

TECHNOLOGY FOR A SUSTAINABLE TOMORROW



RK VoIP Solutions



## RK VOIP SOLUTIONS OUR GOAL IS YOUR SATISFACTION

RK VoIP Solutions is a leading provider of next-generation business collaboration and communications solutions, providing unified communications, contact center, networking and related services to companies of all sizes in India. We help our customers bring people together with the right information at the right time in the right context, enabling business users to improve their efficiency and quickly solve critical business challenges.

Working on the latest Information Communication Technology (ICT) concepts, RK Voice Solutions Product Portfolio consist of patent-pending development platform and award-winning communication software. Robust solutions from RK are powering customer interactions for both contact centers and enterprises. Overwriting the multi-boxed approach of legacy contact center technology, RK gives you integrated feature-rich communication suites.



### Highlights

- VoIP at your pace.
- Open source-based.
- SIP compliant.
- Rich feature set.
- Flexible deployment

### Benefits

- Increase operational flexibility.
- Reduce move, add and change expenses.
- Enhance economies of scale for transmission services.
- Reduce long-term equipment costs.

### System Components

- IP Gateway
- Application Server
- SIP 2.0 compliant.
- Administrative Console.

As IP telephony standardizes and proliferates, organizations are looking for choice of voice transport. (IP) strategy with open, standards-based capabilities—fully packaged with optional Session Initiation and ongoing support functionality that provides a rich, flexible feature set. The RKIPDIALER Business Edition open source platform, offers you all of the call handling capabilities expected of pricey, closed PBX systems at a substantially reduced cost. Designed to interoperate with other RK IPPBX products, RKIPDIALER Business Edition provides all of the capabilities required to address the needs of the dynamic contact center.

### Offerings Description

- . Inbound, Outbound and Blended call handling
- . Outbound Agent Controlled, Broadcast and Predictive Dialing
- . Full USA FTC-compliance capability
- . Web Based agent and administrative interfaces
- . Ability to have agents operate remotely.
- . Integrated call recording and retrieval
- . Three way calling within the agent application
- . Scheduled Callbacks : agent-Only and Anyone
- . Scalable to hundred of seats.
- . Ability to use VoIP (SIP/IAX) Trunks.



## RKIPDIALER Feature List

Ability for an agent to call clients in succession from a database through a web-client  
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 Asterisk servers, or multiple campaigns on a single server  
Ability to transfer calls with customer data to a closer/verifier on the local system or a remote Asterisk server  
Ability to open a custom web page with user data from the call, per campaign  
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  
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 upto 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-specific  
Ability in Manual dial mode to preview leads before dialing  
Ability for agents to be logged in remotely anywhere with just a phone and a web browser  
Faster hangup and dispositioning of calls with one key press (HotKeys)  
Definable Agent Wrapup-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 TimeZone restrictions including per state and per day-of-the-week  
Dialing with Answering Machine Detection, also playing a message for AM calls  
Multiple campaigns and lead-lists are possible  
System-wide and per-campaign DNC lists that can optionally be activated per campaign  
All calls are logged and statuses of calls are logged as well as agent time breakdowns  
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.  
Custom Music-On-Hold and agent alert sound for inbound calls.  
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 queueing.  
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.



Ability for managers to change the selected queues for an agent.  
Ability for agents to select a Pause Code when they are not active.  
Several CRM integration features: user-sync, account-sync, data interconnection .  
Web-based data export utilities.  
Web-based administration.  
DID, phone and carrier trunk provisioning through the web interface.  
Ability for agents to view the statuses of other agents on the system.

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