server.



Call Recording will be saved in the Dialtronic PBX and will be transferred to Central Server.



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# Hybrid Setup for ConVox Contact Center

**Thank you!**